FAQs

General FAQs

1. What does Prexa365 Do?

Ans. Prexa365 gives you an integrated platform to manage your rental accounts and contracts. Prexa365 also gives you creation of cyclic invoices based on your rental contracts. You can effectively manage your inventory and procurement using Prexa 365.

2. Will you integrate with our software / servers?

Ans. Yes, Prexa365 can be integrated with existing software.

3. Can Prexa365 run on the customer's servers instead of being hosted by Prexa365?

Ans. As Prexa365 is hosted on Cloud so it will not run on customer's server.

4. Synchronization of Prexa365 with Microsoft Outlook?

Ans. Yes, Prexa365 seamlessly integrates with Microsoft Outlook including your appointments, tasks and emails.

5. How does Prexa365 guarantee my data is secure?

Ans. We are a PCI compliant system, so all your data is secure.

6. Can you manage different emails within Prexa365, for the case where I manage emails for multiple people?

Ans. Yes, with the contact management module you can create multiple contacts and save their emails in the system.

7. Lead to opportunity process- when do you promote a Lead to an opportunity, and Contact?

Ans. The qualification criteria of stage promotion can be configured as per your business process.

8. What is the largest size email attachment that can be sent through the system?

Ans. The system can be customized to have maximum attachment size up to 131072KB.

9. What does it cost for customization?

Ans. Please contact us on +**1(289)-805-2631** or **+1 (888)-257-4274** for pricing info.

10. How can I delete users?

Ans. Admins can delete the users by vising the admin center.

11. What browsers do Prexa 365 support?

Ans. Prexa 365 is supported by Microsoft Edge, Chrome and Mozilla Firefox browsers.

12. How do I attach files to email templates in Prexa365?

 Ans. To attach files to an email template, such as a direct email or quick campaign:

1. Open the template
2. On the Actions toolbar in the Attachments area, click New Email Attachment
3. Select the desired file to be attached

13. Can I access Prexa365 from my mobile?

Ans. Yes, you can use a mobile that is web-enabled to connect to your Prexa365 system. Users will be able to access real time data from anywhere.

14. Can we customize the font type and font size used?

Ans. You cannot change the size of the font used in Prexa365, but you can change your browser setting so the font appears bigger or smaller by doing one of the following:

1. Use Ctrl + and Ctrl - to control the zoom feature on your browser
2. Change the screen resolution on your computer e.g. with a lower resolution your text will appear larger

15. Does Prexa365 integrate with Microsoft SharePoint?

Ans. Yes, Prexa365 does integrate with Microsoft SharePoint.

16. Is it easy to make Prexa365 suit our business processes?

Ans. Yes, Prexa365 is designed to work the way your business does.

17. How do I get my users, especially my salespeople, to use Prexa365?

Ans. Prexa365 was designed to the familiar Microsoft Outlook environment support faster user adoption and high utilisation. It also works with familiar tools like Microsoft Office Word and Microsoft Office Excel. With role tailored access your users can only access information they want and need, delivered how they want.

18. Is Prexa365 free?

Ans. Please contact us on **+1(289)-805-2631** or **+1 (888)-257-4274** to get the free demo and pricing information.

19. What kind of Dynamics 365 licenses needed to install Prexa365?

Ans. You would require Field Service license for Prexa365

20. I need to customize Prexa365 further. Can you help me?

Ans. Yes, Our CRM consultants will help you to customize the Prexa365 further to suit your specific needs. Kindly contact us on **+1(289)-805-2631** or **+1 (888)-257-4274** for more information.