

SalesLogix KnowledgeSync

So much data. So little time. Unless you have SalesLogix KnowledgeSync.

Who can keep track of everything? Stuff happens, situations change. And it goes on 24 hours a day, 7 days a week. Some of it—probably the really important stuff—is bound to fall through the cracks!

Unless you have SalesLogix KnowledgeSync. Let it watch, then act.

Sage CRM SalesLogix KnowledgeSync monitors important business data and automatically alerts you to take action. No more worries about tracking critical data and assigning resources to respond.

With alerts and e-mail responses, Sage CRM SalesLogix KnowledgeSync ensures that your key personnel know about significant events whenever and wherever they might be. Better yet, you can customize Sage CRM SalesLogix KnowledgeSync to meet the specific needs of your organization. Or just use the scripts provided. And alerts can be sent just about any way you want: email, fax, pager, PDA, cell phone, or Web browser. However your company communicates important information, we have you covered!

Tell Sage CRM SalesLogix KnowledgeSync to watch for the events and activities important to you and your business. Then rest assured that you'll reach the right people, when you need them!

Automate the routine

The steps you tell Sage CRM SalesLogix KnowledgeSync to follow can be routine or extraordinary. For example, it can handle activities such as:

- Distributing reports and literature, either on a regular schedule or when certain events occur;
- Conducting, storing, and analyzing customer surveys to automatically provide detailed information on customer satisfaction or alert you to potential trouble spots. Then KnowledgeSync schedules appropriate follow-up activities;
- Scheduling tasks such as data import and export operations and starting or stopping external applications—according to a schedule or when specific conditions are met; and
- Notifying you of upcoming maintenance and subscription renewals.

Know when significant events occur

Alerts included with Sage CRM SalesLogix KnowledgeSync tell your Sage CRM SalesLogix system what information to watch for and who to notify. Alert salespeople when open opportunities have had no activity for several days.

Advise your Vice President of Sales of:

- Opportunities due to close this week, month, or quarter.
- Opportunities won or lost, as well as those for which the close probability has not changed in several days.

Configure Sage CRM SalesLogix KnowledgeSync to automatically tell your Marketing Vice President about:

- New leads recorded in Sage CRM SalesLogix.
- Customers likely to buy new or advanced products, helping you take advantage of one-to-one marketing opportunities.

Use Integrated Service Alerts—an optional feature—to notify your Customer Service and Support teams of:

- Support calls needing attention.
- Support activities that fall behind schedule.

With an additional connector, Sage CRM SalesLogix KnowledgeSync can send alerts to your IT team when your Sage CRM SalesLogix server has:

- Low disk space or memory errors.
- Tasks or programs that run—or fail to do so.

Handle email—automatically!

How much of your company's business is conducted through email? And how much of that vital information is lost, either because it never gets to the right person or into your Sage CRM SalesLogix database?

Sage CRM SalesLogix KnowledgeSync helps ensure that never happens again. Based on the parameters you set, it can examine incoming email messages, analyze them, and take the action you prescribe.

Want messages forwarded to specific individuals based on the sender's identity? How about automatically scheduling follow-up activities for your salespeople when email is received from a customer? Sage CRM SalesLogix KnowledgeSync can handle all of that—and more. Have it reply to a sender, letting him or her know what action was taken, then enter the entire transaction into your Sage CRM SalesLogix History.

Watching, working for you 24x7

Every business needs solid data—in time to take action. But even your best employees have to sleep sometime. While they do—and even if they don't—they can miss those bits of information that are so essential to success. Sage CRM SalesLogix KnowledgeSync helps make sure no one misses a beat. And you'll look smarter than ever! In fact, we bet you're feeling smarter already!

With SalesLogix KnowledgeSync, you can:

- Distribute reports and literature regularly—or when certain events occur;
- Conduct, store, and analyze customer surveys and alert you to potential trouble;
- Schedule system maintenance tasks when you choose—or when specific conditions are met;
- Notify you of upcoming maintenance and subscription renewals;
- Alert salespeople when open opportunities have had no activity for several days;
- Automatically tell your Marketing Vice President about new leads or one-to-one marketing opportunities;
- Analyze incoming email messages and automatically take the action you prescribe.