sugarcrm **TOKARA® SOLUTIONS**

A Superior Customer Service Platform

serve

Streamline customer service and provide a differentiated, positive experience at every touch point.

Say goodbye to clunky, disjointed support tools and say hello to Sugar Serve. Serve provides a rich, branded service experience for your customers and a powerful, streamlined console for your support agents. Providing all the information you need to resolve your customers' issues from a single screen, Serve eliminates blind spots and enables your support professionals to focus on creating customers for life.

A Powerful, Process-Driven Support Solution

With out of the box workflows for SLA management, ready-to-go reports, and an easy-to-use self-service portal builder, Serve has everything you need to raise your service game and delight your customers.

Finally, a True 360-Degree View of Your Customers

Serve leverages SugarCRM's unique time-aware customer experience platform, allowing you to access the most relevant customer information and deeper insights to drive more informed decisions and faster resolution times.

Improve Agent Productivity ///

A streamlined console provides agents with everything they need right at their fingertips.

Reduce Cost of Service ///

Self-service capabilities allow your customers to help themselves, lowering overall costs.

Increase Customer Satisfaction ///

Robust service channels, improved insight, and intelligent automation enable you to serve your customers more quickly and effectively.

Key Features of Sugar Serve

Service Console

Empower your agents to be more productive and resolve cases with less hunting and searching for information with a unified, high-performance work console.

Omnichannel Communications

Provide service wherever your customers require it by offering voice, chat, email, or portal communications using Serve's SugarLive capabilities.

Sentiment Analysis

Know your customers' outlook and attitude towards you, and understand your agents' demeanor with your customers, using Serve's SugarPredict AI-powered sentiment analysis.

SLA Management

Automatically calculate and measure your support processes against even the most complex service level agreements, including managing multi-region business centers and related business hours.

Case Routing

Ensure no customer is left behind with out of the box business rules for routing inbound cases and calls, including time-based re-assignment and escalations.

Doc Merge

Merge templates with fields from one or more Sugar modules, all without writing a single line of code. Accurately and quickly create NDAs, service agreements, contracts, and labels with just a few clicks.

Better Together

Sugar Serve shares a common data platform with Sugar's flagship sales force automation product, Sugar Sell. No more going to multiple systems, keeping data in sync, or not knowing which application is the system of record. Sugar's common data platform enables a truly shared understanding of customers across sales and service, providing a single, comprehensive view of customer history and engagement. Combined with Sugar Serve's rich, expandable data model, you'll be able to capture, leverage, and share a vividly detailed picture of your customers.

About SugarCRM

SugarCRM is how marketing, sales, and service teams finally get a clear picture of each customer to help businesses reach new levels of performance and predictability. Sugar is the CRM platform that makes the hard things easier.

Thousands of companies in over 120 countries rely on Sugar to achieve high-definition CX by letting the platform do the work. Headquartered in Silicon Valley, Sugar is backed by Accel-KKR.

To learn more visit www.sugarcrm.com or follow @SugarCRM.

sugarcrm | **Let the platform do the work**

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