

HOW TO KEEP TRACK OF ALL KEY BUSINESS EVENTS

TimeLine Viewer for Sugar helps you find out just in a few seconds
what important things happened in your CRM system

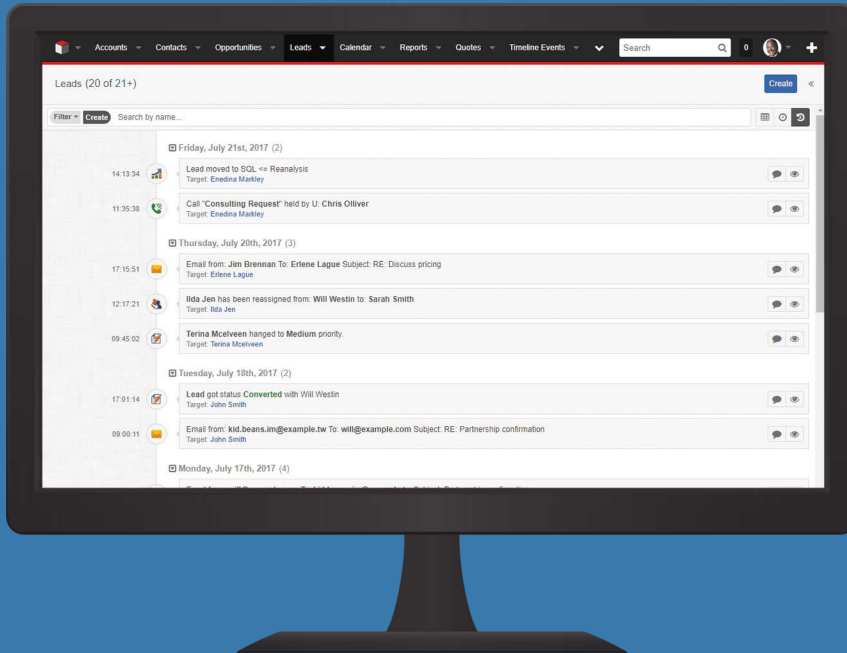


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**CUSTOMIZE THE DISPLAY
OF IMPORTANT EVENTS IN
INFORMATIVE FEED AND
SAVE 30-40 MINUTES
EVERY DAY
WITH TIMELINE VIEWER**

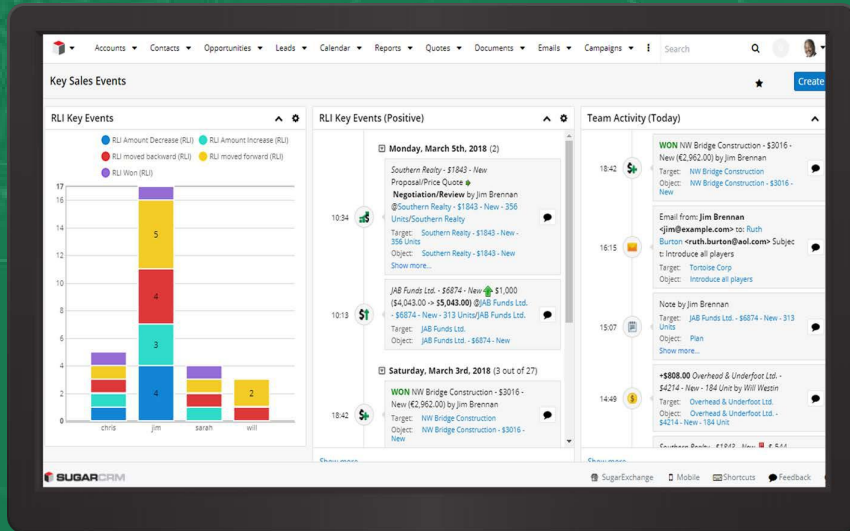




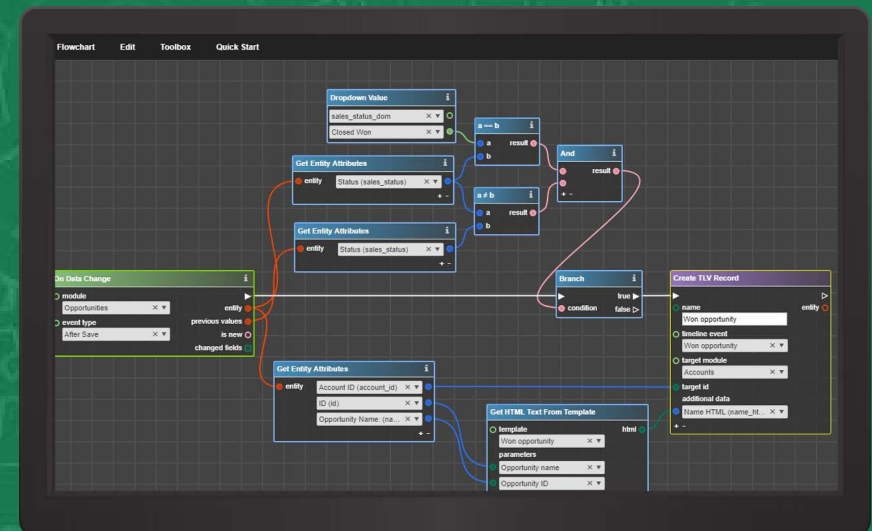
**WITH TIMELINE VIEWER, ONLY
YOU DECIDE WHAT EVENTS ARE
SIGNIFICANT TO YOU**

TimeLine Viewer aggregates important events and changes from different modules in one informative feed. You can also make your feed more relevant by setting up filters according to your specific needs or even configure several dashboards and dashlets for different purposes.

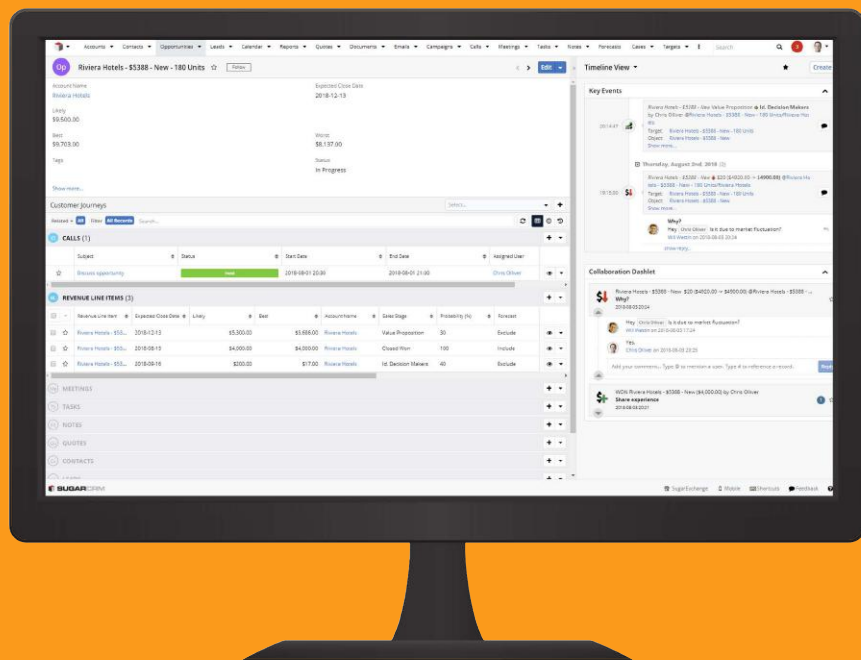
- **Target Module** allows selecting a set of Sugar Modules for monitoring and collecting events
- **EventType** allows selecting a set of categories of key business events that you are interested in
- **Date** allows determining the timeframes for events
- **Triggered by** allows selecting the names of users whose actions you wish to look through



**WITH TIMELINE VIEWER, YOU
CONFIGURE WHAT EVENTS TO
DISPLAY AND HOW TO
DISPLAY THEM**



**IN ADDITION TO THE DOZENS
OF PRE-MADE EVENTS, YOU
CAN CONFIGURE YOUR OWN
EVENTS WITH LOGIC BUILDER**

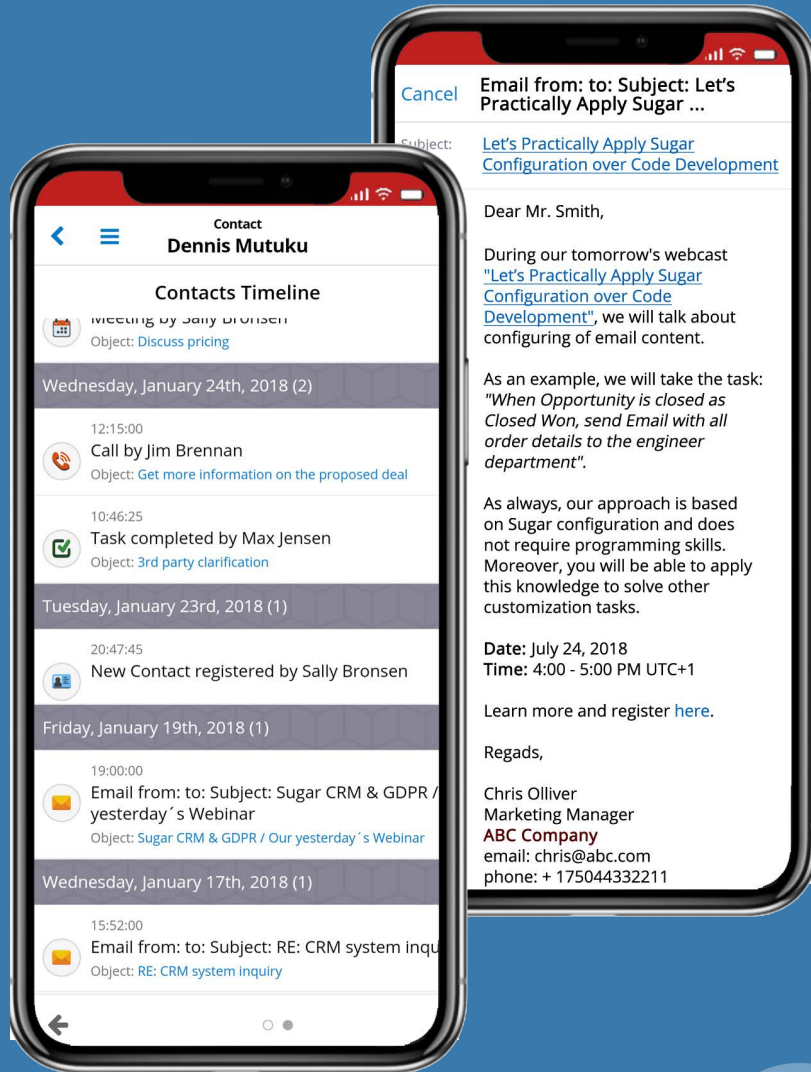


**QUICKLY DISCUSS IMPORTANT
EVENTS WITH YOUR
COLLEAGUES AND SHARE
KNOWLEDGE WITH THE HELP OF
LINKS VIA TIMELINE VIEWER'S
DISCUSSION THREADS**

**SALES TEAM IS 258%
MORE LIKELY TO
CLOSE A DEAL THAN
IF YOU WORK SOLO**

SOURCE: GONG.IO

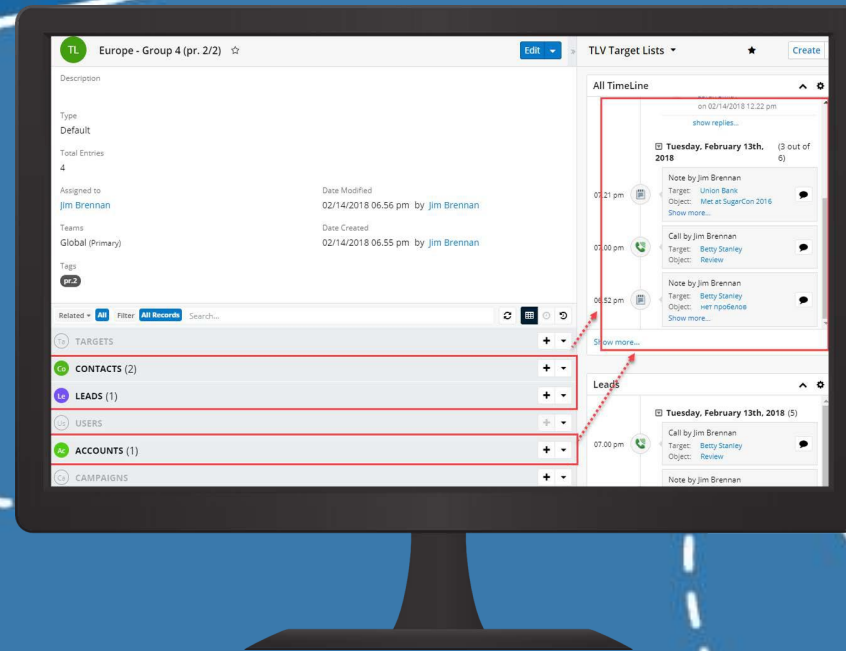




TimeLine Viewer is available on iPhone, iPad and Android. Thus, in addition to the power of regular Sugar Mobile, you get an easy way to be informed about all key business events wherever you are.

Only three touches are needed to receive a full picture by particular object. You will be able to see from one feed the changes in important fields and create new related objects, read emails and event description as well as collaborate with other colleagues directly from the feed.

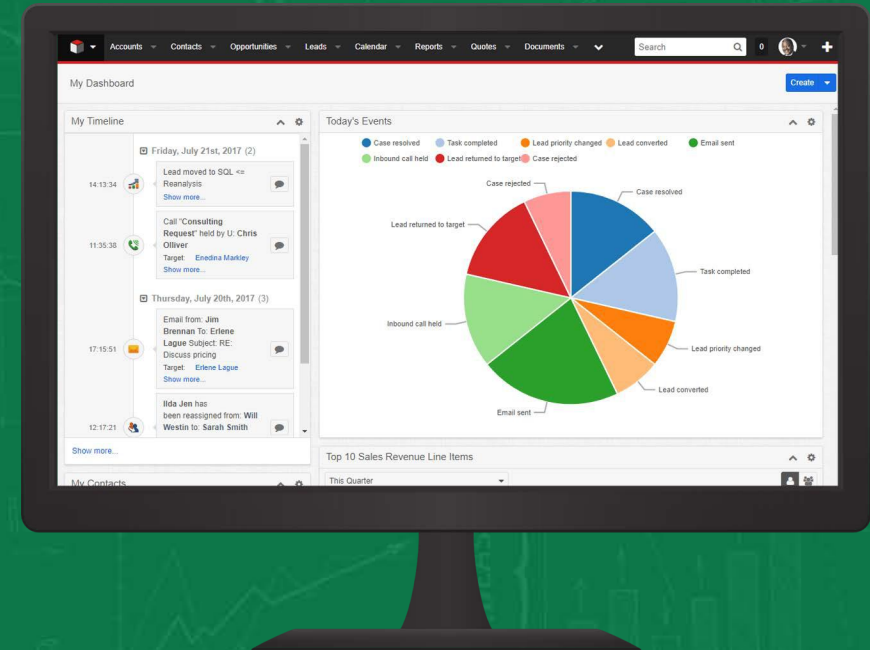




**ALWAYS BE AWARE OF WHAT
HAPPENED WITH THE
PARTICIPANTS OF YOUR
MARKETING CAMPAIGN
OWING TO TIMELINE VIEWER
FOR TARGET LIST**

Empower your decision making by the possibility to quickly figure out what happened or not happened in your business. Here are just a few examples of the reports that will help you see a big picture:

- What my team/units/company members did yesterday/over the last X days
- What important things happened in service/sales/region
- Which opportunities received insufficient attention



GET A BIG PICTURE AT A GLANCE WITH TIMELINE VIEWER FOR REPORTS

CRM system is full of data. From day to day, users are forced to manually search for various information necessary for their work. TimeLine Viewer saves your time significantly by allowing you to track the most important and relevant events in the most natural way – on the timeline. Sugar users themselves set criteria to identify events and define what events are valuable and important for their business. Harness the power of TimeLine Viewer – use pre-made events or create new ones, filter them, collaborate with colleagues, work on the way and build insightful reports. If you want to add hours to your day and enjoy faster and smarter decision making, give it a try.

USE TIMELINE VIEWER AND SAVE YOUR TIME

