

# PacsoftNG Customer Portal Mobile App

The Pacsoft customer portal mobile app bridges the gap between you and your customers offering a gateway for communication. Creation of a new customer account allows your customers to create a first-time account while validating potential duplicate entries and using SMS as a secondary authentication.

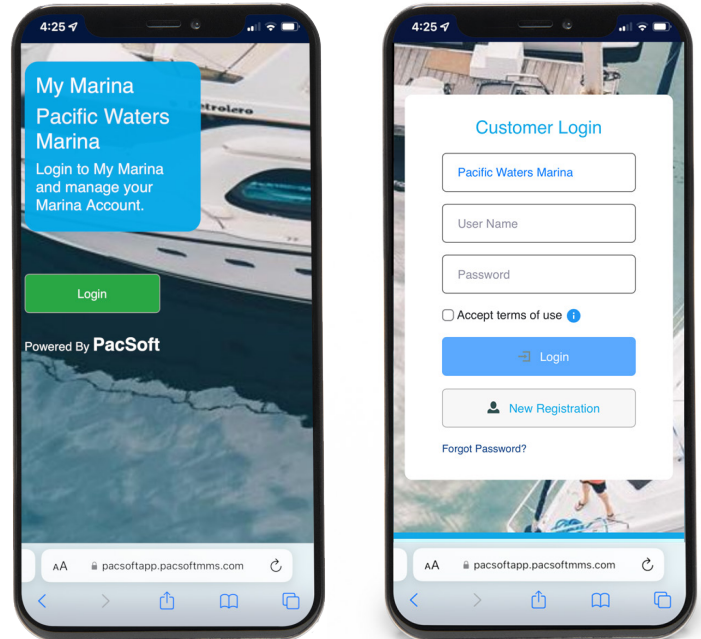
The sophisticated screen layout management allows you to not only select what fields are visible on screen but also provides you control over which ones are required. In addition, customers can update their customer and vessel records themselves. Importantly you have control over the fields that can be updated with authorisation of any changes before they become live. Notifications are integrated into the PacsoftNG Software Suite and full audit logging is provided of changes made, authorisations or rejections actioned by whom and when. With this control over the Registration, Customer and Vessel page you will feel confident guiding existing or potential customers from your website to the Pacsoft Portal.

With white labelling functionality the portal will take on the appearance of your company as an extension to your own offerings. As an option acceptance T&C's can be added to your login process allowing you peace of mind all legal obligations are covered.

Through integration with our payment processing partner Windcave, the portal will allow your customer to view their account balance as well as manage and make secure payment of invoices.

The Pacsoft customer portal opens a new door to agreement acceptance, allowing contracts, work orders or any such document to be sent to your customers while validated through the app sign in and tick box acceptance. This acceptance along with user validation data is instantly recorded against the customer account.

Additionally, the ability is provided for customers to upload documents and images allowing a simple interface for insurance or EWOFF updates, or logging of other relevant documents which are logged automatically as smart notes against the customer record.



Lastly, the customer portal would not be complete without a communication layer which provides both bulk and individual messaging. The portal allows two-way communication between you and your customer without the additional SMS costs. This gives you access to a complete history of all the communication for reference into the future.

## Features

- Multi-platform interface
- User Acceptance and T&C's
- SMS for 2FA
- White labelled for business branding / corporate identity
- Customer registration
- User editing of their customer and vessel data, with notification and authorisation control.
- Manage which Customer and vessel fields are displayed to customers and control over required fields
- View and manage financial accounts
- Make payments (Windcave integrated)
- Receive and accept agreements or work orders
- Upload images or documents to managed areas
- Send and receive text communication
- Bulk send messages to selected groups
- Automatic recording of communication history.