



Client Portal

One place for **simple** and **easy**,
customer communication!

Thryv's customisable
Client Portal helps you to
stay engaged with your
customers and makes you
easy to do business with.

A secure login for customers to schedule and reschedule appointments, make payments, track outstanding invoices, message you and more, all from one place.

82% of consumers would like to use messaging to communicate with a business.[^]

Get the most out of your Client Portal!

- Communicate and interact with your customers online from any device.
- Be accessible to your customers when they need it most, especially after business hours.
- Consistent online brand to help promote and increase organic search results.

Communicate Online

- Capture New Leads
- Send and Receive Customer Messages
- Call Back Request
- Click to Call
- Confirm Appointments

Customer Accessibility

- Schedule and Reschedule Appointments
- Make Payments
- Share and Receive Documents
- Approve Estimates

Promote Your Business

- Customise with Logo, BusinessHours, Address and Website
- Add Video Links
- Social Media Links
- Show Thryv 1st Party reviews

Top 6 ways to get the most from your Client Portal and build genuine customer experience.

1. Include a hyperlink to your Client Portal in all customer emails.
2. Brand your Client Portal with your business logo and colours, include photos, videos and links to Social profiles.
3. Include important action buttons such as "Click to Call" and "Get Directions" for easy on-the-go customer access.
4. Add FAQ's or Share a Document allows customers to access important information when they need it.
5. Customised forms help you capture new lead information and expand existing customer details.
6. Generate and add 1st Party reviews to build trust from loyal customers.