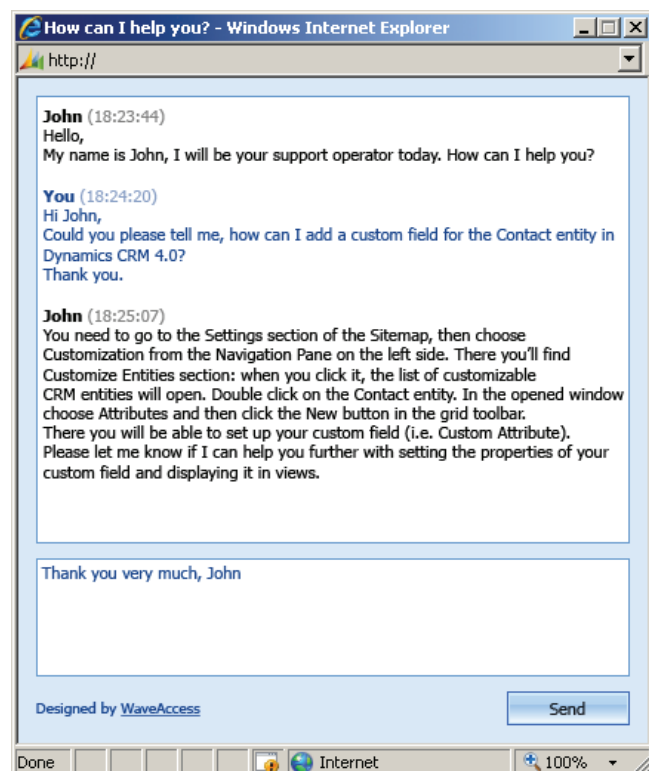
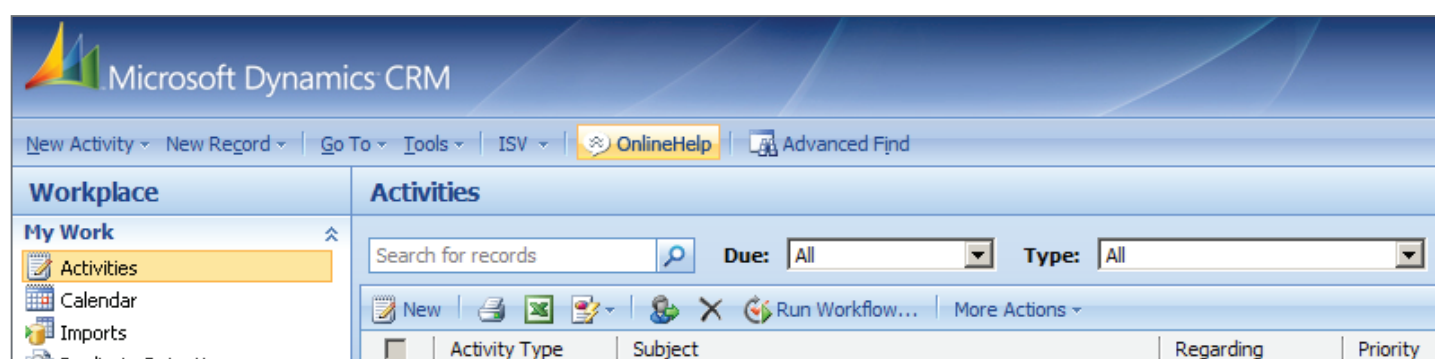


## Is immediate support service necessary for Microsoft Dynamics CRM users?

**We can help you provide immediate support for your customers via Screen sharing and live chat**

WaveAccess offers you a qualified support team of Microsoft Certified professionals with years of experience in Dynamics CRM.



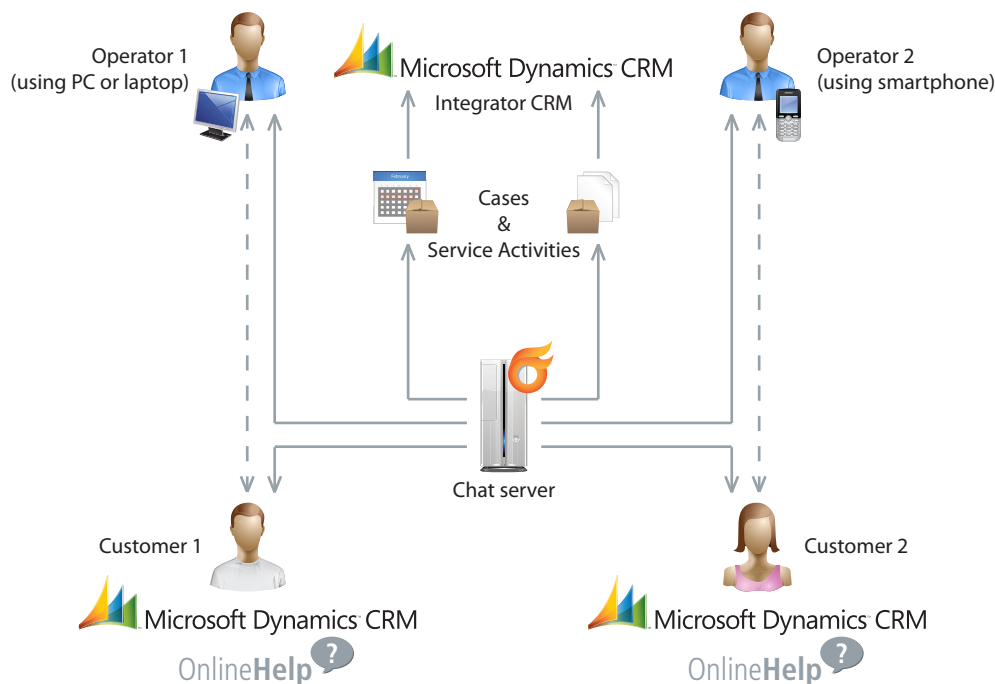
### How does it work?

Instant support service is provided via our Online-Help screen sharing and chatting tools embedded into MS Dynamics CRM that eliminate the shortcomings of email and phone support services.

Whenever a Microsoft Dynamics CRM user faces a problem she or he clicks the "OnlineHelp" button which is displayed in CRM and a support person will start speaking with the user in the chat. The support person will be able to define the problem and either provide an immediate solution or will establish a screen sharing session to take control over the user's mouse and keyboard and perform what is necessary to eliminate the problem and get the user going. For each chat and screen sharing session a case and a service activity in conjunction with the chat history can be created in MS CRM of the CRM integrator. Later you will be able to bill your customer for support services time.

To significantly increase your customers satisfaction expand your MS CRM services range with OnlineHelp.

**Have it  
Now!**



## What are the benefits for you?

### Ultimate support for your customers via screen sharing or live chat

Your user just needs to click the button on his/her CRM toolbar, and our experts or your team will start a chat or a screen sharing session with him/her at the same moment and eliminate the problem. Support is instant, clients are happy, and you get more profit.

### Profits for you as a partner

If you use our team then we offer you a partner margin for our OnlineHelp service, so you get income from every hour we spent serving your customers.

### Tracking of service level

All the support sessions are recorded into your CRM along with the names of help desk operators and session time.

### Experienced support team

We have enough CRM support staff to fulfill the needs of your customers. All of our experts have solid experience in Microsoft dynamics CRM. All of them are Microsoft Certified Specialists.

Would you like to sell Dynamics CRM consulting or support services with Screen Sharing and Live chat tools embedded into Microsoft CRM?

**Have it  
Now!**

OnlineHelp is a Microsoft Dynamics CRM add-on that can be installed easily on the server with a special installer and become available for all Dynamics CRM users straight away.



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