



Customer Management System



Sales Management

Drive sales productivity, user adoption and consistent best practices with sales automated processes.

Streamline and automate your sales processes, and enable sales people to create a single view of the customer to help ensure a shorter sales cycle, higher close rates, and improved customer retention. Give sales professionals fast access to useful data whether in the office or on the road, so they can work efficiently and spend more time selling.



Give your sales team a daily discipline for pursuing opportunities and more time for building trust relationships with clients. Identify your best sales people and regiment their best practices for others to emulate.



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UNDERSTAND YOUR CUSTOMERS BETTER

Create a centralised, customisable view of your customer's preferences, relationships and activity history, to better understand and meet their needs.

IMPROVE SALES QUALIFICATION

Spend time with the right prospects, establish consistent follow-up processes and automate sales activities with powerful workflows.

INCREASE SALES SUCCESS

Shorten the sales cycle and improve win rates with opportunity management, sales process management, and pipeline tracking.

KEEP CUSTOMERS INFORMED

Use simple, sales and marketing campaigns to keep your sales prospects and customers informed of new product and service offerings.

ANALYSE SALES PERFORMANCE

Use flexible reporting to forecast sales, measure business activity and performance, track sales and service success, and identify trends, problems, and opportunities. Also create territories for salespeople, enabling them to manage and evaluate territory-based sales processes and results.

DRIVE SUCCESSFUL CUSTOMER INTERACTIONS

Target your communications: Use templates to create and send e-mail messages to targeted prospects and customers.

GAIN A COMPREHENSIVE VIEW OF SALES DATA

Gain a complete view of the customer: view and manage account activity and history, including contact information, attributes, meeting notes, attachments, communications, open proposals, and purchased products. Find information quickly using filters to instantly zero in on key nuggets of information.

MANAGE AND AUTOMATE SALES PROCESSES

Easily create quotes, convert them to orders, then track and manage them throughout their life cycle from proposals to invoices.

TRANSFORM INFORMATION INTO SALES INTELLIGENCE

Make data relevant: Create insightful and focused dashboards for executives and top constituents that adeptly highlight key sales metrics and performance indicators.

Generate and use reports: Create, view and sort a wide range of reports to identify trends, measure and forecast sales activity, track sales processes, and evaluate sales performance. Easily share reports with co-workers.

Track pipelines: Execute pipeline queries easily so you can gain insight into leads and opportunities at every stage of the sales cycle.

