

ECRM

*Electronic Customer
Relationship Management
System*

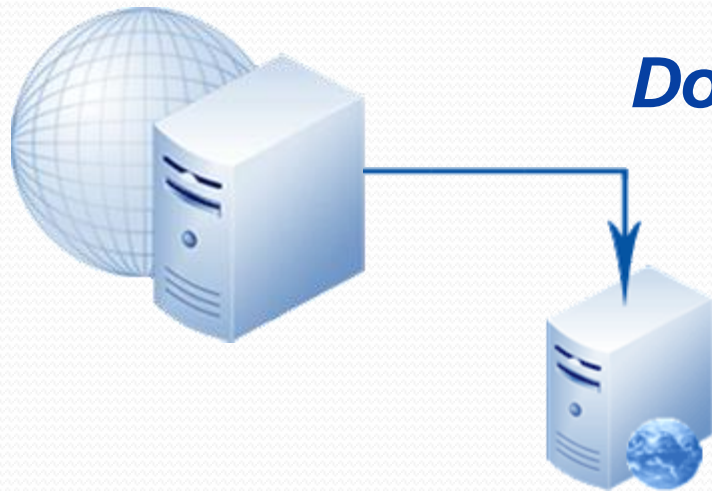


Clic In IT Solutions
empowering business with technology

Dot Net *Technology*

- **FULL** *Dot Net* Managed from the Ground Up

- **Multi - Tiered** *WEB APPLICATION*
based on
Dot Net Architecture



- **ASP** *Dot Net*
platform





ECRM Benefits

- ***Improvement in Customer Service Management***
- ***Agent Productivity Maximization***
- ***Customer Satisfaction Enhancement***
- ***Management Awareness Capabilities***
- ***Predictable Costs***
- ***Scalable (Smart)***
- ***Transparent, Flexible and Secure***



ECRM Added Values

- ***Lead Management***
- ***Task Management***
- ***Surveys***
- ***Process Automation***
- ***Management Reporting***
- ***Web Integration***





System Overview

Management Of

■ **Documentations**



■ **Contacts**



■ **Projects**



■ **Appointments**



■ **Notes & Calls**



■ **To Do List**



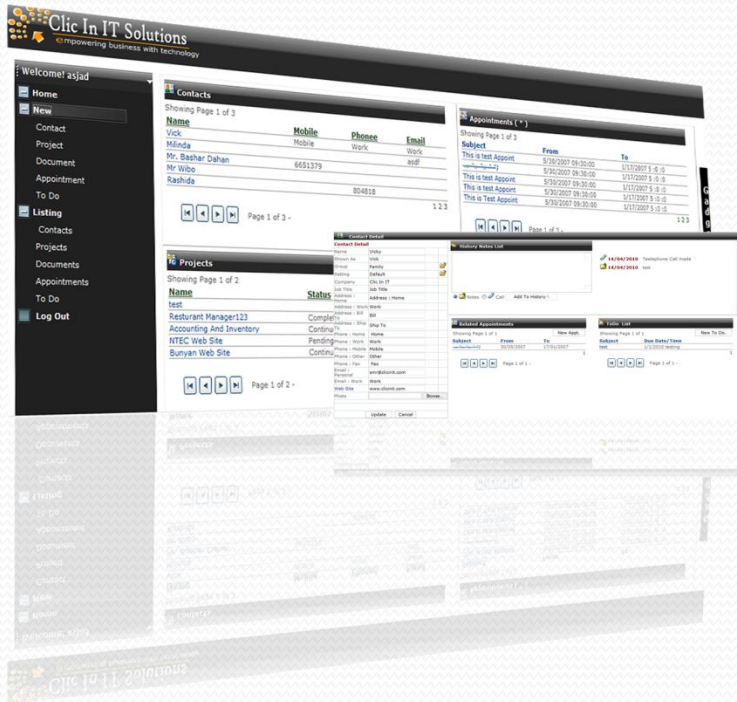
■ **Extras**





Document Management

- Archiving
- Sent and Received Records



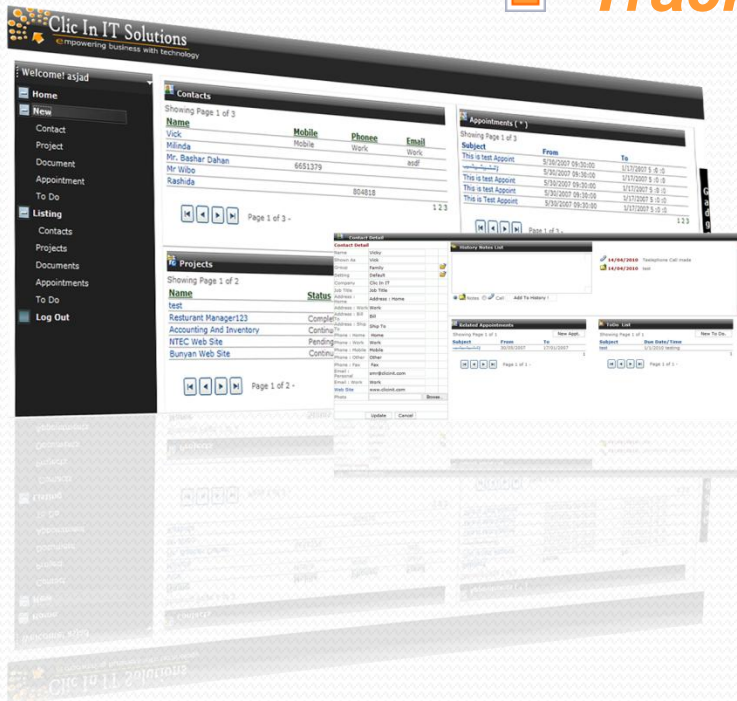
- Quick Search
- Fast Retrieval
- Easy Tracking





Contacts Management

- Customer / Company Detail Information
- Searching and Sorting Capabilities
- Tracking all Related Jobs:



- User Defined Fields
- Projects
- Documents
- Appointments
- To Do List
- History Notes
- Quotation
- Invoices



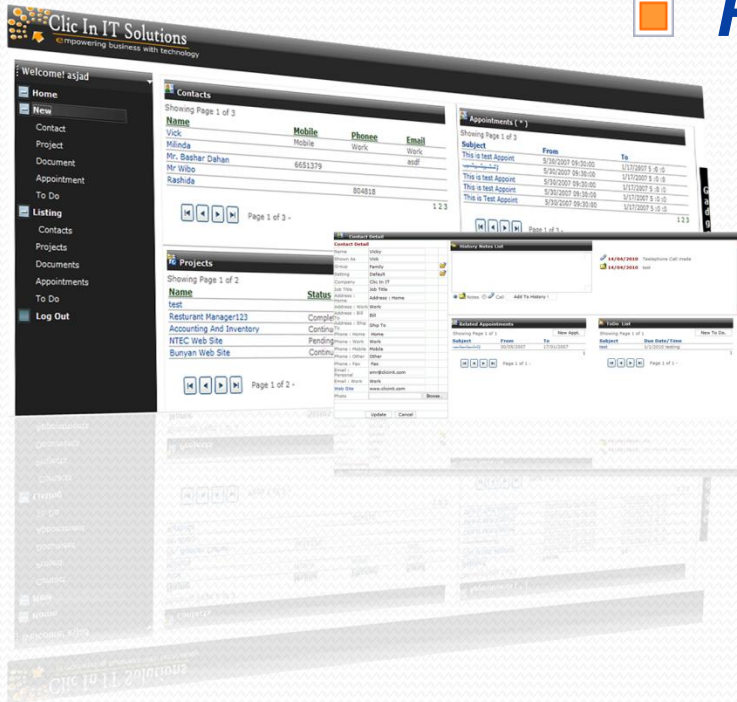
Appointments Management

- Schedule appointments from 5 min to 2 weeks before scheduled item

- Popup Reminder

- Related to:

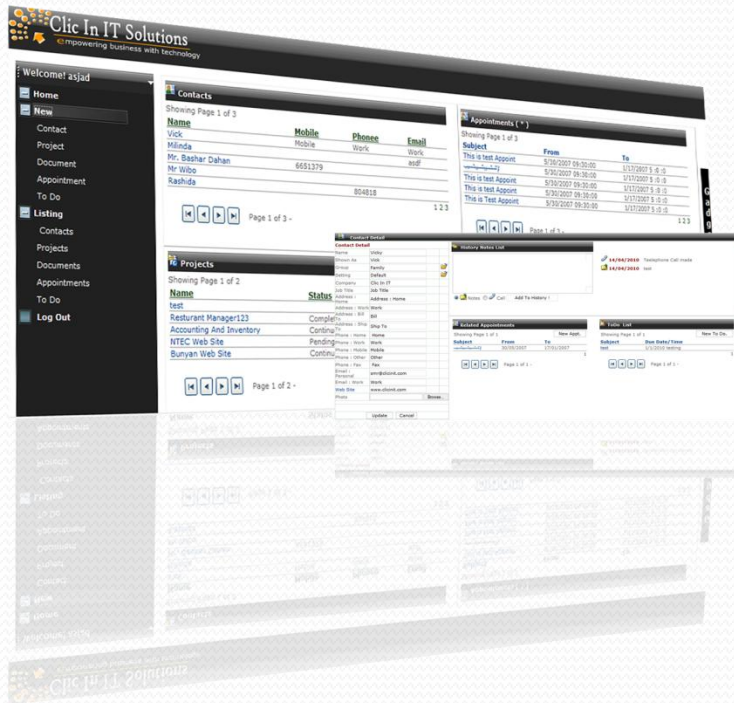
- Customer
- Project





Notes & Calls Management

- Notes History
- Calls History

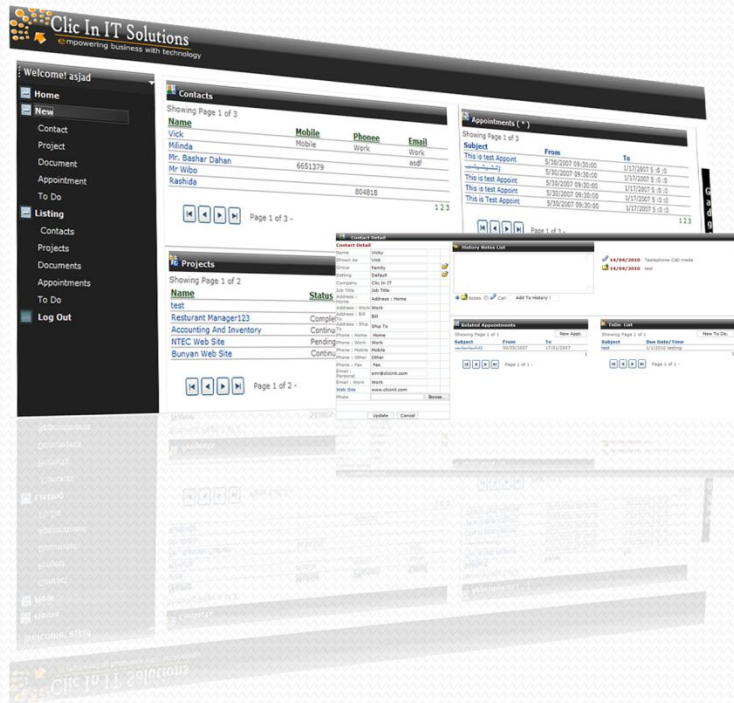


- For
- Customer
- Project
- Sorted By
- Customer
- Project



To Do List Management

- **Schedule To Do List from 5 min to 2 weeks before scheduled item**
- **Popup Reminder**

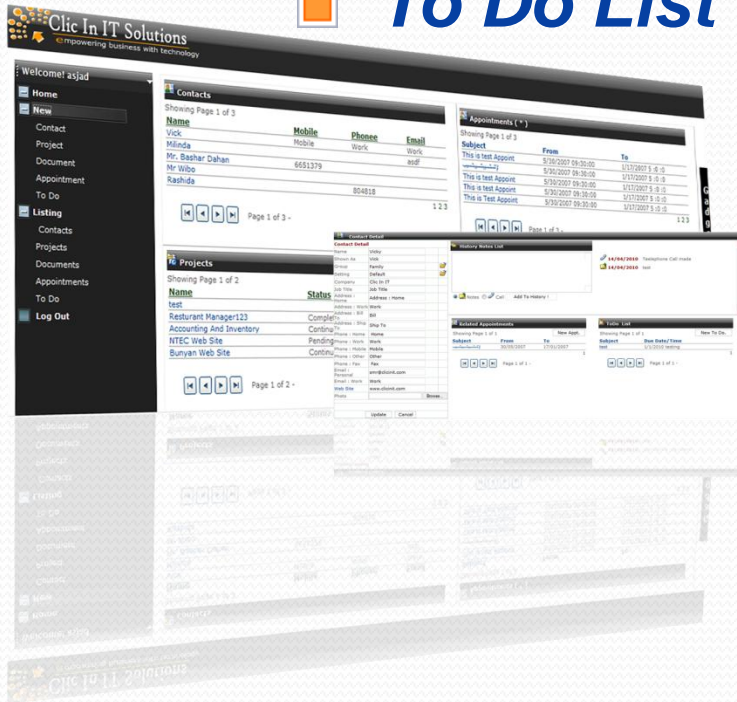


- **For**
- **Customer**
- **Project**



Customer

- Unlimited customers Records
- Full Customer Detail
- To Do List

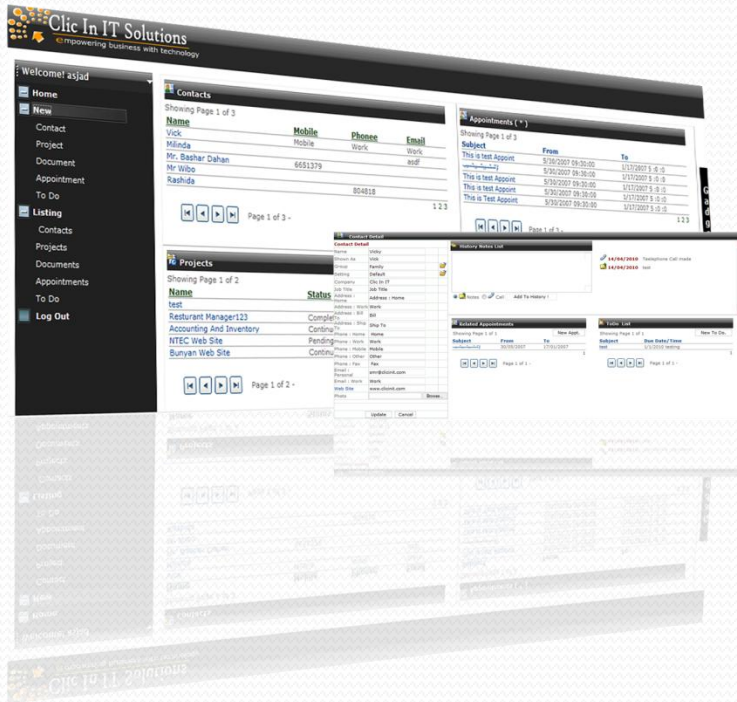


- Documentations
- Appointments
- Projects
- User Defined Fields



Project

- **Unlimited Projects**
- **Project Detail**
- **To Do List**



- **Documentations**
- **Appointments**
- **Contacts**
- **User Defined Fields**



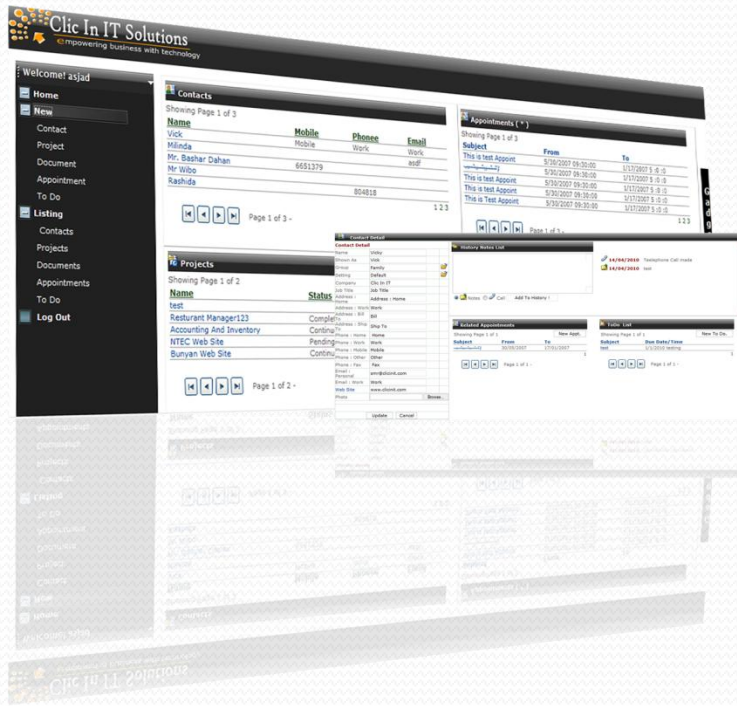
Extras

- ***Quotation & Invoicing***
- ***Booking & Reservation***
 - ***Reminder***
 - ***Scheduler***
 - ***Help Desk System***
 - ***Documentation***





Financial Statements



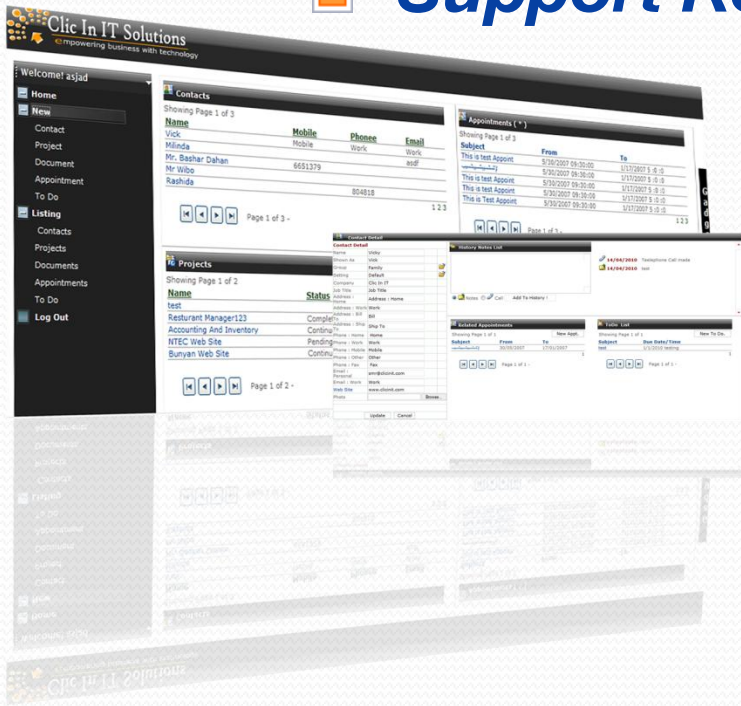
- Generate Invoices
- Cost Analysis





Help Desk System

- **News Area**
- **Problem Report Form**
- **Support Request Form**

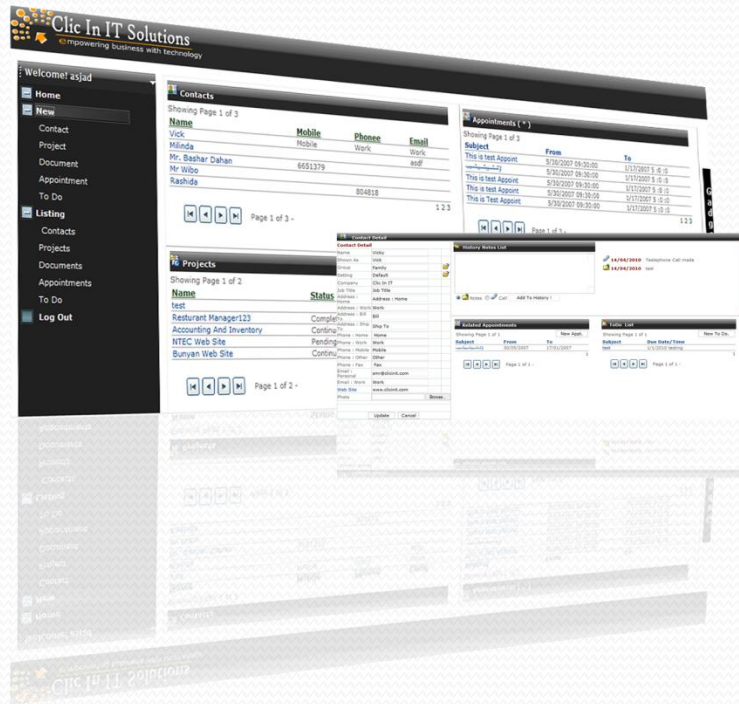


- **User Support Forums**
- **Email Confirmations**
- **Customers with valid contracts can access help desk system**



Reports Engine

- Auto-Create Reports from SQL Server Stored Procedures



- ASPX (Web) based
- Fully customizable
- Reports viewable to screen or printer
- One Click export to Microsoft Excel & Word



System Documentation

- ***All documentation in HTML and Word format***
- ***Source HTML & Word Documents***
- ***Getting Started Guide***
- ***User Manual***





License Agreement

- **Site license**
- **Unlimited users per license**
- **1 servers per license**





Maintenance Contract

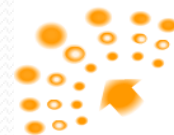
- **Free upgrades for one year**
- **Free email-based support for one year**
- **Free web-based support for one year**
- **Renewal fee is only \$\$\$\$.**00** after first year**
- **Enhancement fee Based On Request Nature**

About *Clic In IT*

At Clic In IT Solutions, we are proud of being IT Partners of choice of several medium and large global organizations. we have grown by addressing the evolving needs of our customers and contributing our best towards their growth and success.

■ *We are*

- *Rapidly growing provider of IT Solutions and Services*
- *Offering a wide range of IT*
- *Focused on providing services around Enterprise Solutions, Custom solutions and Business Intelligence solutions.*
- *Deliver services over the globe*



Clic In IT Solutions
empowering business with technology