



Customer Portal & Knowledge Base

Supporting you to deliver the best possible procurement outcomes

The **Customer Success** function has recently been introduced within Commerce Decisions. Whilst we have always put our customers at the heart of what we do, the newly created Customer Success team provides holistic support across our customer base, whether you're a software user, using our expert knowledge to assist your procurement, or simply need a bit of training or help and advice. From onboarding through to support, best practice and project health checks, we're here to support you with every step of your procurement.

Working closely with our colleagues in Sales, Professional Services and Development, our purpose is to provide a smooth journey for our customers and to help deliver the best possible procurement outcomes. As part of this, we're introducing a self-serve **Support Portal** and **Knowledge Base**, offering our clients different ways to access support and learning.

CUSTOMER SUPPORT PORTAL & KNOWLEDGE BASE

Our brand-new **Customer Support Portal** and **Knowledge Base** will provide you with a one-stop repository of searchable help and guidance. The service includes:

- A support portal where you can log in, raise support tickets and view progress against submitted tickets
- **Searchable** help
- AWARD® 'how to' functionality **videos** and **refreshers**
- Pointers to related **articles** and **videos** in the Knowledge Base and on our [website](#)
- More tailored support solutions based on our increased insight into our customers' most common queries/requests for help

As well as plenty of AWARD® specific content to help you get the best out of the system, the Knowledge Base includes advice integrations with common eSourcing systems, as well as some snippets of best practice advice from our team of Procurement Experts.

Those who are new to AWARD® can head straight to our **First Time User Guide** which tells you everything you need to know in order to get started.

Watch this space...

We are continually adding fresh content to our Knowledge Base, as well as developing future support capability

For more information or to discuss which package suits your project team, get in touch with your Account Manager or the Customer Success team