

Commence Rolls Out Expanded Customer Portal

February 15, 2022 - Eatontown, NJ - Commence Corporation a manufacturer of an "All in One" CRM software solution has announced the release of an expanded customer service portal. The portal is an extension of the company's Customer Service Ticketing system which manages service tickets and offers customers access to a self-service Knowledgebase and Frequently Asked Questions (FAQ) section that is built into the Customer Service application. The software has proven to reduce the number of service calls and customer wait time.

Commence Customer Portal



The portal extends the above by enabling customers to submit inquiries and service tickets directly into the CRM system 24/7. The system then generates an automated response to the customer with a time frame for resolution. "The objective here is to enable small to mid-size businesses to use the portal to provide world class customer service" says Flo Herrington, senior service coordinator at Commence. "The automated response system provides the customer with the comfort of knowing that their inquiry has been received and assigned to a support representative." The inquiry is automatically received through the portal where you can check the status and receive updates.



Tickets

Open

Closed

All

Add New Ticket

Subject	Status	Ticket #	Date Created	Date Modified
Secondary Contact for Email List	New	2578	Feb 14, 2022	Feb 14, 2022

About Commence Corporation:

Commence develops and delivers a diverse suite of business solutions that integrate people, processes, and technology. The product automates the front office business processes that impact sales execution and customer service and includes contact management, sales management, and lead management, marketing campaign management, project management and customer service. Commence CRM is browser-based offering mobile connectivity and enabling customers to access the solution anytime, anywhere and from any device. The product is used by businesses around the world and has proven to increase workforce productivity, foster positive customer relationships and reduce operating costs.

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