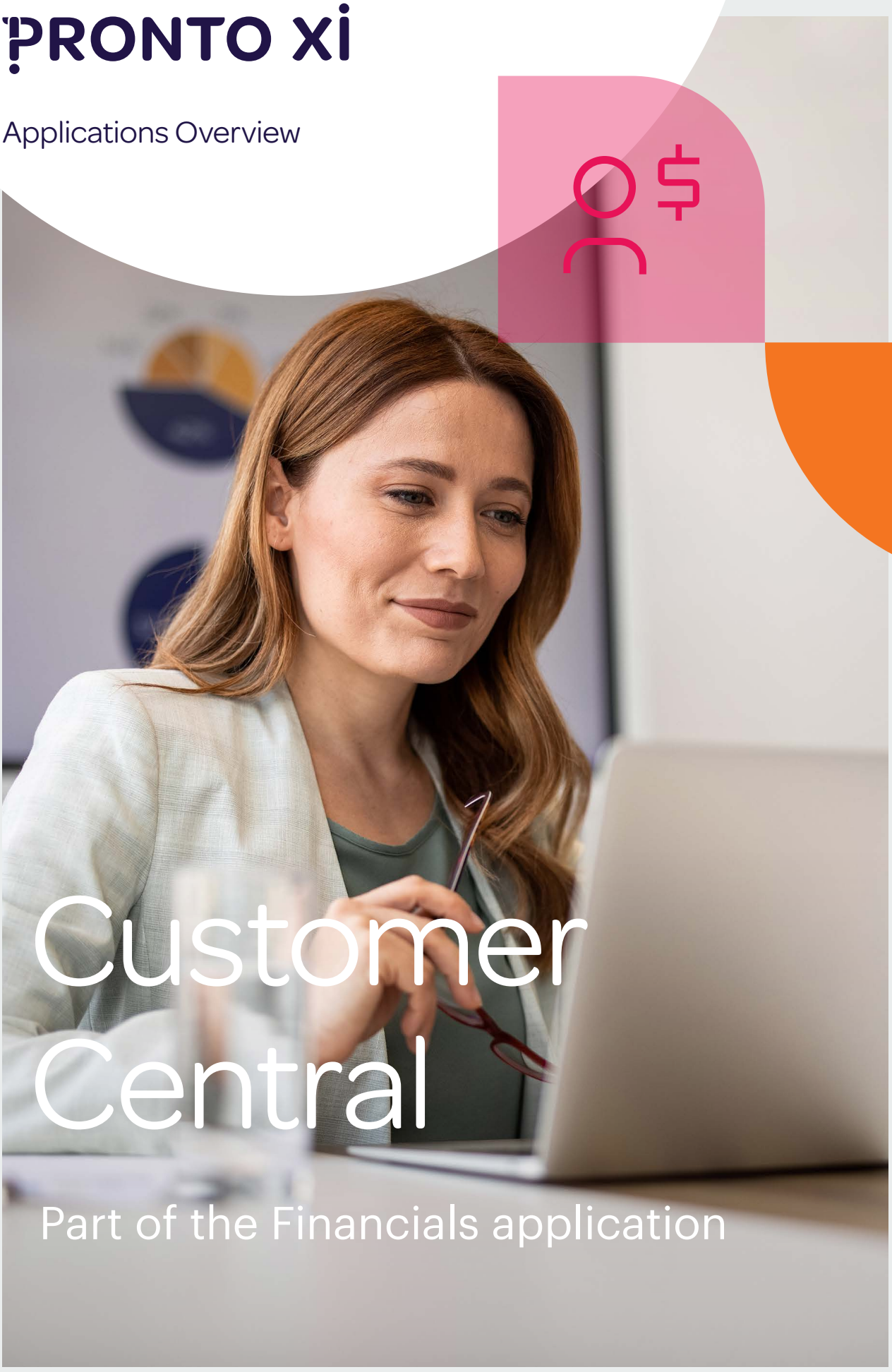
PRONTO Xi

Applications Overview



Customer Central

Part of the Financials application

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Disclaimer

This document contains statements related to our current and future developments that may constitute forward-looking statements. They are subject to changes and may be available in a Pronto Xi 780 service pack or future release of Pronto Xi. All diagrams, drawings, product screenshots and any other types of visualisations in this document, use demo or synthetic data created for display purposes only.

Customer Central

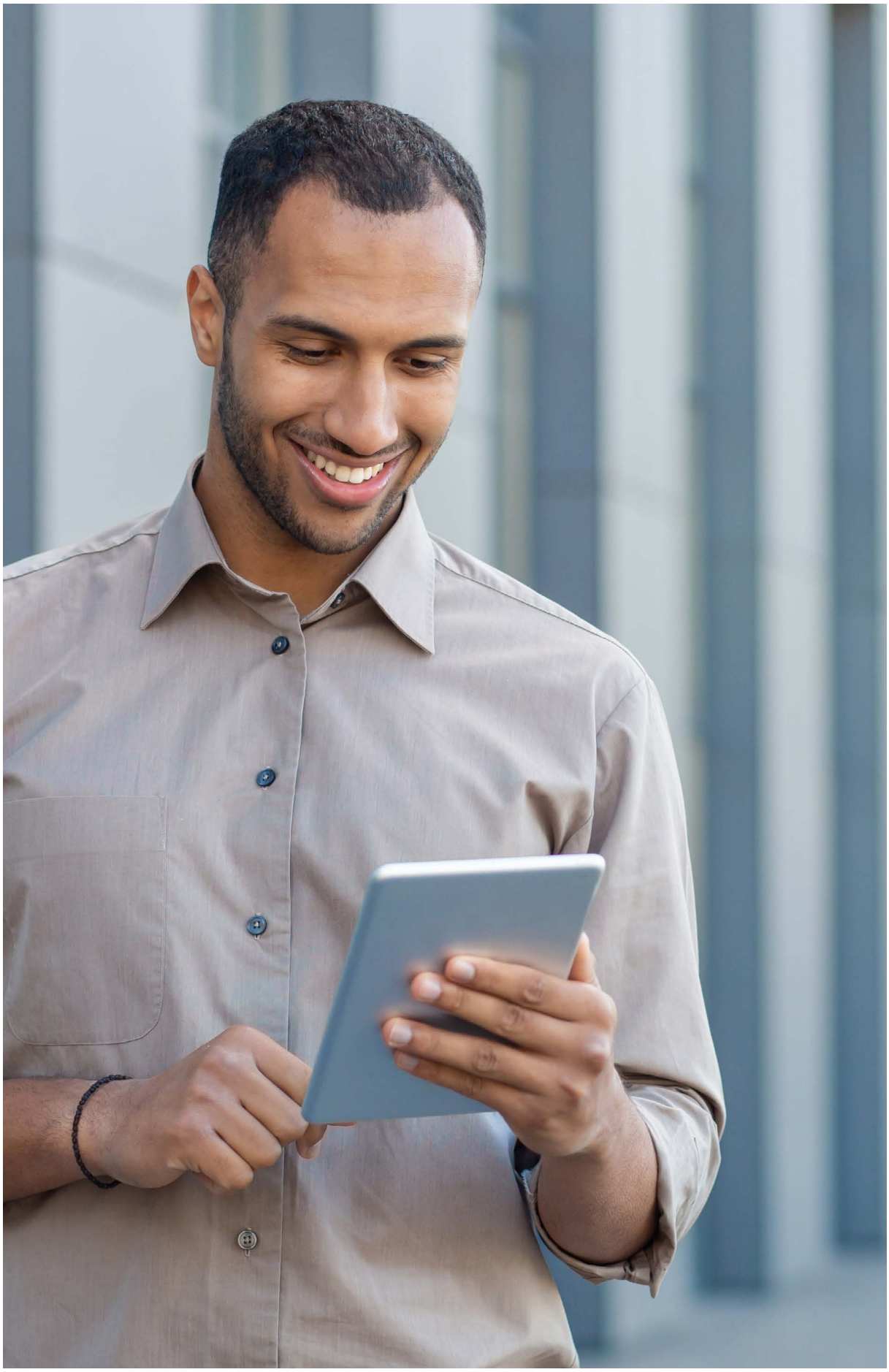
Minimise service strain and improve your cash flow with Customer Central

Customer Central is a powerful solution for managing accounts, payments and invoices, and it empowers your customers by giving them the freedom and flexibility to manage accounts at their convenience.

The application streamlines critical processes for businesses and their end-user customers, providing a single integrated touchpoint utilising the Pronto Xi platform.

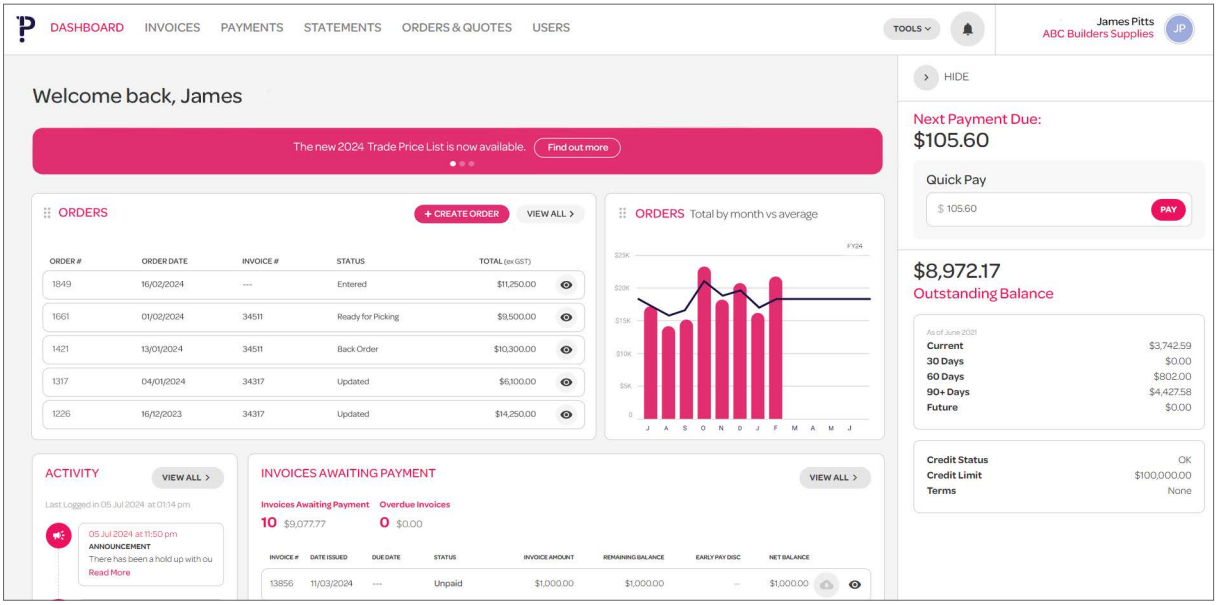
Customers can access their accounts 24/7 within this self-service portal, giving them complete oversight. It's a convenient solution that reduces the need for user support, freeing your customer service teams to focus on delivering greater value.

On the administrative level, Customer Central consistently captures all information about past customer interactions and transactions. This creates a single source of truth, provides the visibility to drive collaboration across operations and supports consistent customer communications.

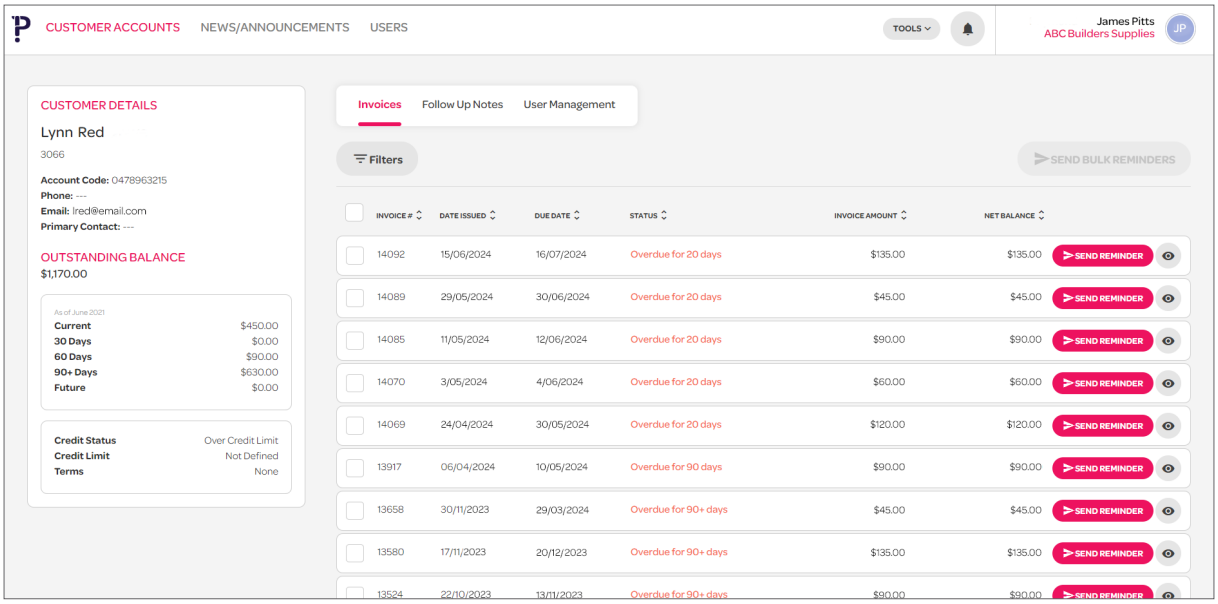


Businesses' finance and accounts teams can use Customer Central to:

- maintain clear and timely communication with just one click, including sending reminders for overdue invoices
- automate payment confirmation and "thank-you" emails, and post announcements on customer dashboards
- improve cash flow and build customer relationships with incentives, discounts and special credit terms
- view paid/due invoice issue dates, reminder email trigger dates and recipient details
- add important announcements in the top banner of the customer dashboard, such as product and delivery updates



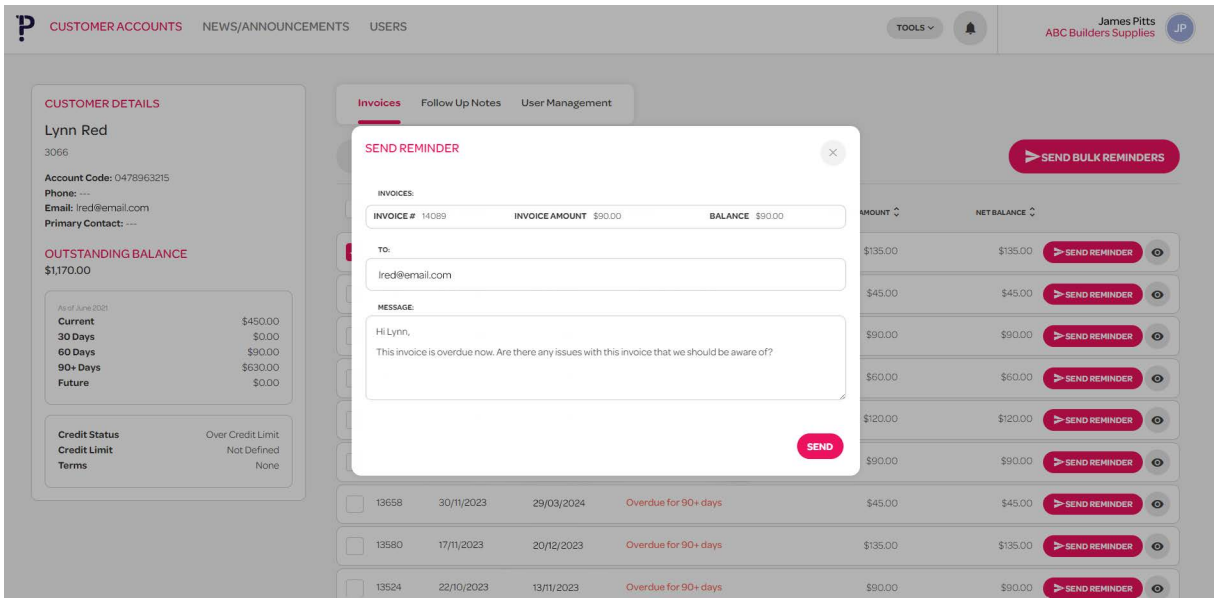
Provide customers with 24/7 access to their account details



View all the account details for a specific customer

Your customers can use Customer Central to:

- review their balance, credit terms and paid/unpaid/overdue invoices — all on one screen
- print or download invoices to store or send
- view current and past sales orders
- manage and update account details, including name, billing address, email and phone number
- raise a service call directly to discuss accounting queries or invoice disputes



Send customers a personalised reminder on an overdue invoice

About us

PRONTO SOFTWARE

We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 45 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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