



CLOUD COMPUTING

S. Thenmozhi

Department of Computer Applications

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Software as a Service

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CLOUD COMPUTING

CRM Service

- CRM-service is the perfect solution when performance matters
- Take control of all the contacting points in your customer life cycle
- Be it a sales, helpdesk features, invoicing, communication ...
- you can automate the main functions of the business processes and use the comprehensive reporting views
- Smartly manage clients and business operations integrated with ERP system



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CRM Service

- Manage business anytime using Smart Phone, Tab, Laptop, PC via Internet.
- Instant Report on Quotation, Sales Order, QC, LC, Shipment
- Calculative Summary Reports instantly error free
- You can maintain, track and manage workflow of business process
- For eg: Purchase workflow may contain
 - Generate purchase order ID for Supplier
 - Purchase Order Progress Status Report
 - MIS Report for Business Decision Maker



Features

- Data Access Authorization – Business data secured 100%
- Performance – Fast dynamic technological base
- Reporting and Data Export – Dynamic report generation supported with various formats such as pdf, excel, html, rtf, charts etc.,
- Language – Unicode supported languages
- Communication – Integrated SMS and email facility

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CRM Service



- Salesforce.com creates many CRM application pertained to Financial, delivery and staffing related to business system operations
- Set of workflows that helps to manage customer related activities and information
- Activities such as Sales, Orders, Marketing tasks, Strategic planning, customer service using call center data is possible with CRM
- Salesforce.com can be customised according to the business requirements
- Some open source CRM Suite is also available eg: streak

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CRM Service

- You click on to any CRM service, it allows you add customers, events, track, control.
- It has collection of tabs. The keep the business process intact
- They customise the CRM application for health, insurance, banking, loan management system, automotive management system
- Some vendors allows customizing your dashboards as how you require
- These dashboards are called as lightning dashboards

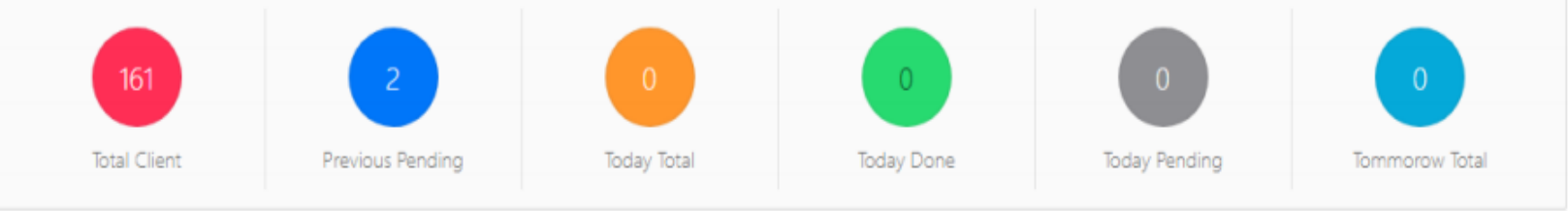


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CRM Service



Communication Dashboard



Today's Schedule

Client name	Discussion	Pre visit day
ACI	-	08-JAN-18
Aanjay Sikder	-	08-JAN-18
ACI	-	08-JAN-18

1 - 3

Tomorrow's Schedule

Next 10 Days Shipment Schedule

no data found

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CRM Service



Sales 0 Count ▾

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≡

🔗

🔒 Private

⋮

+

0 Lead

0 Contacted

0 Pitched

0 Demo

0 Negotiating

0 Closed - Lost

0 Closed -

An illustration of a woman with dark hair in a bun, wearing a red shirt and black pants, sitting in a meditative pose. She is surrounded by various digital icons: a laptop, a smartphone, a document, a mail envelope, and a cloud. Dotted lines connect these icons, suggesting a workflow or data flow.

Let's populate your pipeline!

Use the right sidebar



THANK YOU

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