

BPA SELF-SERVICE 2011

Better Communicating with Customers

With BPA SELF-SERVICE you can propose a more efficient service/support to any of your customers, members, partners, candidates or stakeholders, better communicate with them and therefore drastically enhance customer/stakeholder satisfaction and retention.

BPA SELF-SERVICE is an – Easy – Flexible – Fast – Economic – Capable – Trendy –solution that will bring huge **EFFECT** and outcome to your SharePoint environment.

Customers can create cases or any other requests or relevant information and track them until resolution, search the knowledge base, and all this without ever having to pick up a phone. Uploaded information or cases automatically appear within your BPA xRM application (like CRM, Quality or others) and automatic alerts will be sent to the concerned people.



Letting Customers updating Data

BPA SELF-SERVICE lets customers update their profile in your xRM application with no risk and at a very affordable cost.

Just invite customers or members to register on your secured hosted self-service portal. Each member will get unique credentials to access the portal, submit or update contact details or any other formatted information with absolute privacy.

Invited contacts can further register to specific events or participate to surveys.

With BPA SELF-SERVICE you will get a secure, efficient and 24x7 communication channel with your contacts.

Reducing Number of Support or Services Calls

By offering a self-service environment, you will drastically reduce the number of inbound support or services calls and emails. You will get a complete traceability about requests and replies. The request process lifecycle will be significantly shortened.

Sharing a knowledge base & FAQs with your customers or stakeholders will further reduce the number of services interactions.

Allowing your customers or stakeholders to update account information or registering to events will reduce your internal administration work and increase productivity.

Going to the Cloud

You won't need to take care about hardware, software, security, backups or maintenance nor about those hidden costs. BPA SELF-SERVICE is available as a secured hosted platform. The platform's look and content is completely customizable in hours.

The platform is linked to your internal or hosted BPA xRM application and data will always be synchronized on each platform.

Unlimited number of users can be invited on BPA SELF-SERVICE for a flat monthly subscription fee.

Easy to use

Improved ergonomics, a simple navigation, enhanced layers to display and edit data will leverage user's experience and adoption compared to standard SharePoint. The provided connector will help you linking BPA SELF-SERVICE with your internal xRM application.

Invited users will be able to display their own data only and data from their company. The system will dynamically attribute permissions.

Synchronizing with powerful xRM Business Apps

BPA SELF-SERVICE is a product to be used with any BPA xRM business solution. BPA provides out-of-the-box and ready-for-use SharePoint business apps like CRM, Quality, Risk, Project or Recruiting Management.

Running a self-service portal on top of BPA CRM, Risk or Quality is the best way to unify communication with your customers or partners. In association with BPA Recruiting you will provide a central place where talents and potential candidates can connect rapidly, view available positions and submit applications.

BPA provides a unique environment for SharePoint to track internal processes and external communication with one unique single framework: BPA xRM + Self-Service.

Built on BPA xRM Platform

Think. Configure. Ready. The BPA xRM platform complements the robust and scalable Microsoft SharePoint collaboration platform with coherent features driving business efficiency and business outcomes. Functional people can design powerful business solutions in hours and with no need of IT people.

Contact

For more information or enquiries, call us at +41 32 710 17 07, send us an email or connect to www.bpa-solutions.net for a free trial or free videos.

