Tel.: +359 (886) 422 500
office@infoserv.eu
www.infoserv.eu

DAN electronic
SOFTWARE

InfoServ CRM:
Integrated Software Solution for
Call Center, Helpdesk & CRM

InfoServ CRM

The fastest way to move your business forward...

InfoServ CRM Platform

InfoServ CRM
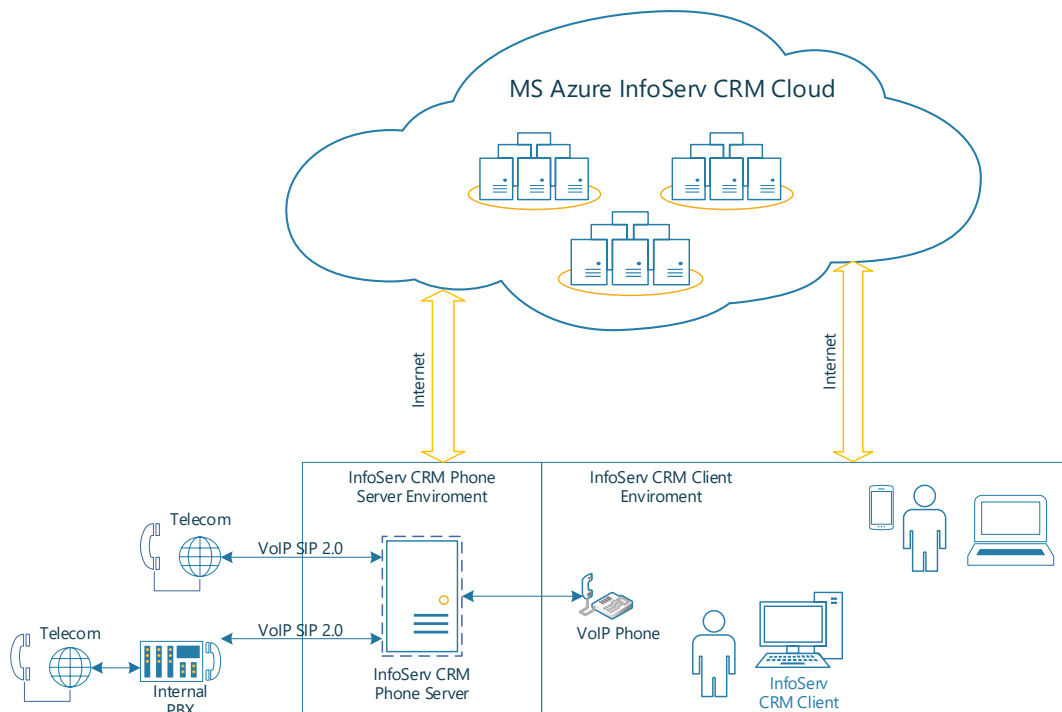The fastest way to move your business forward...

Cloud Infrastructure

Why InfoServ CRM Cloud?
- InfoServ CRM Cloud uses MS Azure and your data stays in the EU
- Economy of scale
- Always up to date with NO FEES for Support and Updates
- Minimum Capital Costs (for hardware, software, licensing fees)
- TAX Advantageous (Cloud costs are fully tax deductible every year)
- Pay-as-you-go

Easy Integration & Customization

InfoServ CRM allows for robust integration with external software (ERP, Billing, etc.) using standardized integration methods:
- Custom client data fields
- Custom forms and call scripts
- Import & Export of Client Data
- Web & API integration
- Integrated IVRs

MS Azure InfoServ CRM Cloud

Internet

Telecom — VoIP SIP 2.0 — InfoServ CRM Phone Server Enviroment — InfoServ CRM Client Enviroment

Telecom — VoIP SIP 2.0 — Internal PBX

VoIP Phone

InfoServ CRM Phone Server

InfoServ CRM Client

InfoServ CRM for Call Center

InfoServ CRM — The fastest way to move your business forward…

With its rich palette of functionalities, InfoServ CRM has a wide application in optimizing the activities of each Contact Center and improving customer service levels.

Inbound Call Center

InfoServ CRM ensures large number of requests are serviced on time:

- Automatic Call Distribution (ACD)
- Skill-based routing
- Integrated IVR & Self-Service
- Automatic "Screen popup" with customer's profile

Outbound Call Center

Running Outbound Campaigns with InfoServ CRM is easy and efficient:

- Low-Cost Routing
- Phone Campaigns (Agentless Dialing)
- Telemarketing (Passive, Preview, Progressive Dialing)
- Dialog Scripts (Call Scripting)
- E-mail Campaigns

Multichannel Communication

InfoServ CRM integrates the most commonly used communication channels:

- Phone
- E-mail
- Web/Live Chat
- Web Forms
- Call Recording
- Web Chat Transcripts
- E-mail Messages

Monitoring & Reporting

Uncompromised quality of customer service with InfoServ CRM:

- Real-Time Monitoring
- Monitoring Dashboards
- Call Center Reporting
- Service Level, Abandoned and Missed Calls, Agents Availability, etc.

InfoServ CRM for Helpdesk

InfoServ CRM
The fastest way to move your business forward...

Good customer service is the foundation of every successful business, and **InfoServ CRM** is the means by which you can achieve a high degree of satisfaction and loyalty among your customers.

Customer Profile

- 360° Customer Profile View
- Communication History
- Integrated Contact Center (phone, e-mail, web/live chat)
- Web & API integration with external systems

Ticket Management

- Service Level Agreement (SLA) and business hours
- Ticket Ownership
- Resolution Time Tracking
- Custom Ticket Statuses and Ticket fields
- Knowledgebase (internal FAQ system)

Time Management

- Calendars
- Reminders
- Task Management
- To-Do Lists
- Mobile Application
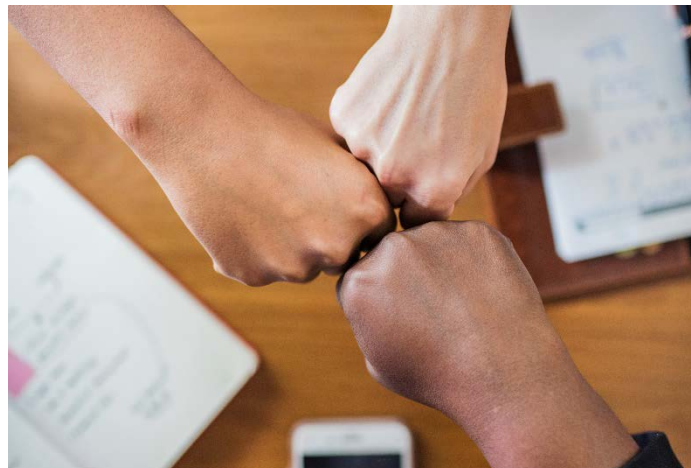
InfoServ CRM for Sales Management

InfoServ CRM
The fastest way to move your business forward...

If you believe that using a systematic sales approach will inevitably make you more efficient and productive, then **InfoServ CRM** is the right tool for you and your sales team.

Customizable Sales Process

Highly Individualized Sales Processes in InfoServ CRM:

- Work with multiple Sales Processes at the same time
- Customize your Sales Processes
- Document Competitors and Participants for each deal
- 360° Customer View

Leads and Opportunities

With InfoServ CRM turn Leads into Opportunities and loyal customers:

- Leads Import
- Qualify Leads into Opportunities
- Use Price Lists
- Register Quotes and Orders

Sales Reporting

Optimize your sales activities and teams with InfoServ CRM Reporting:

- Sales Funnels
- Sales teams efficiency
- Sales Cycles Length
- Competitors Strengths and Weaknesses

Time Management

Effectively manage time with InfoServ CRM:

- Calendars & Reminders
- To-Do Lists & Task Management
- Integrated Contact Center (phone, e-mail, web chat)
- Mobile Application

InfoServ CRM: Call Center & CRM

Why do I need both a Call Center & CRM?

- Unified Customer Database

- Customer Communication History

- Puts your business communication in order

- Minimum data entry efforts for your team

- Better Customer Service

- Higher Employee Efficiency