

# Salentica Technical Support and Training Resources

Salentica is built on the foundation of empowering our clients. We ensure our clients are equipped with the tools and knowledge necessary to efficiently manage and grow their business. Salentica's industry leading technical support and training resources allows our clients to receive maximum benefit from their CRM solution.



## Support

- **Web-based Primary Support Portal**

Support teams are notified upon support ticket submission. Our Salentica support specialists will then efficiently route client inquiries to the appropriate CRM expert for inquiry resolution.

- **Secondary Phone Support**

No access to the web portal? Salentica also offers phone support during normal support hours. Our support teams have completed certifications with both Microsoft® Dynamics and Salesforce®, giving them bilingual knowledge of two platforms and an expanded CRM skill set.

Our dedicated Salentica support teams specialize in CRM for financial services.



## Training

- **Technical, Administrative, and End-User Training**

At Salentica, we ensure that our clients are quickly up and running and able to take full advantage of their CRM.

- **Online Training Webinars**

Salentica frequently hosts live training webinars to promote continuing education and engagement with their end-users. These webinars showcase new and existing features as well as industry best practices in CRM.

- **Client Training Library**

Salentica has an extensive knowledge base that includes recorded training sessions and presentations. Relevant articles and FAQs are provided to further enhance our client's user experience. Other resources, including client newsletters and support updates, are available to answer requests about common procedures and tasks performed within Salentica's CRM solutions.

- **Salentica University**

Salentica University is a program designed to provide our clients with ongoing CRM training. Our goal is to ensure that our clients and their respective teams experience higher efficiency through leveraging Salentica's CRM solutions.



## Partnering

- **Salentica is Your Dedicated CRM Partner**

Salentica is dedicated to continuously developing product enhancements and delivering them directly to our clients. This allows our clients to fully take advantage of new releases. Additionally, Salentica has an established relationship with both Microsoft and Salesforce to understand upcoming software releases and enhancements. Salentica extends this knowledge by communicating these enhancements to our clients on a periodic basis.

- **Patches and Security Updates**

When Microsoft and Salesforce issue security enhancements and patches, Salentica will advise our clients as needed and recommend the best course of action where applicable. We evaluate on an annual basis our cloud-hosted client environments, to ensure that the custom enhancements will continue to function as new software versions are released.

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“The Salentica team is very quick to respond to our requests or issues, even in off hours. They are great to work with and we consider them a true partner.”

Robert Proia, Vice President, Information Technology, Gluskin Sheff + Associates Inc.

