



## Give your Employees a Clearer View

Soffront Employee Portal centralizes your Employee's view of all information & applications in a personalized way. Create a greater level of efficiency and productivity by providing each employee with the applications they need to do their jobs in one clear browser window.

Soffront Employee Portals provides a clear view into key metrics and reports, asset management, helpdesk tracking and access and can include integration of accounting, ERP or other mission critical applications, customized specifically to each employee's need. The Employee Portal will make your employees more informed, effective and satisfied.

### Strengthen Employee Access

Make it easy for your employees to get the information and support they need to get their job done. Soffront Employee Portals present your personnel with the most important information to them.

An employee portal shifts the balance of power from software applications to the user, empowering them to customize their environment. The employee portal creates a space where users can get work done, monitoring multiple projects, collaborating on documents created in different business units, and interacting with applications hosted from different sources.

### Role Based Delivery of Applications

The application gadgets that appear in an employee's portal can be customized based on their role in and need within the organization. For example, all employees may have access to personal human resource information; calendar, time cards and yet only finance have access to accounting applications and commission reports.

### Superior Productivity at Every Level

Soffront Employee Portals offer everyone in the organization from executives to manufacturing a simple, powerful way to interact with corporate software and information. A personalized portal page changes the economics of delivering information to a broad audience within your firm, and increases the ROI on your existing information technology. All of the people in your organization can find information more easily, without relying on information technology specialists, and without visiting separate sites and learning different applications.

### Keep Employees Informed & Connected

Leverage your company's best practices, and deliver the information to the employees who need it the most. Soffront Employee Portals are an excellent way to create a consistent use of company policies and procedures. Motivate employees with company press and up-coming events. Provide easy access to submissions of expense reports and the submission of IT support tickets.

### Key Features

- Aggregate applications in one convenient place for your customers (From Soffront CRM or others)
- Customize the layout of every portal
- Deliver content based on employee role
- Submit service tickets via the web
- Supply Superior Multi-Channel Service
- Let employees update their account and contact profile
- Deliver product information
- Provide targeted alerts
- Provide Employees with HR information
- Deliver quotes
- Integrate with other applications to receive orders or take payments
- SSL support
- Part of a complete CRM solution

### Employee Portal dashboard



## Multiple Applications in One Place

Everything they need is in one place from Soffront CRM applications to others. Web-tickets, Soffront Knowledge Management (self-service), Soffront Contact Center, all integrate as gadgets in the portal. You can even integrate applications from other solution providers and provide easy links to important web sites.

## Targeted Alerts to Improve Sales and Service

The portal feature provides an "alerts" application gadget to highlight timely information for your employees. Personnel can be drawn to pertinent knowledge base articles, support warnings or new corporate information. The Employee Portal is an excellent opportunity to reinforce company knowledge, mission statements and messages that focus all of your staff on the issues important for success.

## Soffront CRM Solution

The Soffront CRM solution spans sales, marketing and service functions. The complete suite is available as the Soffront CRM application.

## Flexible Licensing

Soffront offers an end-to-end CRM solution. However, because the Soffront solution is modular, you don't need to deploy the entire solution at once. Select the modules you need today, and activate the rest when you are ready. Soffront offers very flexible licensing options - floating, dedicated, site, departmental, timed or leased licensing options. You can also select either hosted or server licensing.

## The Soffront Advantage

- Over 13 years of product maturity
- Unmatched adaptability
- Deployed in days
- Zero footprint web-client

## Employee Portal

- Enter Support Tickets and check status.
- Enter Expense reports and check status.
- Get access to key metrics reports.
- Manage employee profile.
- Read or download Product literature and company news.
- Download software updates.
- Easy integration with other application.
- Provide self service with Soffront Knowledge Base.
- Configure and provide Role based access.

## Base features included in all configurations

- Create, configure and manage user groups and users.
- Calendar and Task Management
- Configurable Dashboards.
- Full Email functionality including reusable email templates.
- Standard report writer, with Drill down Graphical and Matrix reports.
- Integrated with MS Word to create, edit, and link documents from templates.
- Data management tools— easily copy, batch update/delete and merge records.
- Ad-hoc and complex querying capabilities including direct SQL queries.
- Data import and export capabilities.
- Integration with Active Directory and LDAP.
- Business Rules & Notifications.
- Escalation Rules for all Modules.
- Linking Rules.
- Sales Rep and Helpdesk Agent Assignment Rules.
- Customize tables, fields, views and pick-lists.
- Define relationships between all tables.
- Create and customize workflows through system.
- Scripting interface and documented API with examples.

## Add-Ons

- Integration with Outlook: Calendar, Contacts and Email.
- Mobile and PDA Server
- Offline Client and synchronization Server
- Knowledge Management— Create, edit, manage, publish searchable knowledge database.



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