



**Support
Powered by SalesLogix**

MAS 90

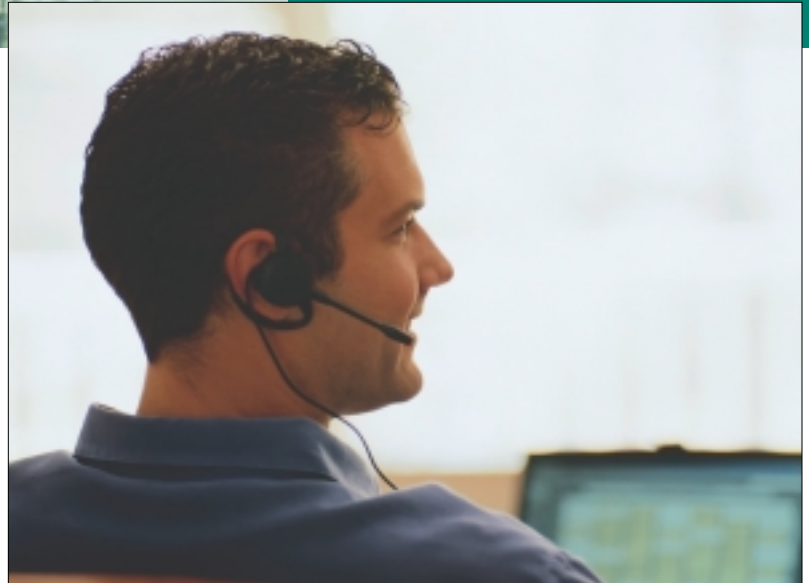
MAS 200

Client/Server
Client/Server for SQL Server

Benefits

Interact Commerce, a subsidiary of Best Software and the leading provider of customer relationship management (CRM) solutions, provides businesses that operate MAS 90 or MAS 200 with a tremendously powerful customer support solution. MAS 90 and MAS 200 Support Powered by SalesLogix is the complete application for tracking, managing and resolving customer support issues.

- Maximize effectiveness of support center interactions.
- Reduce per-transaction costs.
- Deliver effective self-service solutions.
- Gather and retain critical information.
- Build and enhance customer relationships.
- Capitalize on new selling opportunities.
- Extend access to support resources globally.
- Customize the "support experience."



Together sales and marketing deliver customers to your business — but your customer support department keeps them with you for the long haul. With the costs of acquiring customers five to 10 times higher than retaining them, MAS 90 and MAS 200 Support Powered by SalesLogix can help you build long-lasting, profitable relationships with your customers.

To deliver beyond your customers' expectations and exceed your support department's performance goals, service professionals must have the most current and complete customer data at their fingertips — data that helps them effectively resolve service issues and cross-sell or upsell products. After all, customers interact with your support team more frequently than with anyone else in your company. SalesLogix Support enables your organization to build solid relationships with customers. With real-time access to all relevant customer data — including products purchased, ticket and defect history, return material authorizations (RMAs), and maintenance contract status — SalesLogix makes the most of your interactions with customers, providing you with new selling opportunities. In addition, SalesLogix offers powerful self-service support solutions via the Internet — reducing transaction costs and allowing your customers around the world to get the support they need — how and when they need it.

See reverse side for list of features



SalesLogix Benefits

Help Customers Help Themselves	Reduce costs by empowering customers to find the solutions they need online — at their convenience. The robust Web knowledge base in SalesLogix puts the same intelligence used by your customer service team on your Web site — along with a search engine that simplifies the self-service experience. And, with WebTicket, customers and employees around the world can create and track support issues online — anytime.
Streamline Support Center Activities	With advanced problem tracking and resolution tools in SalesLogix, it's easy to exceed customer expectations and internal performance goals. Manage call and defect tracking, service contract renewals, and RMAs. The rules-based escalation in SalesLogix even provides notification via phone, e-mail or pager when the situation demands.
Access Critical Information	With its powerful SpeedSearch knowledge base, SalesLogix keeps critical information at your fingertips. SpeedSearch remembers call tickets, defects, standard problems and resolutions, and provides access to external files such as manuals, FAQs, and white papers. There is also a full-text search engine to help support professionals find what they need — now.
Share Information	The Support module is a fully-integrated component of the SalesLogix customer relationship management suite. All modules share a single customer database, giving your entire organization a consistent customer “view” to deliver a consistent customer experience. Other components include Sales, Marketing and eCommerce.
Customize	Whether you're a software company that meticulously tracks feature requests, or an appliance manufacturer concerned with efficiently managing RMAs, you can customize SalesLogix to meet your company's unique requirements. Create or modify tabs, fields, tables, views, scripts, pick lists, reports and security settings — it's up to you. Other components include Sales, Marketing and eCommerce.
Tap into the Synergy	Best Software, a world leader in accounting and business management solutions, and its sister company, Interact Commerce Corporation, have integrated their industry-leading applications into one synergistic product. MAS 90 and MAS 200 Powered by SalesLogix provides customers with easy to use, quick to deploy front-office solutions for companies worldwide. The combination of MAS 90 or MAS 200 and the SalesLogix.net CRM suite creates the industry's strongest front-office, Windows/Web/Wireless solution available for small-to-mid market businesses.