

## Customer Portal

### KEY FEATURES

- ❖ Business Class Portal Features
- ❖ Customer Management
- ❖ Ticket Management
- ❖ Customer Self-service
- ❖ Reporting & Analysis
- ❖ Simple & Easy to Access
- ❖ Dashboard View
- ❖ Manage Invoices
- ❖ Cost Effective

Online Customer Portals Provide a Self-Service Option and Lower Support Costs. This is probably the most obvious reason for creating a customer portal. When customers access our portal, they can view solutions that you have shared in the portal, add tickets and see the status of the tickets sent by them, around the clock. They often included demographic data, like address changes and personal profile information, to reduce the cost of having a customer service representative manually change this information in the company's CRM database or other system of record for customer data. By combining all of their needs into a single customer portal, you may see an increase in ongoing customer engagement and satisfaction by improving their customer experience. By keeping track of your relationships more efficiently and enabling customers to benefit from the knowledge of your community, one can provide better service and keep your existing customers happy.

- Customers can enter trouble tickets by logging onto your site and can access personalized content and relevant support documentation.
- Provide password-protected access to key customer support tools
- Customers can update their own profiles, view their order histories, check their order status
- Provide invoice status and a service request with a case number.

#### Contact Us

To know more about our services:

Call us to: **+91-80-41169051**

Send us a mail to: **info@protontech.in**

Or, visit our website: **http://protontech.in**

**http://protontech.co.in**