Magentrix Customer Success portals for SAP Service Cloud - A new partnership for providing customers with a central, self-service hub for all needs: support, access to info, and more

Magentrix portals

magentrix

Self-service web portals for customers to access information on-demand or update information stored in SAP Service Cloud. Provide 24/7 access to important documents, collaborate on cases or expand your customers' skills with online training and certification.

Key Features

- Case management
- Knowledge base
- Training & certification

- Ideas Exchange
- Wikis
- Rewards & Gamification

- Forums
- Social Groups
- Document Management

- FAQs
- Events
- Pop-up Campaigns
- Playbooks

Why Magentrix?

- Fully brandable and configurable
- Improves customer satisfaction: less emails & calls with a help desk & knowledgebase
- Quick access to resources: documentation, files, videos, content management & more
- Gain insight on customer interactions with reports and dashboards

SAP Integration

SAP

- Seamless integration with SAP Service Cloud
- Optimized for mobile UX
- Intuitive, easy-to-use, drag & drop configuration

Transform your customer interactions to your vision!