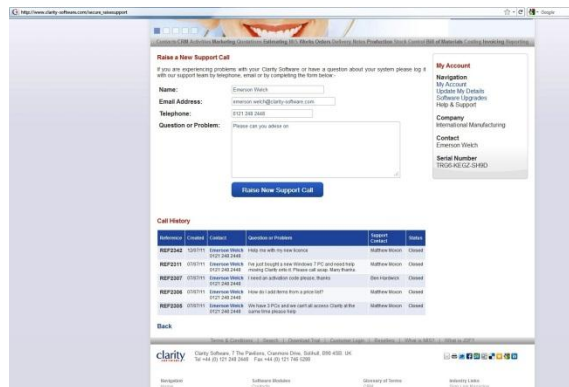


Clarity Software  
Press Release  
Tuesday 19 July, 2011

STARTS >



## New Interactive Support Service for Clarity Software Customers

By Emerson Welch of Clarity Software

**Clarity Software announces a radical enhancement to its support service with the ability for customers to log software support requests directly through the Clarity website.**

The new website service at [clarity-software.com](http://clarity-software.com) takes Clarity's customer experience to another level, enabling supported Clarity users to sign in to their website account at any time of the day and submit support queries quickly and easily.

### Direct Integration with Support Logging System

Submitted support requests are automatically fed into the Support Team's logging system designed by Clarity's David Steward, and are immediately displayed to customers in their My Account area. Customers also receive an instant email confirming the successful submission of a request.

### Responding to Customer Needs

As soon as the Support Team receives the request, a reference number is allocated and contact is made with the customer via phone or email to service their needs. Customers have complete visibility of the status of their requests in the My Account section of the website, along with an historic list of open and closed requests previously logged through the site.

"We are always looking for ways to enhance the service we provide to our customers" expresses Clarity Managing Director Richard Gamlin. "Providing a web interface for access to the support desk is a huge benefit for everyone and opens up a convenient 24/7 channel for users to both log and track requests."

Richard continues: "This is the first of a number of exciting web-based service innovations we have been developing over recent weeks. More announcements will follow."

### Watch the Video Tutorial

To make it easy for users to seamlessly benefit from this superb new service Clarity Software has

created a video walk-through, which can be viewed directly on Clarity's YouTube Channel at <http://www.youtube.com/watch?v=7cmN1u2SXSo> or in the video section of Clarity's website at <http://www.clarity-software.com/videos>.

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*Notes for Press:*

*Developed since 2001, the Clarity Professional software system provides a high quality and easy to use MIS software system that helps SMEs in job-based industries manage and grow their businesses efficiently. Keeping all information in one place, Clarity centralises all internal, customer-facing and supply chain functions making company information available to all users with speed and accuracy.*

*Clarity gives cost effective flexibility as additional modules can be added easily and quickly, assisting smooth and cost controlled business growth. Cost, simplicity and flexibility are the reasons why Clarity has become one of the UK's leading MIS systems for SMEs. There are over 3,000 users in the UK and the rest of the world benefiting every day from implementing Clarity and there are three versions available: Professional, Lite Edition and Free Edition.*

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*Clarity Software product information*

*Web site: <http://www.clarity-software.com>*

*Twitter: <http://www.twitter.com/claritypro>*

*Facebook: <http://www.facebook.com/pages/Clarity-Professional/123259781061448>*

*YouTube Channel: <http://www.youtube.com/claritysoftware>*

*Free Case Studies & White Papers: <http://www.clarity-software.com/freeinfo>*

*Clarity Software is a trading division of Touch Systems Ltd, which has been ISO9001 certified since 1999 and was established in 1989 to provide MIS and quality assured systems to businesses from its UK headquarters in Solihull, West Midlands.*

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