



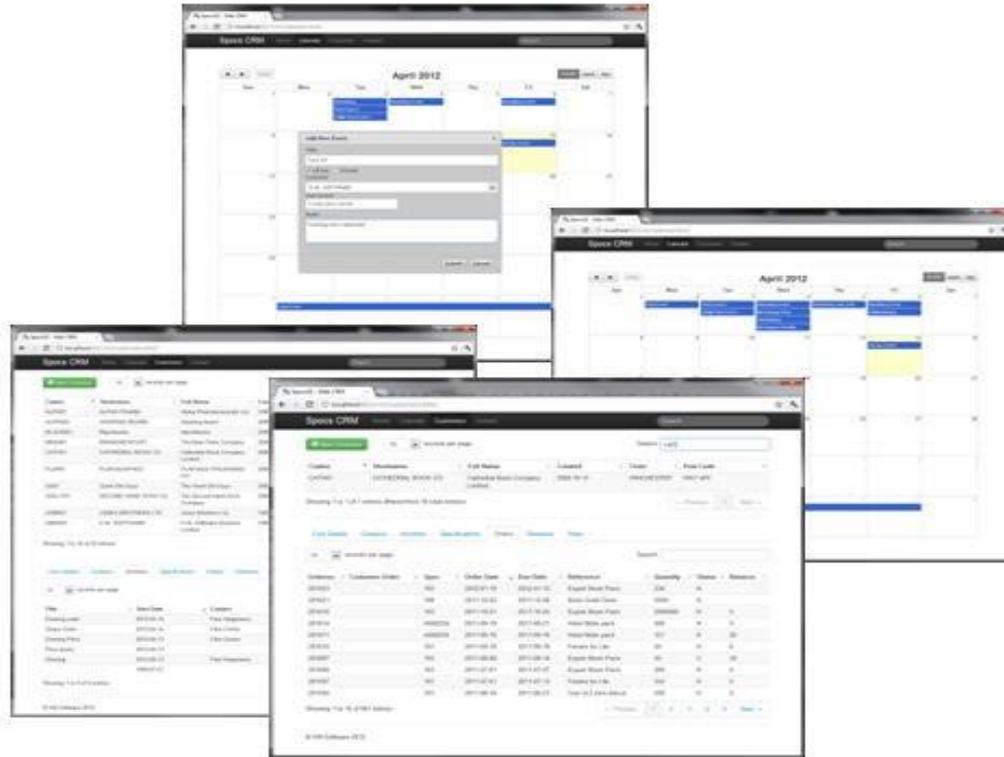
SPOCS³²

WEBCRM

Information Pack

Secure web-based access to the Customer Record Module for use with the SPOCS32 system.

KMSS have developed a web based version of the remote CRM module. All existing features are maintained, but **WebCRM** provides a neat tool for Sales Personnel in the field to plan and manage their area. It enables them to maintain two-way contact with the main database without exposing sensitive information. Being web based it runs on any internet capable device. This means that the iPad and other tablets (or indeed smart phones) may be used, adding the convenience of smaller bulk and faster access.



N.B. The above photos have been blurred to protect the innocent



Benefits

The module allows the rep. in the field to securely log into their SPOCS³² CRM over the internet, allowing an instant live connection. The rep. will then be able to:

- Look at and update customer information
- Look at and update contact information
- Look at Specs and prices for those specs
- Look at orders and deliveries
- Look up Stats for the customer
- Enter customer enquiries which appear back in the office and can be converted into specs.
- Enter appointments and update them with results, which appear in the office
- Enter other customer communications, which appear in the office system.



Access can be via any browser (FireFox, Google Chrome, Safari), and any device such as Android or Windows tablet, I-Pad, laptop etc.*

*Subject to screen size limitations, smart phones will also work.

What some of our clients say about WebCRM:

“Great having live information in the field on specs raised and works orders”

“With information to hand it means that you can conclude meetings without having to respond once back in the office”

“Recording activity instantly when meeting and actions are still fresh in the mind”

“Activity available for everyone to see leading to better experience for customers if talking to another team member”

Please Note

We advise that an alternative browser to Windows Explorer be used for optimum performance.

KM Software Systems can take no liability or responsibility

- for the loss of internet connection
- for internet signal strength (this will affect speed)

Data charges levied by the mobile service provider may vary, and are the responsibility of the user.

Contact Us

Please feel free to call and discuss the product with us. We will be happy to arrange a demonstration for you, either at our offices, or at your own premises.

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