



Customer Support Portal Solutions

Are Customer Support emails and phone calls piling up? Are you spending **more time and money solving Customer problems** than you would like? Would you describe your Customer Support experience as exceptional? **Reduce your Customer Support costs** and **improve the Customer's experience** by providing a self-serve Customer Support portal. Enable Customers to solve their own issues before costing you time and money, all while making them feel **empowered and better connected to your brand**.



Benefits of a Customer Support Portal:

Reduce Costs



- Reduce Customer Service Rep (CSR) staffing costs by supporting more Customers with fewer people.
- Deflect support tickets from hitting your CSR team by enabling self-service functionality.
- Searchable knowledge bases will reduce support tickets and increase Customer satisfaction.

Increase Customer Retention



- Improve Customer satisfaction by providing 24/7 self-serve support capabilities.
- Reduce the number of touchpoints required to solve support issues.
- Support Customer across multiple time-zones and multiple languages.

Improve Operational Efficiency



- Automate workflow and business processes immediately upon support issues creation.
- Enable Customers to interact with your CSR's on mobile devices and with accessibility features enabled.
- Real-time Customer engagement tracking allows you to adapt to changing demands.

Drive Revenue



- Scale quickly to support more Customers and add premium support features
- Upsell and cross sell Customers with additional products and services that relate to their specific support issue.
- Provide an exceptional online experience and your Customers will talk, that means referrals!

Start with a FIT Assessment to determine how a Customer Support Portal and The Portal Connector can help your business **Reduce Costs, Drive Operational Efficiency** and **Improve Customer Retention**, all while **increasing your Bottom Line**.