Customer Relationship Management

Customer Relationship Management manages complete sales cycle – from marketing to post-sales service and support. It helps you get the most from your sales force as it manages and automates marketing activities, while tracking leads and prospects. It keeps you informed by compiling accurate sales forecasts, identifying demand trends, analyzing sales history, highlighting product profitability, and measuring the effectiveness of sales promotions and marketing campaigns. Sales Management not only streamlines the creation of sales proposals and sales orders, but it also develops and executes customer contracts. Our solution enables your sales force to develop RFQs quickly and accurately and allows you to configure products that meet your customers' exact needs. It supports real-time order promising and allows customers to configure products, place orders, and check their status using web browser.

Customer Relationship Management

Customer Management
- Track Transaction History
- Price Offerings Management
- Set Follow-up Tasks and Appointments
- View Information Related to Customers
- Track Purchase History
- Analyze Buying Patterns
- Manage Customer Documents

Contact/Lead
- Record Contact Details
- Search Contacts
- Track Leads based on Contacts
- Hierarchical Contact Management
- Synchronize Contacts with Outlook
- Lead Management
- Lead Conversion Lifecycle
- Customizable Lead Reports

Marketing Management
- Campaign Management
- Event Management
- Lead Generation
- Budget and expected ROI
- Outcome Analysis
- Monitor Sales from Campaign
- Campaign Cost Management

Shipments
- Flexible Contract Management
- Synchronized Packing List
- Export Documentation
- Load Planning
- Shipment Notification
- Delivery information

Sales Force
- Sales Force Automation
- Activity Management
- Territory Management
- Sales Target Planning
- Sales Pipeline Management
- Sales Forecast Management
- Maintain Forecast History

Sales Order
- Generate Quotes
- Generate Sales Orders
- Generate Invoices
- Flexible Pricing and Discounts
- Support for Multiple Currencies
- Support for Value Added Tax (VAT)
- Convert a Quote to Order
- Flexible Payment Terms
- Flexible Shipping Terms
- Flexible Delivery Cycles
- Credit Limit Checks

Allied Services
- Email Marketing
- Collaborative Environment
- File Attachments and Document Uploads
- SMS Integration
- Shared Calendars
- POS System

Secure Web-based Customer Interaction
- Secure Web-based Customer Interaction
- Instant Quotes Against RFQs
- Sales Order Management
- Sales Order & Delivery Status
- Delivery Acceptance/Rejection
- Online Billing & Payment Options
- Monitoring of Customer Ledger
- Return Sales Management

Customer Help Disk
- Manage Support Service Staff
- Service Repair and Order Control
- Warranty & Claims
- Flexible Billing
- Track Historical Data
- Customer Ticket Management
- Email-based Submission

Point of Sale
- Cash Sales
- Cash Sales With discount
- Sale Booking
- Booked Item delivery
- Cheque Receiving in Cash sales
- Credit Card in Cash Sales
- Sale Receipt
- Deliver Stock to Customer
- View receipts
- Sale return with Deduction
- Return Receipt
- View Sales man