Sage Online Resources Webinar

Sage Digital Team

September 2020

What is an online resource?

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Online resources give customers the ability to source information from a digital platform.

It gives the power to the customer to manage what type of information they would like to see when they need it the most.

Online resources do not replace one-on-one support, however, they provide important information needed to answer every day questions by eliminating the need to wait in a queue.

- Sage University

- Sage Knowledgebase

- Sage City

- YouTube

What is digital support?

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Digital support is when assistance is offered through an electronic channel. It can be direct offered by a support agent, or indirect by using digital chat assistants such as a chat bot:

Sage offers the following digital support:

- Live Chat

- Q&A Live

- Pegg

What is traditional support?

Traditional support are the channels our customers have grown accustomed to over the years. These are the channels currently used most often as some of them were established a long time ago.

- Email

- Telephone

- Web forms

Why is there a drive to use online resources?

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The support industry is evolving and allows us to take advantage of modern technology to improve the customer experience. This webinar will help you understand how Sage Support is evolving to bring these advantages to you.

Telephone – waiting in the support queue

No way to prioritise an inbound call – you can only handle one call at a time and in the order it came in, regardless of the urgency. This results in urgent calls being trapped in the queue

It is not always necessary to phone as it might not be the most appropriate resource for the type of query – assisting with well documented articles instead of resolving complex situations

Reduces the ability to move resources around when volumes increase, such as with Tax year-end submissions, which results in longer waiting times when you need support the most
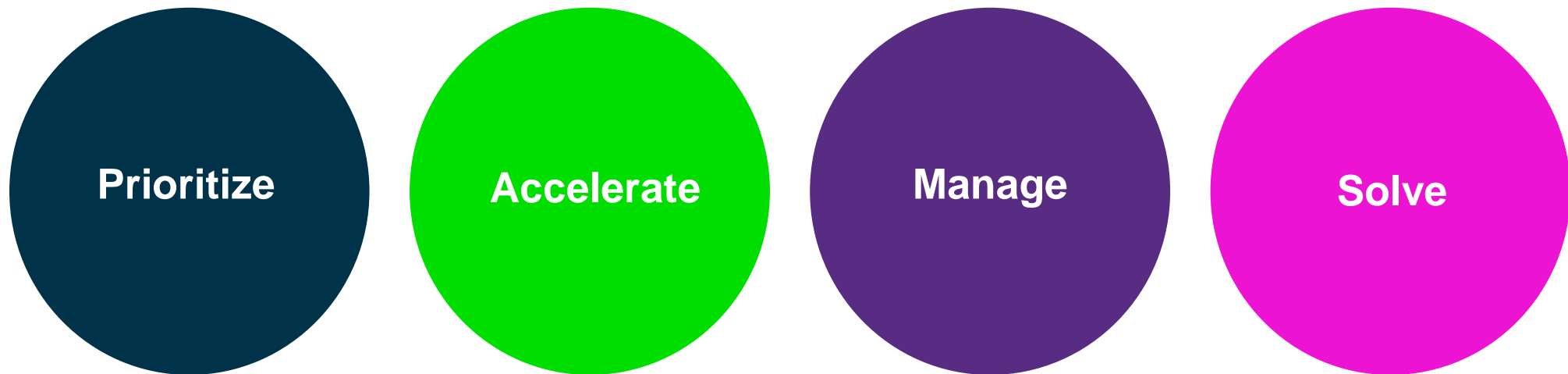
Consultative queries hold up the queue and further increase the waiting time during peak periods

Why is there a drive to use online resources?

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If you take all of this into consideration and think of the technology available, you will agree it is easy to see there must be a better way.

Prioritize

Accelerate

Manage

Solve

Streamlining Sage Support gives priority access to those customers experiencing an urgent situation, reduces the overall waiting time during peak periods, providing answers faster.

How does the new way look and why is it better?

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The approach is simple: Skip the line and search online!

By making contact with us using options such as Pegg Digital Assistant, Live Chat or submitting a web form or sending an email, we can serve you faster and more efficiently.

We can prioritize urgent queries instead of them being trapped in the queue

Best resource will be used based on the type of query – adding a logo to a payslip has easy to follow step by step instructions available in an article on Sage Knowledgebase

We can serve you faster during peak periods as we can move agents around to channels based on the need

You can submit non urgent queries that require investigation and still continue with your day

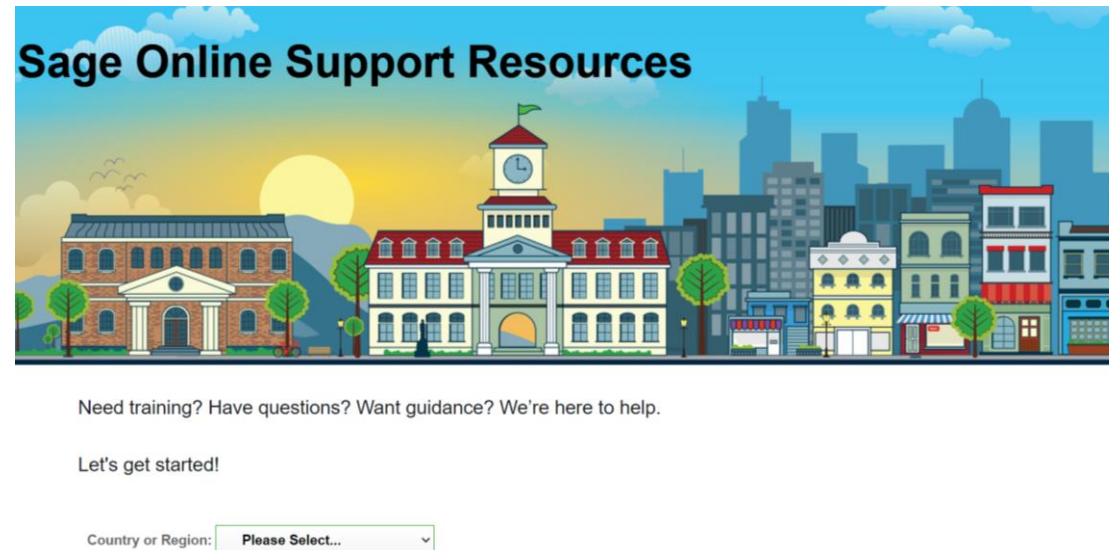# Sage Online Support Resources

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Sage has many resources to help you get the most value out of your Sage solution. Sometimes, however, having multiple options can be a little overwhelming.

Now you can get quick access to all resources by remembering a single URL: www.Sage.com/Resources

select your **Country or Region**

select your **Product**

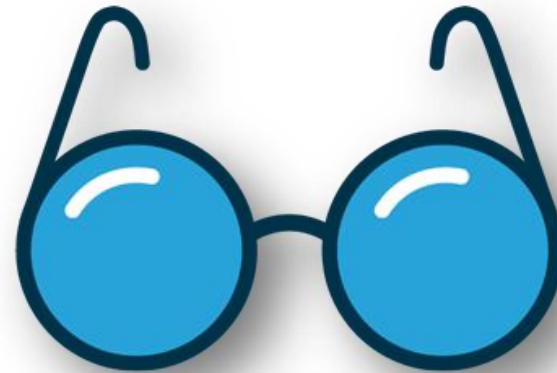Visit Sage Online Support Resources for fast access to help. Bookmark now.

Need training? Have questions? Want guidance? We're here to help.

Let's get started!

Country or Region: Please Select...

Need training? Have questions? Want advice?

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Sage University

Sage Knowledgebase

Sage City

Best for learning . . . Sage University

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What is Sage University:

- Extensive library of on-demand learning topics and instructor-led classes

Check it out to find:

- The best ways to utilize the full power of your software.

- Flexible training options to work with busy schedules as well as a variety of budgets and skill levels.

- Certifications to help you stand out from the crowd with proven credentials.

- Contact the Learning Services team for all your training needs

Attending is easy:
- Visit: www.SageU.com
- Click [Select Region]
- Select your Sage solution

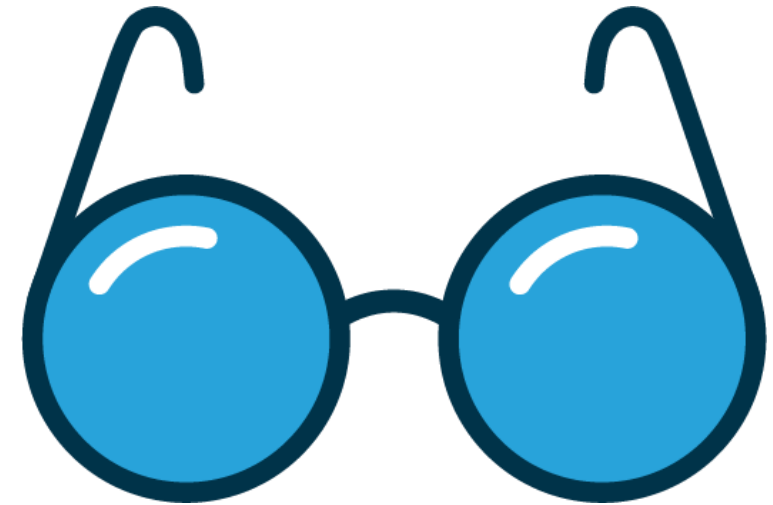# Best for solving . . . Sage Knowledgebase

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What is Sage Knowledgebase:

- Home to thousands of articles written by Sage support analysts

Check it out to find:

- Technical resources.

- Frequently asked questions.

- Step-by-step "how-to" directions.

- Solutions to known problems.

Accessing is easy:
- Visit: www.SageKb.com
- Use your *Sage ID* login
- Or create an account

Check out our Sage Knowledgebase welcome video to learn what the self-service knowledgebase can offer our customers and partners.

Sage Knowledgebase

We value your feedback

At the bottom of each article you have the opportunity to indicate if the article was helpful or not

Did this help?

👍 Yes   👎 No

👁 193 views   👍 2 voted yes

This allows us to ensure that the content provided meets our customer's needs

Best for inquiring . . . Sage City

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What is Sage City:

- Online community for Sage customers, partners, and colleagues

Check it out to find:

- Answers to questions.

- Product tips, tricks, and suggestions.

- The most current information about your Sage solution.

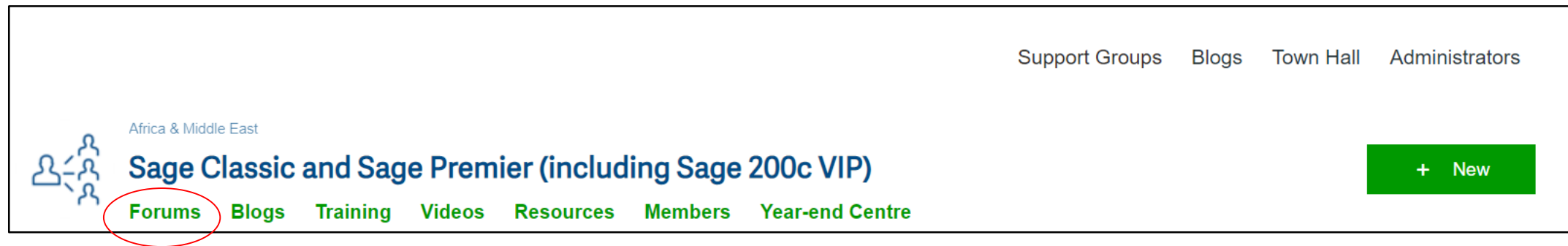- Important year-end insights to help when it comes time to close the books.

Joining is easy:
- Visit: www.SageCity.com
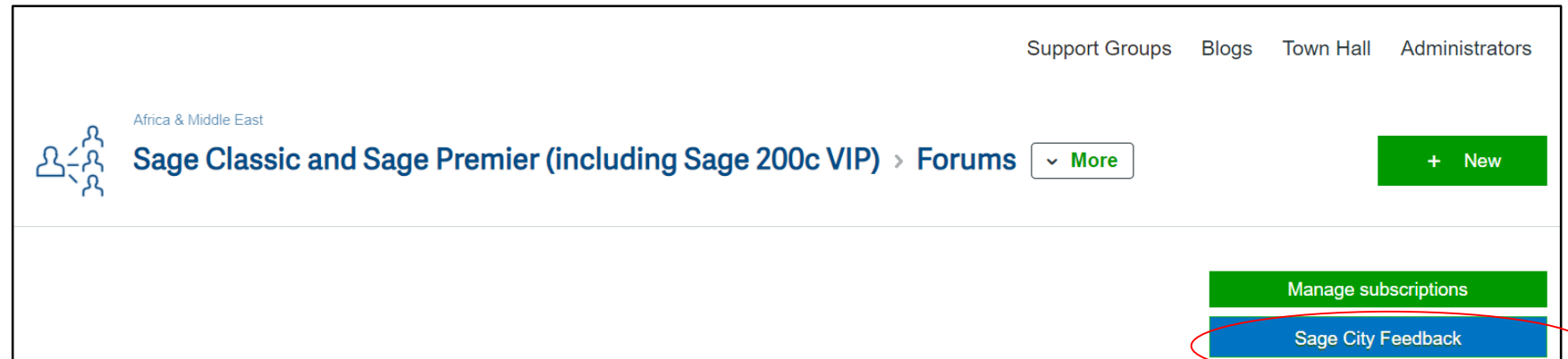- Use your *Sage ID* login
- Or create an account

Remember to check out the Year-end Centres and Africa Year-end Centres on Sage City

Sage Knowledgebase

Found it useful? Let us know

If you are on the landing page or your product on Sage City, navigate to Forums

On the right-hand side select Sage City Feedback and answer a few questions

Pegg Digital Assistant

Pegg is your digital assistant and is available in product.

Pegg will either have a direct answer for you or will direct you to another resource.

Pegg is constantly learning – the more questions you ask, the better the experience will become.

Full, descriptive, single line sentences work best. Typing one word or very long paragraphs could result in incorrect answers being returned.

Use the thumbs up and thumbs down to provide feedback to us.

Was this answer helpful?

Yes

No

Pegg is currently available in Sage Business Cloud Payroll, Sage Business Cloud Accounting, Sage Classic and Sage Premier. Sage Business Cloud Payroll Professional will go live in September 2020.

Q&A Live

Q&A Live - the new way!

We're offering a easy way for you to get quick answers to your questions from our Sage experts without having to call us. We're holding live drop-in Q&A sessions, **Monday to Friday, from 8am to 4pm,** where you can ask us your questions online.
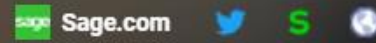
These sessions are included as part of your current support contact and is at no additional cost to you.

Sage 50cloud Pastel Accounting

Sage Pastel Payroll

YouTube | Video Content

![sage](sage logo)

Sage Customer Support and Training
12.3K subscribers

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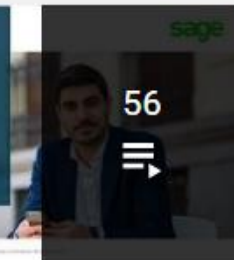Sage Customer Support and Traini...
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Sage Support Options Infographic

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[Sage Support Options Infographic](#)

For any compliments or suggestion you can email
Customer Care

customercare.shp@sage.com

Tell us how we're doing, we'd love to hear from you
Take survey

Thank you

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