

EXPAND Your Business

Globally With **CRMAvatar**



About CRMAvatar Software

For businesses of all sizes, acquiring, retaining, and supporting customers is more challenging than ever before. Activities that were already complex have become highly-complicated, multi-faceted workflows and procedures that are difficult to coordinate, track and manage. Marketing teams must plan and develop an increasing number of sophisticated campaigns, and deliver them through multiple mediums. Sales reps must follow-up on hundreds of new leads, Support staff must rapidly resolve a growing volume of customer problems and issues. And, management must oversee customer-facing operations across all departments, and ensure that all client interactions are handled in a responsive and protective manner.

What is CRMAvatar Software?

CRMAvatar CRM is a family of tightly-integrated applications that span both front- and back-office operations throughout a company. This solution which includes sales force, marketing, contact center, and help desk automation systems – seamlessly coordinate and consolidate the disparate, repetitive processes and soloed data that often exist across multiple customer-facing business units. With CRMAvatar, all sales, marketing, service, and support staff can share information and work in synch to build stronger, more profitable customer relationships

Key Benefits for Your Company

CRMAvatar can help your business enhance the way it interacts with and services customers through multiple new channels. With our CRM suite, you can deploy company-wide best practices, implementing consistent, effective, and efficient processes across departments and business units, to ensure a positive end-to-end, experience for your customers. This dramatic improvement in service quality will help you increase loyalty, and boost customer profitability.

A CRM solution can also deliver significant increases in staff productivity and reduce the costs associated with attracting, retaining, and supporting clients.

Sales automation, to help sales reps more effectively manages their contacts, opportunities and related activities. Customer service or contact centre automation, to help customer service teams deliver rapid, high-quality service, while improving the success of up-sell and cross-sell programs.

Help desk automation that enables support staff to rapidly respond to and track customer problems and issues. Reporting and analysis, so management can obtain complete visibility into all customer-related activities within and across each department.

CRMAvatar

Maximise Performance with True Business Visibility

BENEFITS TO YOUR BUSINESS

Imagine: Your top sales professional calls your best customer to sell him a new product. What he doesn't know is that the customer initiated a customer service ticket last week and did not pay last month's bill. Needless to say, the call goes badly.

Same customer, different scenario: This time, your sales professional and your customer service rep know everything there is to know about the customer and the health of the account. They know how much he's bought over the years, how timely his payments are, and how seldom he raises issues. So they work together to satisfactorily resolve his concerns and boost his confidence in your company. And, as a result, he pays his bill and agrees to consider purchasing the new product.

Does the second situation sound improbable?

Not so. This is the power and effectiveness of Customer Relationship Management (CRM) solution from CRMAvatar Software.

By integrating your sales, marketing, and customer team functions, CRMAvatar makes it easier for everyone inside your company to work together and share information. Sales, marketing, and customer service teams gain the tools they need to find new customers, complete sales faster, and build long, more profitable relationships. And thanks to out-of-the-box CRM solution such as CRMAvatar it lets you view critical customer data from the back office and provides your staff with true visibility into customer interactions, differentiating CRMAvatar from many other CRM solutions in the market today.

Gain valuable insight into customer trends to guide strategic business decisions

Empower your staff with enterprise-wide access to vital customer, leads, and Opportunities information

Deploy in the way that best fits your organization,

Manage and synchronize sales, marketing, and support activities across all points of interaction

Create, schedule, and track marketing campaign activities, and measure the performance of every campaign

Automate key parts of the sales cycle and analyze, forecast, and report on key sales data

Deliver outstanding customer service, ensuring customer loyalty



CRM Avatar

Features of CRM Avatar

Sales Automation

- Account & contact management
- Opportunity & lead management
- Calendar & activity management
- Quotes & order entry
- Sales Forecasting and Reporting

Helpdesk Automation

- Case management
- Reporting
- Ticket Tracking

Activity Management

- Scheduler
- Meeting
- Calls
- Notes

Users and User Role Management

- User Management
- User Role Management
- Team Management

Marketing Automation

- Campaign management & reporting
- Calling & e-mail marketing
- Lead & list management
- Detailed Campaign Analysis

Product Management

- Purchase and Sales Order Management
- Invoice Management
- Quotes & order entry
- Inventory management
- Vendor Management
- Price List
- Payment

In-depth Reporting and Dashboard

- Reporting
- Personalized Dashboard

Other Features

- Customization
- Import Export Capability
- Emailing
- Document Management
- Project Management
- Contract Management

CRMAvatar

Easy To Get Started And Boost Performance

CRMAvatar delivers rich CRM functionality with a low total cost of ownership (TCO) to small and mid-sized organizations. Increase productivity and improve collaboration across your organization.

Marketing Automation

CRMAvatar provides a rich source of customer information to help you better manage your marketing efforts and make sound decisions based on the needs of your customers and opportunities.

Opportunity Management

Real-time visibility into all your sales activities, including product and services information and revenue details.

Easy-to-use interface helps you manage all information surrounding sales opportunities.

CRMAvatar enables sales users to better predict, manage, and analyze their pipeline.

Ensures sales users stay focused on reaching their sales quotas.

Sales dashboards allow management to view, analyze, and manage forecast figures, properly and accurately.

Campaign Management

Create and manage campaigns easily.

Fine-tune campaigns, as they roll out, using real-time data.

Lead Management

Use extensible business logic to maximize the value of your lead analysis.

Helpdesk Automation

CRMAvatar helps you to make the most of every customer interaction, maximizing business opportunities and customer satisfaction by tracking customer interactions.

CRMAvatar provides real-time access to relevant customer data including orders, call and escalation history, interactions, support cases, e-mail and documents sent and received sales opportunities, and more. Customer service staffs have access to the information they need to effectively resolve customer inquiries or issues on the first call, providing your customers with greater confidence and satisfaction.

Mailing System

CRMAvatar includes a full Outlook-like mailing system so that for any other mailing system it can be used to send and receive any kind of mail.

Forecast Management

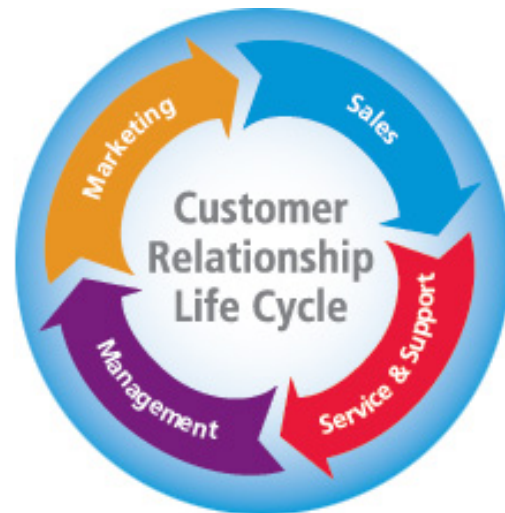
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Sales Management

CRMAvatar puts you in complete control of your sales pipeline, allowing you to effectively manage, forecast, and report on all phases of the sales cycle.



Activity Management

CRMAvatar includes full scheduler system to manage calls and meetings and it also have team, personal and company calendar to manage all using one piece of software.

In-Depth Reporting and Detailed Dashboard

CRMAvatar dashboard feature allows you to organize your data according to your personal preferences.

CRMAvatar dashboard enables you to:

- View customer and personal data the way you want to, when you want to
- Access information easily
- Analyze data through instant reports
- Review pipeline status quickly
- Review support case details at a glance
- View key performance indicators at a glance

The dashboard is particularly useful to management or any users who require higher-level views of information.

Customization Capabilities

CRMAvatar includes easy-to-use configuration tools, which allow you to quickly modify many aspects of the system and adapt the system to match your business. The open architecture of CRMAvatar minimizes your development and maintenance costs using this feature.

Import Export Functionality

CRMAvatar includes import export tool to easily import and export data like contacts and account information which makes it easy to migrate from other systems or from migration from excel or other files to our softwares easily.

Product Management

CRMAvatar includes whole product management which allows you to easily add products forecast sales of products check customer product preferences. It also allow management to see the popularity of product based upon sales and also allow them to see campaigns related to those products.

Quoting

Integrated Quoting Tool automates what previously were common failure points in the sales process

Guaranteed consistency of customer information, products, pricing, and cross-selling offers

Flexible approval processes allow you to standardize quotes and manage exceptions.

Invoicing

Integrated Invoicing Tool automates creating invoice helping sales team to do all thing using one single

CRMAvatar. This also allows managing invoices all at one time giving all account and product information all at one time.

Payment Management

Integrated Payment system helps in managing all incoming and pending payments. It also takes care of payments which are made in installments so proves to be very helpful when managing payments in an organization.

Purchase and Sales Order Management

CRMAvatar includes tools to manage sales and purchase order so purchase and sales person will have whole range of data to access all the sales and purchases done during the time. This will also help management to access the detailed product purchase and sales done throughout.

Project Management

CRMAvatar includes full project management to manage any project in the organization. This can be a very handy tool for project management team and can let them create any project in a team as well as they can do any project individually.

Contract Management

CRMAvatar includes full contract management module to manage all contracts within the company. It can save all important documents and information related to contract using this module.

Document Management

CRMAvatar includes full document management module which can be used to save files either related to account, project or any other module. This can be very useful for all teams but can be real use for marketing team as they can access it anywhere using internet to download any useful document related to a meeting anywhere they are.

This can also be safe location for keeping files and getting rid of finding the required document from piles of files in the office so can be real time save also.

Users and User Role Management

CRMAvatar includes full featured users and user's role management using which users can be created, deleted and updated.

Using User Role Management in CRMAvatar one can create roles for a single user or can create set of rules for example which can be applied to marketing employees or can create other which can be applied to sales employees special roles can be created for other users like management or IT department which is managing the CRMAvatar software or anybody else who is managing the software.

Team Management

CRMAvatar includes team management feature to manage different teams in an organization using this feature an organization can be divided into different teams for example marketing, sales etc and they can all do their work in this shared space using team management feature of CRMAvatar.

Easy to Get Started and Easy to Keep Going

CRMAvatar is a comprehensive CRM solution for businesses seeking a low-cost, turn-key option. The Web-based CRM infrastructure and intuitive browser interface ensure you'll be up and running—and productive—quickly, without burdening your IT staff.

Informed employees make empowered employees. And empowered employees create satisfied customers. That's what CRMAvatar does, breaking down the walls between employees and departments so everyone has a complete view of all customer interactions.

Using CRMAvatar get online in minutes with zero IT intervention Just enter username and password rest is all automatic.

One can deploy globally using World Wide Web.

Training, Support, and Services from the CRMAvatar

CRMAvatar comes with rich support options. CRMAvatar comes with wide training options and has a very good customer support to add to that. CRMAvatar team is always working on the edge to provide you best of the services. Training also includes graphical tutorials and interactive web courses. For an additional fee, CRMAvatar provides instructor-led training—delivered online or onsite—that is customized to your organization's processes and terminology.

World-class customer care CRMAvatar Customer Care will meet all your support needs. Our comprehensive standard support includes free unlimited phone support and access to the CRMAvatar knowledgebase and support portal.

Unmatched professional expertise For CRMAvatar customers who prefer it, CRMAvatar provides an unmatched variety of professional services, including planning and assessment, implementation, data migration, and integration. These are all packages based on assessment—with predictable rollout cost and time frame—or customized to your implementation requirements.

The Bottom Line

Massive Boost in Performance with positive business results these are the advantages you get with CRMAvatar—the best CRM solution available.

CONTACT US

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