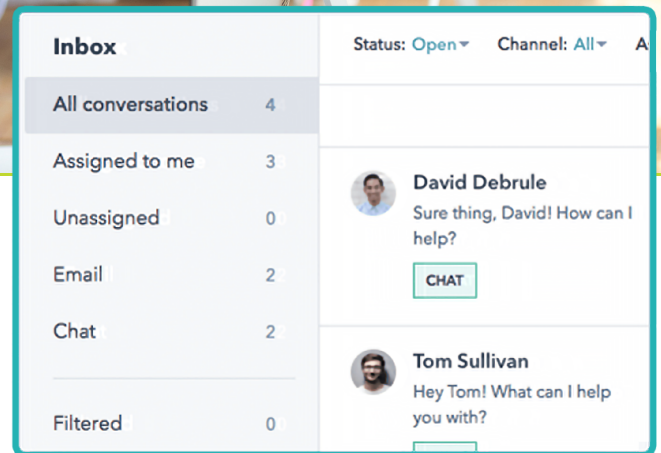


# Professional **CRM** for Customer Service Teams



Simple tools that organize communication and keep your whole team focused on the customer. All included in the free Professional CRM.



## Manage all your customer communications from one universal inbox.

Connect with and support your customers using free tools for ticketing, live chat, and shared team email.

Professional CRM's universal inbox gives your whole team one place to view, manage, assign, and reply to every customer conversation — regardless of the messaging channel it came from.



MANUFACTURE SMARTER

Each customer contact record is easily accessible right inside the inbox, so you have a crystal clear view of every interaction and the context you need to craft the most helpful response.

## FREE FEATURES YOU'LL LOVE

- ✓ Ticketing
- ✓ Conversations
- ✓ inbox
- ✓ Live chat & chatbots
- ✓ Team email

Help customers faster with tickets, productivity tools, and reports.

Your customers want answers and solutions quickly. Improve your response time with time-saving productivity tools.

With tickets, organize and track all your customers' issues in one dashboard. Then create templates and canned responses for your most common support questions so you never draft the same email or live chat response twice.

And with in-depth reports that show ticket volume, category, response time, and customer wait time, you'll have all the data you need to improve your customer service.

The screenshot shows a 'New Template' window with a teal header. Inside, there's a form with fields for 'Name' (pre-filled with 'Send along a Knowledge Document'), 'Subject' (pre-filled with 'Check out this Knowledge Doc'), and a main text area containing a sample email template. The template includes placeholders for 'Contact: First name' and 'Sender: First Name'. At the bottom, there are 'Save template' and 'Cancel' buttons, and a 'Content suggestions' icon.

## FREE FEATURES YOU'LL LOVE

- ✓ Ticketing
- ✓ Email templates
- ✓ Tickets closed reports
- ✓ Time-to-close reports