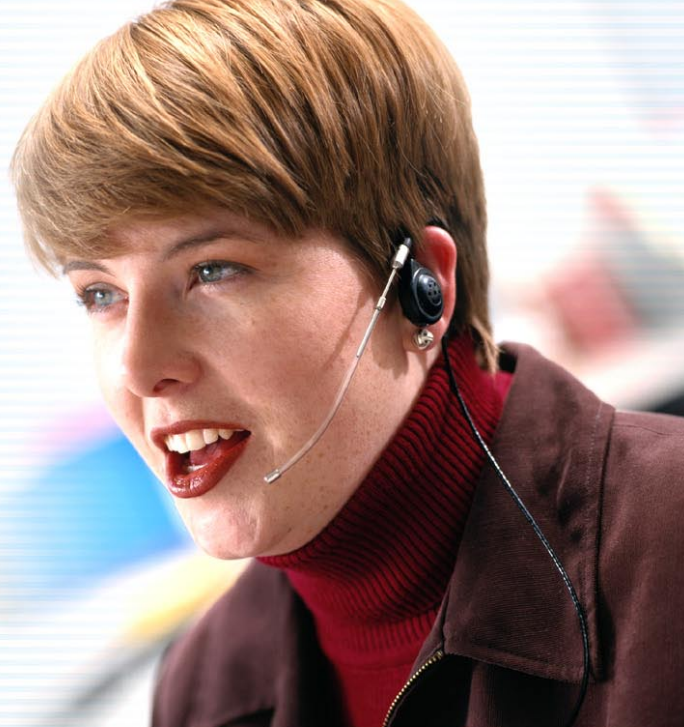


Business Solutions

Telesales Solutions for Business

"We have doubled our turnover and improved margins by 30%, with no increase in staff, since implementing ProspectSoft CRM in our telesales operation."

Anthony Moxon, Managing Director, Ink Jets and Toners Ltd.



Many organisations conduct business over the telephone. Some take the occasional order, while others employ teams of people dedicated to the activity.

Whatever the order frequency, some elements of telesales never vary. Customer, product and pricing information must be totally accurate and up-to-date, while the order taking process has to be smooth and efficient.

ProspectSoft CRM Telesales Solutions can contribute to the accuracy and efficiency of most telesales operations, being flexible enough to support occasional or high-volume order takers, in many businesses.

Their modular structure offers powerful functionality to both telesales and field sales staff, as well as to help-desk and after-sales service teams, if needed. Close integration with most popular accounting systems puts customer, supplier and product data at the fingertips of all ProspectSoft CRM users.

Typical Users

Any B2B or B2C organisation that takes regular orders by telephone, as part of its sales activity. These may include:

Suppliers of consumable items for

- Printing or presentation products
- Medical or laboratory equipment
- IT systems
- Security, electrical and building systems

Alternatively, they could be:

- Hospitality or catering trade suppliers
- Wholesalers or catalogue operations

Key Activities

ProspectSoft CRM telesales users can:

- Record and review customer activities instantly, at individual contact level
- Set follow-up calls for all sales staff for repeat orders or new opportunities
- Create, store and review e-mails, faxes, and letters, to and from customers

Close accounting systems integration means telesales users may also:

- View detailed history of customer orders, by product and price, over time
- Produce immediate, telephone or written quotations to customers
- Enter customer orders rapidly and accurately, while complying with standard order-entry procedures

Around Telesales

ProspectSoft CRM offers a "mix and match" solution to the wide variety of telesales needs in different operations, from the system's wide range of modules and options. These include:

- Telephony, for auto-dialling customers and auto-display of incoming callers
- Access to suppliers' products, prices and delivery details
- Credit card validation
- Specialised quotation-building
- Tailored order-entry screens
- Detailed customer/order analysis
- Help-desk problem logging and tracking

Beyond Telesales

Within the ProspectSoft CRM range there are also solutions for:

- B2B and B2C contact management
- Field sales force management
- Marketing campaign management
- Field service management
- Project management

They are used by industries as diverse as construction, distribution, manufacturing and services, worldwide.

For details on any solutions, or to review case studies, please contact your reseller or visit www.prospectsoft.com

Key Features

- **Configurable** for many sizes and types of organisation with multiple functional modules
- **Fully scalable** from entry-level to enterprise-wide solution
- Sales force, marketing and field service **automation**, all with management escalation
- **Dynamic integration** with **Microsoft Office** giving full document management
- **B2B and/or B2C customer relationship management** within one system
- **Dynamic analysis** and **detailed management reporting** on customers and suppliers, sales, service or products

www.prospectsoft.com



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THINKING BUSINESS