



PlayMaker CRM Enhancing User Experience with Easy Online User Guides

PlayMaker CRM is making its customer relationship management solution easier than ever to use with new step-by-step online guidance.

FRANKLIN, TN, USA, February 26, 2014 /EINPresswire.com/ -- Franklin-based PlayMaker CRM is the nation's foremost [home health](#), [hospice](#) and [post-acute](#) care CRM provider. Its new partnership with WalkMe, an innovative provider of straightforward online guidance services, is changing the way users access the application support necessary to successfully increase their sales efficiency, market share and profitability. WalkMe's services also are used by corporate powerhouses such as Adobe, Cisco, Infusionsoft and Amazon Web Services.

Home health, hospice and post-acute care companies now will find it easier than ever to take advantage of PlayMaker CRM's most advanced features. With just a click, users can access interactive "walk-thru" guides, which provide clear step-by-step instructions on how to perform dozens of tasks in PlayMaker CRM. The on-screen overlays mimic the instruction users would experience with a dedicated trainer in the room.

"We are excited to offer this new step-by-step feature to our users," said Adam Bishop, president and founder of PlayMaker CRM. "We know it sometimes can be challenging to become fully versed in a multi-layered and dynamic application like PlayMaker, and these easy-to-use, built-in instructions will enhance the PlayMaker experience for agencies of all sizes. They also allow both new and experienced users to spend less time on administrative tasks and more time selling in the field."

PlayMaker CRM's new and intuitive guidance features will help agencies improve employee training on PlayMaker CRM, as well as improve their employees' willingness to embrace the application. In addition, agencies will see increased productivity as their users immediately get the answers to questions they encounter, which minimizes any delays in workflow.

Individual users will enjoy the convenience of getting the technical support they need any time they need it – day or night. In most cases, PlayMaker's online guides will significantly reduce the need to request assistance from customer support, though PlayMaker CRM's support specialists remain ready to assist in all situations. What's more, new users will immediately feel more at ease as they adjust to an unfamiliar program.

These clear and easy instructions give users at any proficiency level the support and confidence they need to not only perform the basic tasks their agencies need, but take on more complex tasks and use PlayMaker CRM to its fullest potential.

To schedule your free demo, call 1-866-930-6847 or visit www.playmakercrm.com/demo today!

About PlayMaker CRM

Founded in 2008, PlayMaker CRM is a leading cloud-based customer relationship management solution designed specifically for home health, hospice and post-acute care companies to assist with increasing sales efficiency, growing market share and increasing profitability. PlayMaker CRM is used by hundreds of agencies large and small that realize the benefits of using innovative technology to grow and stay ahead of the competition.

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