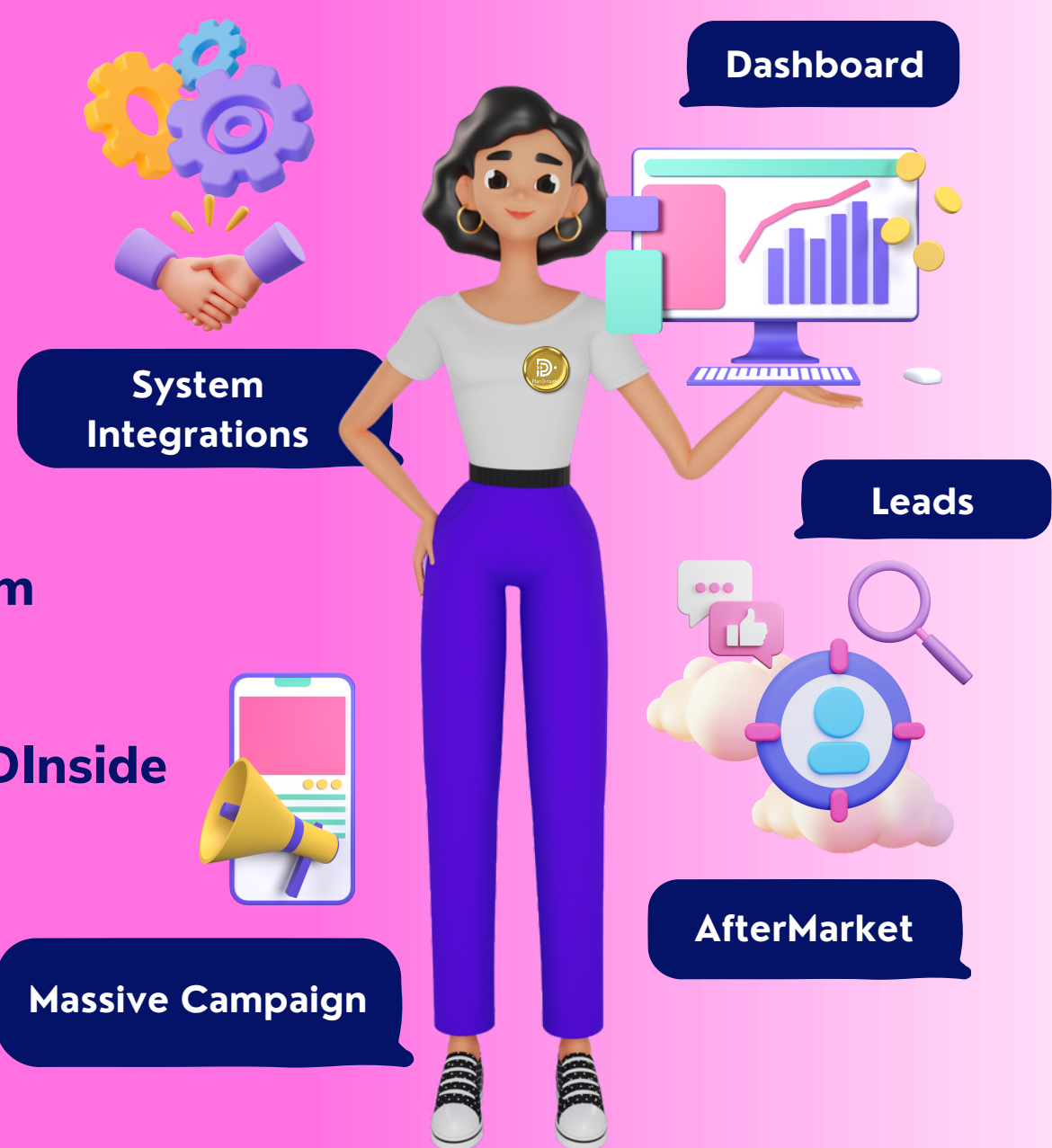


# D·Inside CEM

Much more than a CRM, an EXPERIENCE

- ✓ Evolve from CRM to CEM
- ✓ Centralize all your systems on a single platform
- ✓ Contact Center 3CX
- ✓ Native Inbound and Outbound Campaigns in Dinside
- ✓ Native Ticket Management from the web

[Request a Demo](#)



## Contact Center + CRM

The perfect complement for 3CX users.

- ▶ When blending the realms of the Contact Center with CRM, you not only have regular access to your campaigns but can also maintain all the variable data of your clients at all times, thanks to the system's flexibility.
- ▶ Our system has the capability to recognize all data when conducting any campaign, optimizing processes through an assisted dialer.



# D·Inside CEM

Transforming your and your customer's experience with CEM

## CUSTOMER EXPERIENCE MANAGEMENT

- 1 Omnichannel 3CX**  
Integrate all channels to achieve a more efficient customer experience (In and Outbound).
- 2 CRM**  
Manage and accompany the customer throughout their entire journey: Lead, Sale, and AfterMarket
- 3 Backoffice**  
You can manage any process with your Back Office areas (Ticketing System).
- 4 Dashboard**  
In real-time, you can have a control panel and reports that monitor the entire experience of your customers.



[Request a Demo](#)

Integration with 3CX

## Opportunities integrating your 3CX with D·Inside CEM

### Efficiency

1. Measure and Create Management Indicators.
2. Integrated graphical Control Panel
3. All areas integrated.
4. One screen.



### Productivity

1. Controlled Management Times
2. CC and CRM on a single screen.
3. Quick and intelligent response: happy customer.

### Differentiation

1. Intelligent Dialer Outbound
2. Campaign Management
3. Knowledge learns and manages
4. Native Integration
5. Integration with 3CX and all its functions

### Experience

1. Customer feels recognized and you know their history.
2. Measures NPS and triggers surveys.
3. User and customer-friendly system.

*Live a unique experience!*

## How it enhances your experience?

Dinside Pro allows you to engage and connect with your customers through their preferred channels, and you can manage them by processing their history to truly deliver a unique and fully coordinated experience with your backoffice. It is centralized in one place to provide the best experience for your users and customers. All of this comes with management indicators to ensure that your decisions are the most assertive.

## The advantage of working with Dinside CEM.

The technology of the future. It is proven that today customer experience is managed; in large companies, CEM is understood, and efforts are made to deliver a superior customer experience.



## The new way of working is with CEM: Customer Experience Management

With Dinside CEM, implementing a CRM means adopting a new way of doing business. We are here to transform your customer experience and build strong relationships that drive the long-term success of your company. Thank you for your time and attention. We understand that each customer faces unique challenges. Our platform addresses some common pains in the day-to-day operations of a business.

[Request a demo](#)



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