



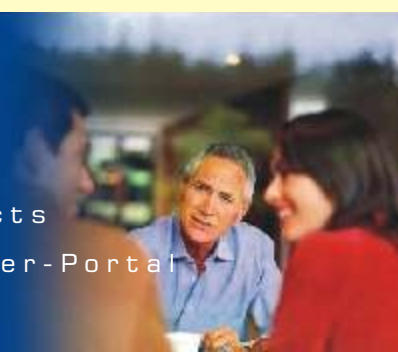
# Partner Portal

Extended Supports Departments

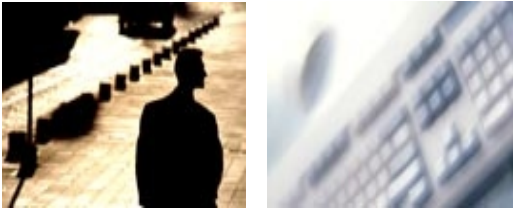


Your Customer Relationship - Our Solution

easySupport - easySales - easyContracts  
easyInventory - easySelf-Service - easyPartner-Portal



# Partner Portal



CRM24x7's *Partner Portal Support* is a very comprehensive application to be used by Support *partners*. Depending on the Privileges set, the *partners* can be as effective support departments.

## Partner Portal :

### Trouble Ticket

New Tickets are problems or service requests from the partners created by the partner contacts for their clients. That is, a partner/reseller should be able to create a ticket on behalf of his clients/customers. He can create tickets only for his clients and accounts.

ID	Subject	Location	Status	Owner	File
5	00 class 23040200000	Open	Solving	gmliller	
7	00 class 23040200000	Open	Solving		
24	00 class 23040200000	Open	Solving		
28	00 class 23040200000	Open	Solving		
33	00 class 23040200000	Open	Solving		
38	00 class 23040200000	Open	Solving		
58	00 class 23040200000	Open	Solving		
67	00 class 23040200000	Open	Solving		
84	00 class 23040200000	Open	Solving		
88	00 class 23040200000	Open	Solving		
92	00 class 23040200000	Open	Solving		
93	00 class 23040200000	Open	Solving		
94	00 class 23040200000	Open	Solving		
14	00 class 23040200000	Open	Solving		
43	00 class 23040200000	Open	Solving		
57	00 class 23040200000	Open	Solving		
78	00 class 23040200000	Open	Solving		
88	00 class 23040200000	Open	Solving		
90	00 class 23040200000	Open	Solving		
92	00 class 23040200000	Open	Solving		
93	00 class 23040200000	Open	Solving		

- Find Caller by (First Name, Last Name, Phone Number, Client ID, Client Name)
- Give Title
- Log Interaction (History Tab) with the customer (Notes log, Email log and Phone log)
- Email SEND and RECEIVE from interaction Log
- Define Ticket (Type, Priority and Severity)
- A ticket can be created for all the contacts of a particular client of that partner.

### Interact Log

- Partner Support records interactions through interact log (email log, phone log, notes log). Any number of interactions could be captured per ticket and every interaction will be recorded on TICKET HISTORY along with the name of the person who recorded it and time stamp.

### File Attach

Attachments are documents associated with the ticket that contain information that's not suitable for storing in the database, such as logs or memory dumps received from the customer or technical notes about a resolution for the problem.

### Close Ticket

The customer should be able to close their ticket at anytime during the life cycle of the ticket

### Ticket Query

Ticket query lets the user search the database for a specific ticket or for the tickets which meets the given criteria.

### Search Solution

- Search solution through keyword
- Create Resolution



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