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Saeven|CRM - Advanced Client Support Framework Hits: 22,408

Description: A growing business has at the heart of its evolution the goal of a positive customer experience. Efficient communication is a crucial component to any business, and centralizing the exchange network through which you reach your clients is a key aspect of the success your business will have delivering service and content to its members.

Saeven|CRM is the purification and tempering of a series of technologies that permits you to drive your online presence with greatest control and result. Centralizing client records, providing knowledgebase articles online and in response to ticket exchanges, online discussion, email, and drawing traffic intelligence across all of your sites synergistically giving your client a common ground to interact with all your businesses and departments - Auracle is a tool that has no equal.

PHP5 + mySQL4/5. Desktop client is OSX/Windows/Linux compatible. OSCommerce, VBulletin, Modernbill, Ebay integration + Kayako/Cerberus import available!

Resource Specifications

Version:	2.0.1
Platform(s):	linux, windows, freebsd, osx, sun
Date Added:	Jul 30th, 2005
Last Updated:	Jan 21st, 2008
Author:	saeven.net consulting inc.

Average Visitor Rating:  **4.78** (out of 5)

Number of Ratings: 49 Votes

Average Member Rating:  **5.00** (out of 5)

Number of Reviews: 8 Reviews *Read Reviews...*

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Auracle Support Engine, Aug 5th, 2005

Reviewed By: prvtipilot

Auracle in its basic form is a customer support system. How ever it takes customer support to a new level. I have tried many different ticket systems for my hosting company and have found Auracle to be the best of them all.

Installation was a snap, plan on spending some time with the setup after installation. Auracle is complex in its features but at the same time incredibly easy to use. You can tell it was well thought out. To me the key feature of Auracle is the ability to setup individual categories or departments and custom tailor the responses for that group of users. No more generalized FAQ searches, support articles are as neatly arranged as you wish to make them. It is that flexible.

During my setup I had a few questions about Auracle, I have to admit that the folks over at saeven.net consulting are incredibly responsive, 5 stars to their support team.

If your looking for an outstanding customer support system at a really great price, this is the one!



Excellent!, Aug 7th, 2005

Reviewed By: MadStuUK

This tool, is excellent, perfect for my needs, which is providing help and support to web hosting clients.

It has lots of features, such as Knowledgebase, Troubleshooter, Live Chat, Download area and will even retrieve your emails from a mail server and create support tickets for each one (as long as the from email address has been previously checked of course, to prevent spam.

It emails my customers each reply I or my staff respond to, and even allows them to respond directly by email again, without them even having the need to visit the helpdesk web interface.

Can create an unlimited number of satellite helpdesks, with different catagories, and works real well.

They also provide a Desktop client, which works on all Operating Systems, including Windows, Mac and Linux, so there isn't any need for me to log into a web interface to answer tickets, I do it directly on my desktop, and it's easier to use than IM systems such as MSN, Yahoo etc.

The Live chat is great too, It's nothing like most other chat software which is mostly done in html, with refreshing pages, or Flash, which I found doesn't work very well, but instead they've coded in Java, which allows for lightning fast live chat between my clients and I, no lag, it's faster than all other IM systems I've used, and even has smilies to use :)

Overall, a great piece of software, I'm very impressed with it, and I'm pleased with my purchase!



Best support script available, May 15th, 2006

Reviewed By: BeatificFaith

This is one of the best purchases I've made for my site. Installation is very easy and support is outstanding. Any minor questions I have asked have been answered within a reasonable amount of time and always with a friendly response. The script itself it amazing in the fact that it is a desktop client. It's much easier to use than any other helpdesk I've tried, and I've tried a lot of them. I would definably recommend this script to anyone who wants a professional helpdesk.



GREAT Product!, Oct 27th, 2006

Reviewed By: crshman

Auracle is a customer support system like many of the others. However, what sets this product apart from the others is the fact that Auracle support is unparalleled. For the cost this support system can't be beat! Since implementing this system our support times have dropped dramatically since our technicians don't have to fumble with multiple emails from multiple customers.

For the price, level of support, and features this is hands down the best customer support system money can buy!



Unparalled software and support, Mar 9th, 2007

Reviewed By: alankru

The Auracle staff are like your own personal company developers. If you suggest a feature, generally, it is accepted and implemented. I do not know of another company that works like that. You could call it bespoke! It really is superb how the staff listen and develop the software so well on what really matters to their customers.



My Review of Saeven|CRM, Jan 19th, 2008

Reviewed By: briancol

Hi,

I am a Saeven|CRM owner, the latest version is absolutely Kick Ass!

In fact I like it so much I have added it to my portfolio of products that I highly recommend - my main criteria for choosing it:

1. Easy integration with other systems I use and sell.
2. Top notch support from Saeven.
3. The ability to resell the script with my own branding - which I will be doing.
4. The ability to offer a solution for my customers - where I run it for them - Already got my 1st Client.

Excellent!



Saeven CRM - An Exercise in Excellence, May 5th, 2008

Reviewed By: wcsadmin

I have been Saeven's CRM (Auracle Support Engine) for a little over a year now, and I have to tell you how extraordinarily pleased I am with the overall product, company service, and functionality of this product. Template modifications easily accommodated ModernBill and vBulletin integration, as well as other client-only support areas. Knowledgebase and Download Sections intuitive to populate. Ticketing system is actually elegant. Overall, brilliant! Highly recommend.



Saeven|CRM, Jun 6th, 2008

Reviewed By: SBNDawg

In today's world of "instant gratification" and "instant payment" building customer relationships is rapidly going the way of the dinosaur. Fortunately there are companies such as Saeven that still believe that the customer is important and not just their money.

In less than 24 hours. They installed the product and integrated it with my application as part of my purchase. Most companies would be billing premium rates for this kind of support.

Thanks Saeven! You've earned my loyalty.

-Roger