

# esportal

## Get Connected . . .

Introducing ESPortal™, CustomerSoft's new, powerful, fully integrated internet application, enables remote employees and your customers to take advantage of key ESP features and functionality using only a web browser.



## ESPortal – internet access to your ESP customer database from anywhere in the world!

### ESPortal empowers your remote employees to:

- create a “My ESP” home page, to include frequently used features such as call back lists, new alerts, FAQs and even other web links
- add new customer/prospect profiles
- search or add new solutions to the knowledgebase
- access all information in the database, including customized fields
- view, modify and close transactions, list their open and new assignments, view new prospect information, or review escalations

### ESPortal empowers your customers to:

- open new support tickets, request information, or submit a product enhancement request
- monitor the progress of a specific request or ticket at their convenience, regardless of your company's business hours
- modify open tickets or requests to include new information or request additional feedback any time of the day or night
- search the knowledgebase 24 hours a day, 7 days a week

ESPortal is a fast, robust, totally Microsoft-based solution that can integrate seamlessly with Microsoft servers, databases and existing web sites. With ESPortal, a “virtual support center” is created, open 24x7, allowing your customers to access your database at any time. ESPortal is highly scalable and integrates easily with ESP; therefore, only one database needs to be maintained. In addition, ESPortal provides heightened security features, including multiple authentication tools.



[www.customersoft.com](http://www.customersoft.com)  
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