

## CUSTOMER SUPPORT

- Monitor and Resolve customer complaints
- Maintain and follow SALES
- Auto AMC Quote and Invoicing
- Maintenance Alerts and task assignments
- Defect and Call analysis
- Track and support productivity

## BUSINESS APPLICATIONS



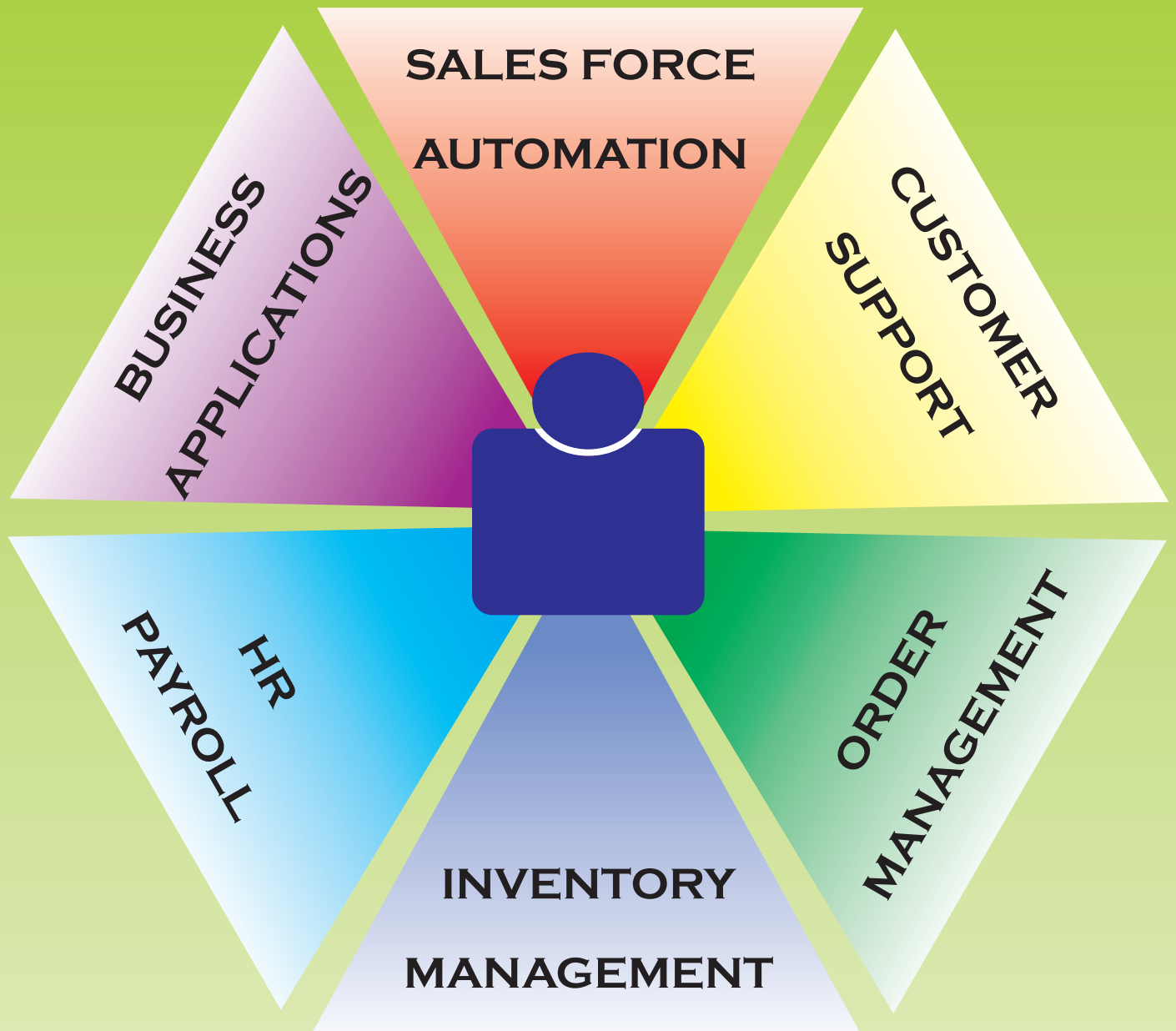
## CONTACT US

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## OUR MAJOR CLIENTS



## MODULES :

- Contact Management
- Lead Management
- Opportunity Management
- Quotation Management
- Order Management
- Invoicing
- Document Management
- Reporting
- Inbox and Dashboard
- Approval Management
- Alert Management
- Customer Support
- Inventory
- Vendor Management
- Product and Discount Management
- Activity assignment and Tracking

## OPTIONAL FEATURES :

- Forecasting
- Campaign Management
- Tender Management
- Mobile/iPad Integration
- Google Maps
- Commission and Rewards Management
- Video Conferencing
- Mini-ERP Modules like HR, Payroll, Accounts, Purchase, Excise, Production, QC

## WHY ELEGANT CRM?

- **Easy to use**
  - Keep it simple. Ensure high usability with simple but effective interface for users to navigate. Spend less time feeding your data.
- **Track sales**
  - Build long lasting relations with your customers. Increase sales team productivity. Chase less and close more deals. Reduce the risk of irritating your customers.
- **End to End Business solution**
  - Plug-in modules like Inventory, Billing, Customer support and HR/Payroll to your CRM and enjoy the benefits of a mini-ERP.
- **Flexible**
  - Add custom fields to forms and reports to suit your customized needs. Create custom reports dynamically. Have your own flavor without complexity.
- **Scalable**
  - Start with the minimum number of modules you need and plug-in other modules with ease as and when necessary. Integrate with other products.
- **Pay as you Grow**
  - Pay for the minimum number of users you have and add users as your business grows with us. Have an affordable solution.

## WHY ON DEMAND CRM?

- No upfront hardware and software cost, hence low startup cost.
- No maintenance cost
- Easy access from anywhere and anytime
- Fully secure
- Easy to upgrade

## DASHBOARD

- Customizable dashboards
- Informed decision making
- Drill down for details
- Export data to excel
- Inbox and Task list

## CONTACT MANAGEMENT

- Efficiently record and track leads
- Import/Export leads with ease
- Assign and track activities
- View history of events
- Add documents
- Convert Leads
- Analytics and Reporting

## QUOTATION

- Manage proposals
- Link to enquiries
- Competitor Analysis
- Manage approvals
- Amend quotations
- Follow-up alerts

## INVOICE

- Create Invoice from quotation or order
- Book payments
- Schedule payment follow-up
- Analytics and Reporting

