

## Summary:

**Accelerate productivity** - Focus your employee teams to the most critical customer requests

**Reduce costs and Increase the Speed of Customer Service** - Information your customers need is available 24/7 in a format that encourages self-service

**Streamline Service Processes** - Eliminate hassles associated with the most routine service requests such as viewing case status, viewing order and shipping status, and tracking customer account information.

**Expand Visibility and Versatility** - Provide access to other systems and web-based applications to your customers directly from within the Customer Portal.

## Key Features:

- Account and Contact Phone Book
- Customer incident registration
- Customer Case history and status
- Product/Pricing information
- Customer order/shipping status
- Customer Asset tracking information
- Company News

## Powertrak Customer Portal

Improve business potential, add value to your customers, reduce costs and enhance productivity by providing user-specific access to information, applications, and business processes from a single, web-based portal.

Finally, CRM interaction for everyone inside and outside your company, without the complex training that drives CRM implementation costs up and ROI down. The Powertrak Customer Portal offers a cost-effective, web-based solution to provide your customers with the information that they need. A complete interaction system to communicate with your company!

Powertrak Customer Portal provides a completely configurable way for everyone to work with Powertrak, ERP, and virtually any other information they need to provide the ultimate self-service experience. Add Knowledge Management to extend rich, web document content to the Portal.

Configurable personalized source for all customer interactions

The screenshots illustrate the Powertrak Customer Portal interface. The top screenshot shows the 'Recent News' section with a link to 'Fark.com offers "News of the Weird", Current Events and other items of interest'. The middle screenshot displays a 'Leads' table with columns for Name, Topic, Status, and Created On. The bottom screenshot shows the 'Support Home' page with a search bar and various support resources.

Name	Topic	Status	Created On
Schomo, Joe	Joe's bike Shop - initial entry	Pending	11/07/2003
Vanorny, Jillian	Jillian - Computer	New	10/24/2003
LL, FF		New	11/04/2003
Brown, Jim	Motorola A	New	11/05/2003
Brown, Dee	Giddyup	New	11/05/2003
Johnson, Stu	Stu	New	11/05/2003
Washington, Joe	Joe wants 30 more seat	New	11/05/2003
Weisinger II, Joe	Joe about to go bankrupt	New	11/05/2003
Bruntzwick, Dave	NE Jimmy (small)	New	11/05/2003
Last Name, First name	Topic A	New	11/05/2003
Last Name, First name	Topic B	New	11/05/2003
Last Name, First name	Topic E	New	11/05/2003
Stuart, Jill	Wow	New	11/05/2003
Last Name, First name	Topic C	New	11/05/2003

Rich forms with consolidation of CRM, ERP and key data from other systems

Global service and support information, plus product information, and optional content management

# Product Details

## Focus to the Critical Customer Needs

- Extends Case Management to your customers
- Provides incident registration and tracking to your customers over the web with no training required
- One place to deliver all information to your customers
- Works with the Powertrak Workflow engine to allocate incidents and provide alerts instantly
- Powertrak Customer Portal comes built-in with secure access so that each customer sees just the information that belongs to them.

## Complete Self-Service Web

- Provides instant information and saves phone calls
- Separate website running 24/7 so customers can work with critical information such as cases, company news and account status when it fits their schedule.
- Direct access is the proven way to save hundreds and thousands of phone calls and emails, and keep your call center costs down.
- Provides a rich user experience, with graphics, data and scripted communications with no training

## Custom Configuration View

- "My Portal" configuration gives each user just what they need.
- Users can select just the functions that they need for tailored one-to-one interactions with your organization.
- ON-the-fly choices include colors, screen view and access to all "nuggets" of information that you authorize.
- Each nugget shows "what's new" at a glance so that users can go right to the hot item

## Interact with ERP and other systems

- Interact with Powertrak, ERP and other data sources.
- Customer Portal can provide interaction with anything in the Powertrak CRM system
- Use the Portal to expose other data sources outside of Powertrak such as ERP, supply-chain, e-Commerce and more with no coding.
- Optional Powertrak XML Data Exchange, you can further extend the Portal across multiple architectures.

## Configure with No Coding

- The Customer Portal provides a separately installed website that can be moved inside or outside firewalls for full compliance with your corporate security policies.
- All standard functions are built within the modifiable Powertrak Portal Toolkit and can be changed on-the-fly.
- Build an unlimited number of portal "nuggets" right inside the Powertrak administration module
- Set up sorting, presentation, table selections, column layout, color and more for each nugget right from an easy to use toolkit and administration panel.

## Link to Knowledge Management Systems

- Optional link to Microsoft SharePoint or other Knowledge Management (KM) systems.
- Extend the Portal through links to your KM solution to provide access to all the unstructured documents that your customers need.
- Simple HTML links can be set to provide full text and advanced web searching.
- Modify the HTML Portal web pages to seamlessly integrate with your other websites

## Optional add-ons include:

- Knowledge Manager
- Powertrak XML data pump
- Event Management and Registration
- Certification
- E-Commerce

Powertrak is designed to meet the needs of specialized industries and Microsoft centric mid-size organizations.

For more information visit us on the web at: [www.axonom.com](http://www.axonom.com)



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## Axonom Inc.

**10860 Nesbitt Avenue South  
Bloomington, MN 55437**

*Toll Free: 1-888-814-2880  
Phone: 952-653-0400  
Fax: 952-653-0404  
Email:  
[Postmaster@axonom.com](mailto:Postmaster@axonom.com)*