A Superior Customer Service Platform

Solve your customers' pressing issues and provide a differentiated, positive experience at every touch point to build life-long customer relationships.

Say goodbye to clunky, siloed support tools and say hello to Sugar Serve. Sugar Serve provides an enhanced user experience for your support professionals, aimed at solving your customers' issues with speed and ease.

A Powerful, Process-Driven Support Solution

With out of the box workflows for SLA management, ready-to-go reports, and modern self-service capabilities—Sugar Serve has everything you need to start delighting your customers, today.

Finally, a True 360-Degree View of Your Customers

Sugar Serve leverages SugarCRM's unique intelligent customer data platform, allowing you to access the most relevant customer information and insights to drive more informed decisions and resolve customer issues faster.

- **Improve Agent Productivity:** A modern UX means agents have 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:** More informed, proactive support means your customers get what they need, becoming customers for life.
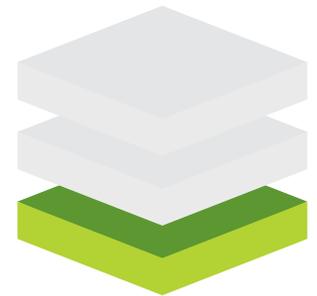
Learn more about Sugar Serve at sugarcrm.com

Key Features

Service Console – A unified interface that empowers agents to be more productive and better know every customer with whom they engage

Case Management – Manage inbound customer issues across multiple channels and insure service level agreements are met

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

Case Routing – Out of the box business rules for effectively routing inbound cases, including time-based re-assignment and escalations—all powered by SugarBPM

Self-Service – Help your customers help themselves. Sugar's self-service portal and knowledge base allows for users to quickly solve common problems—driving satisfaction and defraying customer support costs.

Reporting and Analytics – Pre-packaged reports and dashboards give support center managers deeper insights into the metrics that matter when driving a differentiated and superior customer experience
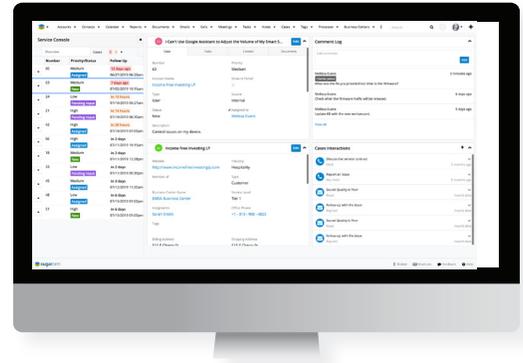
Pricing & Availability

Sugar Serve is available as a cloud offering from SugarCRM.
Pricing starts at $80 per user, per month.

About SugarCRM

SugarCRM is a customer experience leader enabling businesses to create profitable customer relationships by delivering highly relevant, personalized experiences throughout the customer journey. We empower companies to strengthen existing customer relationships, create new ones through actionable insights and intelligent automation and better understand the customer at every stage of the journey. This enables businesses to accelerate demand generation, grow revenue, deliver superior customer care and increase loyalty. Our easy-to-use, intuitive platform makes customer experience easy and accessible for everyone, allowing marketing, sales and services professionals to focus on high-impact, value-adding activities that create customers for life.

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

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