

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.

COMPLETE CLOSED LOOP TROUBLE TICKET SYSTEM

Parature Ticket™ is a fully integrated, world-class lifecycle ticket management system that allows you to track, route and resolve support issues easily and quickly.

Customers submit trouble tickets on their own direct from the portal, which are then routed to support staff. A powerful, flexible workflow design lets you easily personalize the process to match your precise workflow.

Today, more than one million support tickets are processed every month through Parature support portals.

A few months ago, I thought I had to hire more CSRs, but now they are asking for more work because Parature Customer Service™ software has **reduced so much of the workload.**

VP of Sales and Support, Moniker Online Services, LLC

BETTER MANAGE YOUR TICKET WORKFLOW

Parature Ticket has the flexibility to match ticket routing to your business processes. Create ticket escalation and transfer rules based on any field option such as ticket type or date criteria. Use these rules to automatically assign tickets to team members. Automated notifications alert managers when cases are not resolved within the defined limits.

REPORT ON TICKET ANALYTICS

Parature Ticket metrics track average time-to-resolution and end user satisfaction with support processes, so you always have a current reading on your overall support quality.

- Every time a ticket is sent, you automatically capture important information like browser, operating system and IP address
- Obtain detailed summaries of tickets handled by both teams and individuals



BENEFITS AND FEATURES

- ✓ Standardize complex processes to resolve issues quickly
- ✓ Empower your end users with the ability to submit and track their tickets online
- ✓ Measure ticket analytics to monitor the effectiveness of teams and processes
- ✓ Improve overall communications with end users via automated responses and notifications
- ✓ Ensure issues are resolved quickly
- ✓ Set up an unlimited number of ticket folders
- ✓ Fully customizable ticket structure and forms – attach links, screen shots and files to tickets to assist in explanations

LET USERS PARTICIPATE IN FINDING THE ANSWERS

End users can easily submit even the most complex problems and track the step by step progress of their trouble tickets right from the Web, without ever having to contact your support people. A complete ticket history is always available for end users to store, reopen, or post comments to resolved tickets.

BETTER MANAGE YOUR SUPPORT WORKLOAD

With Parature, you can be smart about how you use your internal support resources. Monitor individual customer service rep performance and productivity, keep track of peak user times and better manage the entire workload.

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.

A Full Range of Modules

A comprehensive range of modules are all designed to strengthen customer retention:

- Survey and measure customer satisfaction
- Manage individual and group activities
- Allow customers to engage in live chats with support staff
- 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 or follow [@parature](https://twitter.com/parature) on Twitter.

v08/10