



CIEL CRM

CIEL CRM solution (Customer relationship management)

offers all the necessary elements for a company to manage the complete customer relationship.

CIEL CRM has been designed for companies who want a precise and reliable evidence of the partners data and also the history of the relationship with them.

	Single Version	Network - unlimited number of computers
Price CIEL CRM	560 RON	1300 RON
Price maintenance contract	500 RON	900 RON

VAT not included

The Maintenance Contract is signed for a period of one year and provides you with:

- Telephone technical support
- Legislative and functional updates for the product

STRONG POINTS

- CIEL CRM is easy to customize both in terms of tools used frequently, but especially the reports that can be easily obtained.
- Thanks to the compactness of CIEL CRM, each of the company departments has a dedicated section that provides tools for specific activities
- CIEL CRM solution will enable the implementation and successful use in all company departments: Commercial, Technical Assistance, Call Center, providing the possibility of obtaining a large number of reports.
- Used in conjunction with CIEL Business Management offers real-time information on invoices, orders, products sold to each customer.
- Capitalization and information security - the application allows creation of users each with access rights set by the administrator.
- It is possible to retrieve employees from a Ciel Payroll database as users in CIEL CRM.
- Integration of the modules Commercial, Technical Assistance, Call Center, facilitates the structuring of information between various departments.
- Allows the creation of a library that contains business documents in electronic format directly accessible.
- Offers the possibility to personalize the working windows with specific company information.

COMMERCIAL

- Allows you to build a database full of potential clients and existing ones by:
 - Registration of company information, contacts, opportunities, etc..
 - History of activities with clients;
- Identify the most active customers and the most used products.
- Transform potential clients in sales opportunities by tracking and coordinating these opportunities during circuit sale.
- Plan activities users (agents) and periods.
- You have the complete file of partners (customers, suppliers, distributors).
- Plan meetings and activities between agents and customers.
- You can keep track of the correspondence with partners:
 - taking and keeping emails automatically through Outlook (starting with Microsoft Outlook version 2003)
 - takeover through CIEL CRM of the unread emails, of partners and task design from any version of Microsoft Outlook.

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Used in conjunction with CIEL Business Management Commercial permits:

- Getting real-time management from CIEL Business Management all commercial documents issued (bills of sale and purchase, orders of sale / purchase, etc.)
- Using common database between CIEL Business Management and CIEL CRM - which allows the direct takeover of the information relating to customers and suppliers in both programs
- Obtaining reports on the efficiency of business partners

TEHNIICAL ASSISTANCE

- Plan activities for periods and users

The possibility of creating a knowledge database based on cases encountered by your employees during direct contact with partners, thus being more efficient and fast in the process of finding the appropriate solutions.

Improve performance and quality of the support offered to your clients:

Register and manage applications from first contact to completion

Associate communication with partners to users with different tasks

Provide access to a complete file of the client

Organize effective actions with your partners through follow-up: Plan and control projects

Manage tasks, meetings, documents and resources

Structure the activities and plan them to the user

View activities by certain criteria

CALL CENTER

- Este perfect pentru orice tip de actiune follow-up comercial sau de marketing
- Este instrumentul ce poate fi folosit de firma in relatia telefonica sau electronica, cu partenerii sai, atat pentru vanzari, cat si pentru feedback.
- Gestionati opiniile clientilor ca urmare a actiunilor de marketing intreprinse
- Gestionati campaniile telefonice
 - Urmarirea apelurilor
 - Preluarea automata a partenerilor ce nu au putut fi contactati in cadrul actiunilor de marketing

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