

SoftCom

PREMIUM SUPPORT

"It's like having your own team of experts"

EXPERT CUSTOMER SUPPORT

Telephone, email, IM, chat.

ACCOUNT MANAGER

Assigned expert available during business hours.

PROJECT PLANNING

Plan and assist messaging and collaboration projects.

CASE TRACKING

Track cases opened with Customer Support and manage escalations.

MONTHLY REPORTS

Summary reports of service utilizations.

Personalized and Prioritized

Provides personalized and prioritized professional services to ensure your messaging and collaboration services are delivering maximum business value.

Account Manager

Premium Support customers are assigned an Account Manager (non-sales) who is a messaging and collaboration expert. The Account Manager will get to know your business personally and help you tailor our solutions to your unique requirements. Acting as an extension of your team, the Account Manager matches innovations with your evolving needs ensuring your business gets maximum productivity and savings. Your Account Manager also addresses questions and handles any issues should they arise and is backed by a team of experienced support professionals who are available 24/7/365 via phone, email or live chat.

Planning, Configuration and Policy Management

Ensure your communication services are configured and operating for maximum productivity. Ensure your messaging policies are managed and enforced.

New Innovations and Services

Stay current with new innovations, services and best practices.

7x24x365 Expert Customer Support

Access to 7x24x365 Expert Customer Support by email, telephone, IM, and chat for all your support requirements.



About SoftCom

SoftCom is a global messaging and collaboration leader that provides organizations around the world with a suite of hosted integrated business class applications designed to increase business value.

