

Facilitate Winning Customers



Euphoria CRM

Sales Management Solutions

Marketing

Sales

Services

<http://www.innoforia.com>



Euphoria CRM

Customer Relations Management Solution



Pre-Sales

- Lead Management
- Lead Followup and Closure
- Quote Generation/Management

Sales Team

- Sales Team Management
 - Monitoring se Mentoring tak
- Sales Performance Monitoring

Sales/Services

- Customer Management
- Order/Deal Management
- Service Call Management
- AMC Handlings

Communications

- Run Messages (SMS/Whatsapp) Campaign
- Run Email Campaign



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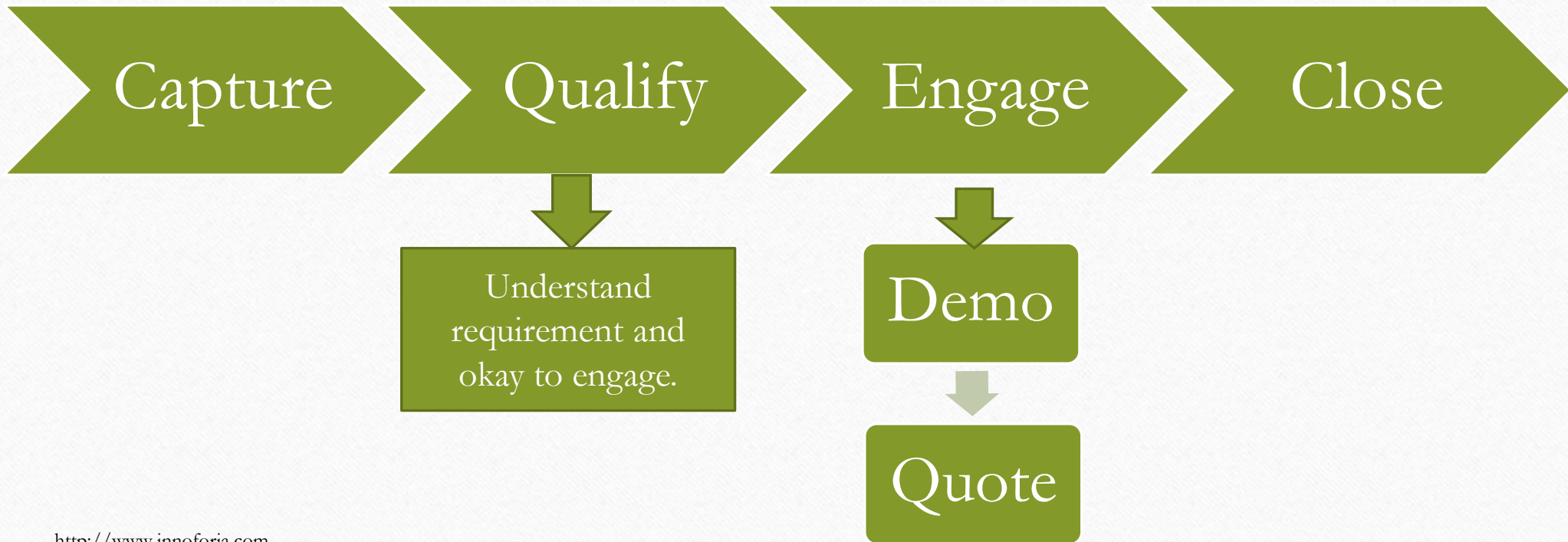
Lead Management

- Lead Log
- Lead Assignment
- Lead Followup
- Quotation Generation/Management
- Lead Nurture and Closure
- Customized Lead Life Cycle



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Lead Life Cycle





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Lead Follow ups Schedule Facility

- Euphoria CRM introduce real time follow ups facility
- Real time Task Generation and pop up for the same on current date
- Suppose you have added any lead today and client is willing to meet you on Saturday. On Saturday when you open CRM you will get your current date follow ups so there will be no mismatch.



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Sales Closure(Deal Done)

(Customer Data Management, Order Management, Feedback Management)

- Customer Data Management: Once the lead is finalized as deal , the lead data is added as customer. Further contacts may be added.
- Order may be logged and followed for delivery
- Customer feedback should be requested and reviewed
- Any maintenance contracts etc may be logged
- Euphoria CRM provides complete view of Customers at one place
- The customer data may be exported to create ledger in **Tally**.(Integration with Tally)



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Post Sales Customer Handlings

- Annual Maintenance Contract handlings
- Support Call Handlings



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Contact Management

- Manage your business contacts
- Multiple contact for any customer
- Run various campaign on the contacts
- Use these contacts for Lead generation



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Email and SMS Campaign

- Euphoria CRM gives Emailing and SMS Campaign facility to send messages and Email single and Bulk to your customer or leads to introduce them about your special offers, discount and new offer or any thing which you want share with them.
- For availing this facility, SMS campaign pack and Email Campaign pack must be subscribed



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Sales Team Management

- Track sales executive in field
- Review lead and order counts
- Assist sales team in planning action
- Set sales target and review performance
- Log opportunity, customer and sales order



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Document Management

- Option to manage document in CRM
- Share documents among team



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Access Management

- Add your staff and assign suitable roles
- Role based access module
- Or Optional menu action based access setup



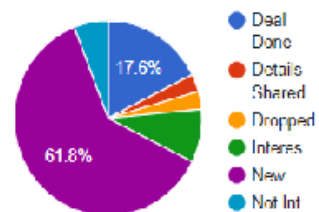
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CRM - Reports

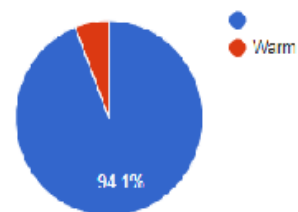
- Leads Report:-Daily Weekly Monthly
- Lead Follow-ups
- Lead Hot Committed
- Sales Closure Report:-Daily Weekly Monthly
- Order Report:-Daily Weekly Monthly
- Resource Working Report:-Daily Weekly Monthly

	Last 7 Days	Last 30 Days
Leads	9	34
Deals	4	11

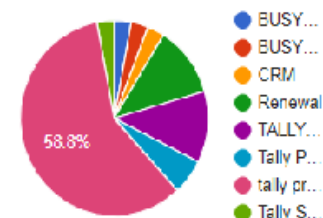
Lead Status



Lead Class



Lead by Product



Leads Query

User Wise:

 All My Leads

Cust Name: :

NextFollowupDate:

Go

Status Wise:

 Active All

Company::

 Particular Status

Address:

Query Type:

 ▾

Market

Course/Product:

Class:

 ▾

By Mobile:

Score:

Customer Query

Cust Name: :

Product: :

Go

E mail ID :

Registration Year : :

2009 - 2029



Euphoria CRM

Mobile Application(Android)

- Euphoria Mobile Application for Punching Leads and Gathering real time location of your Sales Executive
- Ensuring 100% lead follow ups even you are busy somewhere with your family or relatives
- Suppose you are busy some where and you got a query via phone ,you just save that number with desired query in application query will be directly save and pop up in your CRM and further concern over there will follow ups



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Deployment Strategies

- Cloud (SAAS Model)
 - Customer does not want to maintain the hardware and software in own premises
 - Dependent on internet availability and speed
- In Premise
 - Software is within customer premise
 - No dependence on internet
 - Require in-house team to manage infrastructure



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Euphoria CRM Contacts

- URLs
 - <http://www.innoforia.com>
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