CRM User Manual

This manual describes the functionality of the CRM system used to manage customers and sales processes.

Modules:

1. Leads – Capture new prospects and their information.
2. Contacts – Maintain full profiles of customers and partners.
3. Deals – Organize opportunities through different sales stages.
4. Reports – Generate sales and activity dashboards.

User Roles:

- Sales Manager: Access to all modules.
- Support Agent: View contacts and tasks.
- Admin: Full access, including user management.

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