GlobalTmail

Abstract

The GlobalTmail provide telecom services to companies, groups, political candidates and organizations of all kinds. Their services include live Predictive Dialing, Voicemail Drop, Voice Broadcast, Bulk SMS (text messaging) plus automated surveys and polls. Automated campaigns can be set up that use one or all five of these powerful communications methods.

Business challenge

The GlobalTmail provide telecom services to companies, the challenge for their business is they were not able to keep the customer details with their service agreement and package details of their activated services. The existing system of the Globaltmial was not able to list their service and make the quotation and invoice for the customers for different services.

Solution

When the GlobalTmail come up with BizTechnoSys. Their process becomes easier with the BizCRM for the telecom. Using the BizCRM GlobalTmail team able to store their complete customer details with their contract agreement and service package and details. The System made easy of storing the service(product) in the list and to create the quotation and the invoice for the customers.

Benefit

Enhances customer service support

Provides powerful marketing tools

Increases the customer satisfaction