

CRM

What do you know about your customer?

Information is vital in today's business. But even if you have it – how do you process everything? With a customer relationship management system, which holds all the data about your customers. Starting from every problem your customer has had with any of the products he has ordered in the past, what he has ordered and what special rates and discounts he receives up to what the name of his pet is.

Of course these excellent relations have beneficial effects on your merchants as well.

Just imagine if you could escort your customers from their first inquiry coming in from your website and guide them through the various steps of the sales-process provide post-sales services even past this point using one system.

Use this information to successfully please your business partners and to fulfill their needs better.

A CRM is ideal for

- Businesses wanting to improve customer satisfaction and optimizing business processes
- Salespeople distributing their products and services online and offline

and can provide these benefits (and more)

- Handle your customers using your browser only, thus saving licencing costs for external and third-party software
- Improve productivity because everything is handled on only one server-based system
- Shorten reaction time to incoming inquiries because of the included trouble ticket system which is integrated into your website front-end
- Incoming inquiries are directly submitted into your CRM through the mailform on your website

Talk to us – we can make it happen. For more information visit www.deutsche-webdesign.com