

Parature Customer Service™ software integrates the customer portal, knowledgebase, ticketing, and a host of other modules in one dynamic, tightly unified system that manages all your support needs. There's no smarter, more efficient way to serve, support, retain, engage with and maximize the value of every customer.

### MAXIMIZE PRODUCTIVITY ACROSS THE ENTIRE SUPPORT TEAM

Your support team works best when they're working collaboratively to schedule events, assign tasks and set up meetings. Parature Activity™ manages your team's most essential activities to ensure everyone is working at peak productivity across teams, that tasks are completed on time, and end users are receiving prompt responses.

### SCHEDULE MEETINGS

A built-in calendar management system makes scheduling meetings fast and convenient. Send meeting invitations, update notifications, and track accepted and declined responses. Access shared team calendars and see multiple calendars side by side to make scheduling meetings easier.

### BETTER MANAGE THE SUPPORT WORKLOAD

Distribute assignments evenly, assign tasks to follow up on support requests, or assign and track follow-up activities for other team members. You can associate particular tasks with specific customers and track them anytime. Stay abreast of all the tasks associated with that customer simply by viewing the account.



### BENEFITS AND FEATURES

- ✓ Easily monitor case load figures, meetings and task assignments to ensure proper coverage
- ✓ Ensure more timely customer communication and feedback
- ✓ Increase and maintain peak productivity across your support team
- ✓ SaaS delivery gets you up and running fast, easy
- ✓ Secure. All data is safeguarded by state-of-the-art security technology

Parature allows our support team to work more collaboratively, tapping into the knowledge of our entire team to solve problems faster.

Idiom Technologies

## AUTOMATIC EMAIL NOTIFICATION

Regular notifications ensure that support team processes run smoothly and no tasks are overlooked. You can receive email confirmations at your personal and/or company email account when tasks are created, assigned or completed. Even get automatic alerts for overdue or incomplete tasks. Wherever you are, you can keep tabs on the status of the entire support process.

**Parature Portal™** provides a 24/7 professional, personalized external support presence. Currently more than 2,500 support portals are powered by Parature.

**Parature Knowledgebase™** is the first go-to spot on the portal for customers to easily help themselves to documentation, answers to frequently-asked questions, product briefs, and all the latest information.

**Parature Ticket™** is a world-class lifecycle ticket management system for easy tracking, routing and resolution. More than one million support tickets are processed every month through Parature support portals.

## A Full Range of Modules

A comprehensive range of modules are all designed to improve the customer experience and strengthen retention:

- Allow customers to engage in live chats with support staff
- Manage individual and group activities
- Provide personalized product-specific support to every customer
- Create online discussion boards

## ABOUT PARATURE

Parature enables organizations to better serve, support, engage with and retain their customers via the Web. Industry-leading, on-demand Parature Customer Service™ software provides customer service organizations with a comprehensive, multi-channel way to meet the growing expectations of their customers. With more than 10 years experience, Parature serves organizations in a wide variety of industries worldwide and helps support more than 16 million end users. Parature is among Inc. Magazine's Top 100 Fastest Growing Private Software Companies and is the recipient of numerous product, technology, and leadership awards. Today, the Parature name is synonymous with innovation and value in Web-based customer service software, strategies and best practices. Parature is headquartered in Vienna, Virginia with offices in San Francisco and the U.K. For more information, visit [www.parature.com](http://www.parature.com) or follow [@parature](https://twitter.com/parature) on Twitter.

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