ELDOCRM

Keep Track of Everything Between
You & Your Customers

System Features

- ☛Leads Management
- ☛Ticket Management
- ☛Customer Management
- ☛Staff Management
- ☛Invoices
- ☛Expense Management
- ☛Advanced Timelines
- ☛Reporting
- ☛Responsive UI

Why You Need WizCRM

Improved Informational Organization.

CRM for Enhanced Communication.

CRM Improves Your Customer Service.

Automation of Everyday Tasks.

Greater efficiency for multiple teams.

Improved Analytical Data and Reporting.

Build and manage Projects across Sales, Marketing, and Customer Support.

Streamline the tasks necessary to get the job done.

About EldoCRM

EldoCRM is the Kenya's #1 Customer Relationship Management (CRM) platform. It is an affordable, adaptable and easy to use CRM solution designed with the needs of small and medium sized companies at its core.

Our cloud-based integrated features for sales, proposals, marketing, accounting, ticketing and more don't require IT experts to set up or manage — simply log in and start connecting to customers in a whole new way.

SYSTEM FEATURES

Customer Contact Management
Easily manage your customer relationships & save business time.

▸ Manage all your customers at a central location.
▸ View all the accounting history of a specific customer in one location.
▸ View all projects and proposals linked to a specific client in one place.

Leads Management
Manage your leads like a Pro

▸ Add leads by source and state, and convert them into customers after getting positive results.
▸ Complete sales activities, see detailed company & contact records.
▸ View all communication history in one place.

Tickets Management
Attend to all customers' queries effectively

▸ Track support requests that your customers create based on their statuses & priorities.
WizCRM ticketing system acts as a shared inbox for all your customers' questions and concerns —no matter what channel the customer uses to contact the company—the support agent is always provided with a consistent ticket, making ticket management much easier for the agent to help the customer more quickly solve the issue to their satisfaction.

Staff Management
Employees are key entities in WizCRM

▸ Add staff members and authorize your staff members
▸ Accurately record employee data via predefined forms and manage them effectively.
▸ A Department tree gives you a complete list of all the departments in your organization.
▸ The employee tree illustrates the reporting hierarchical structure of your organization.

Responsive UI
User Friendly Interface, Designed For Easy Use

▸ Compatible with all screens.
▸ Special design for mobile and tablet screen.

Accounting

▸ Add your cash and bank accounts and manage them in a central location.

Invoicing

▸ Easily create invoices and enter invoicing items.

Reporting

▸ Examine your invoice, customer, support and sales reports in detail.

Expense Management

▸ Create and track expenses easily
▸ Convert expenses to invoice

Projects Management

▸ Add projects & easily make follow ups.
▸ Assign a staff member(s) to a project.
▸ View the progress of all the projects
▸ Link a customer to a specific project
▸ Invoice your projects by working hours

Proposals

▸ Easily create proposals and share them with the clients.
▸ View the status of all the sent proposals in one location
▸ Send email proposals to customers or download and print them.

Advanced Timelines

▸ See all operations & operation logs through the system's timelines.
▸ See notifications of bills that are due and those that are past due.
▸ Payments & expenses notifications.
▸ Instantly see a created request.