

Suits Business of any activity and size Helps in getting more customers and to retain them Boosts your customer satisfication & profits instantly



Marketing:

Leads generation sources, designing best marketing campaigns, lead analysis, Campaign effectiveness analysis, comparison of results with planned results.

Pre-Sales:

Lead entry, lead distribution (auto & manual), lead follow-up, creating contacts, accounts, converting leads into potentials, products / Services (Items), quotation, sales order, Sales staff commissions, Sales targets planning (monthly, quarterly & yearly), generating variance reports (Actual sales vs Planned) sales person wise etc.

After Sales:

Recording cases from customers, case distribution to customer care executives by customer care managers, tracking the cases until it is closed, customer satisfaction surveys and its analysis, cases analysis (origin wise, reason wise, product wise etc).

Work Flow:

You can have different documents (Ex. Quotation, Sales Order) approval process by different users/roles. Document will flow from one inbox to other higher level user inbox.

Activities:

Items which needs actions. This module consists of tasks, events, reminders & follow-ups management. These modules are linked with other modules where ever required or applicable.

Dash Boards:

Role wise nice dash boards as soon you login into the system with graphs, important information, alerts and action items (activities). Quick glance of MIS reports.

Documents filing:

Documents related to different modules can be attached with those records. These documents can be searched on different parameters, viewed and printed.

e-Mailing:

e-mails sent history through the system related to different modules can be attached with those records. These e-mails can be searched, viewed and printed.

SMS:

SMS sent history through the system related to different modules can be attached with those records. These can be searched, viewed and printed.

