

Customer Care Management

Be closer to your customer

Developed by

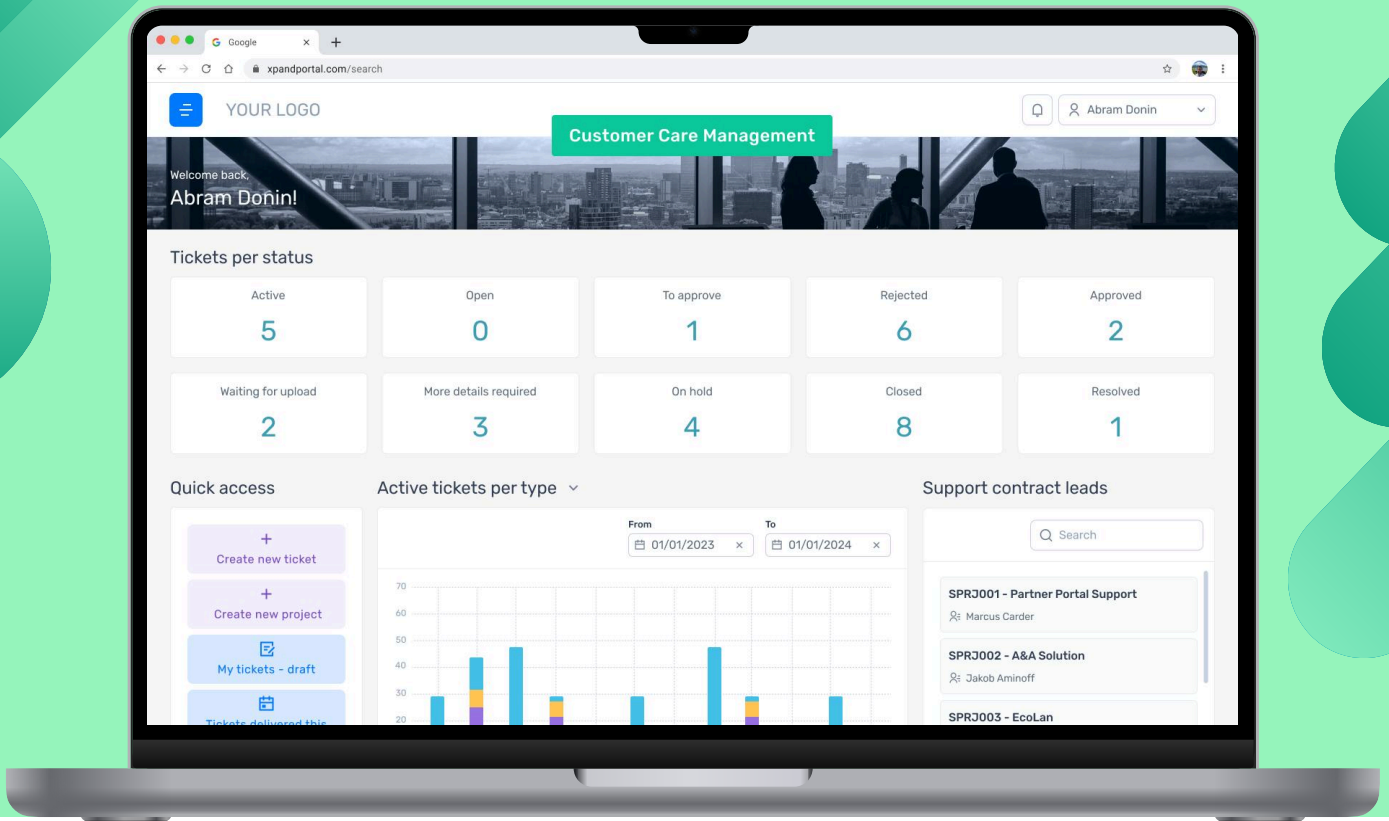


Integrated with



Powered by





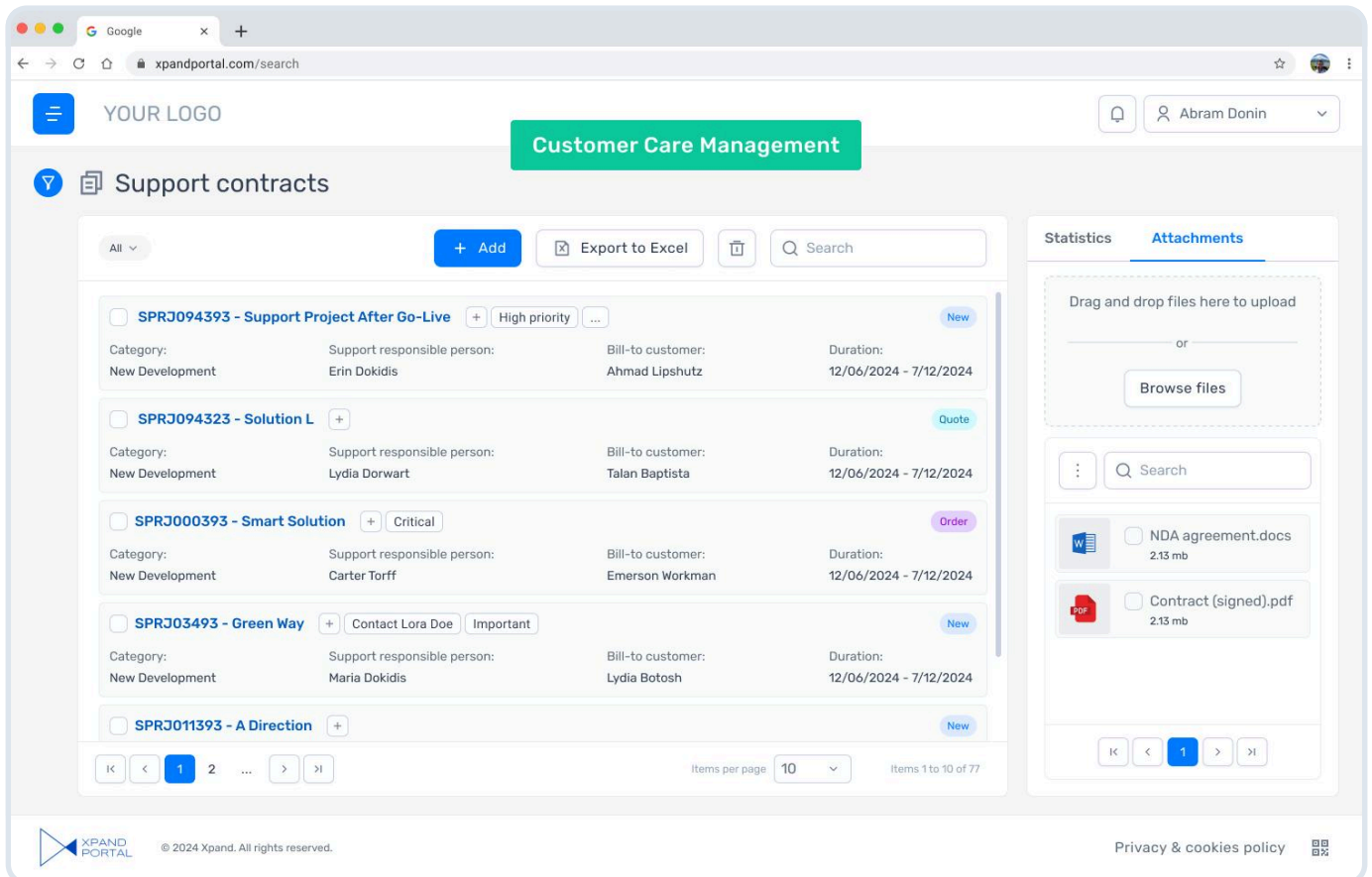
What module solves

At Xpand, we faced the challenge of ensuring clear communication with our partners and clients about support ticket updates and project statuses. So, we developed the **Customer Care Management** module to solve this for ourselves, and now we're helping other companies overcome the same issue with this solution.

No time wasted on customization – within 5-7 days of purchase, you'll be using the ready-to-go module. The main goal? To simplify project tracking and support, reduce manual email exchanges for status updates, and provide clear, transparent communication among all project participants.



Module and Microsoft Dynamics 365 Business Central



The module comes with a pre-configured setup, ensuring all necessary settings for Microsoft Dynamics 365 Business Central are already in place, so you can start using it right away without any additional setup. For easy and secure integration with Business Central, we also use our Xpand Portal Connector, designed specifically to connect the products efficiently.

The Customer Care Management module will help you fully leverage your Business Central ERP data, increasing its value through our solution. Plus, it securely provides your customers with role-based access to

project and task data, fostering better collaboration and more efficient task completion.



Key module functions

- ✦ Management of projects, tickets, and deliveries
- ✦ Project dashboard
- ✦ Address book for key project contacts
- ✦ Monitoring and management of key support indicators, such as SLA, response time, etc.
- ✦ Real-time commenting and discussion within the team and project
- ✦ Customizable change notifications
- ✦ Document sharing



For whom

- ✦ Businesses seeking to reduce manual email exchanges for status updates, and provide clear, transparent communication within the project
- ✦ Service-based companies
- ✦ IT and software development firms
- ✦ Customer support teams



Facts

1 Better service and support for your customers

The Customer Care Management module unifies data exchange and makes communication clearer and more efficient, helping resolve issues faster and ensuring your customers receive timely and transparent support throughout the project.

2 Cost-effective standard solution

Packed with essential, pre-built features that project managers and customer's key users rely on regularly, the Customer Care Management module is quick to implement, allowing you to start working with it almost immediately (up to 5-7 days) and benefit from its well-thought-out functionality.

3 More productive and organized support department and project workflow

With the Customer Care Management module, all projects, support tasks, and issues are managed in one place, helping your team stay organized and work more efficiently. This also improves communication with clients, keeping them informed about progress and making it easier to contact them when needed.

Information you may need

🌐 More about us: www.xpandsoftware.com

✉ Contact us: info@xpandsoftware.com

Explore all that Xpand Portal has to offer if you're looking for expanded module functionality

More about Xpand Portal: 🌐 www.xpandportal.com

Write us to get free access to demo portal or ask for a demo with our expert: ✉ bd@xpandsotware.com

Customer Care Management

Subscription and Perpetual license models are available. Contact us to learn more about Perpetual license models.

€165.00/month

Available a few days after purchase

Xpand Portal base app subscription (€499/month) **is required** as the primary setup.*

- 👤 5 users
- 👥 25 members
- 📁 20 entities, excluding technical
- 📄 20 pages
- 🌐 Unlimited localizations

Plan Highlights

- ✓ Security
- ✓ Full CMS/Configuration from the back-end
- ✓ Emails/SMTP
- ✓ Xpand Portal Connector integration
- ✓ Permissions/member roles
- ✓ Multi-language/localizations
- ✓ Customizable themes
- ✓ Connectors/API
- ✓ SSO
- ✓ Automatic notifications/subscriptions
- ✓ Member activity tracking

*Buying Xpand Portal base app subscription allows you to choose other available modules:

- Customer Order Management (€135.00/ month)
- Receivables Management (€90.00/ month) only.