

C2B

Connect to Business



**Everything
you need to
build a great
customer
experience**

Available to:

app.c2b-crm.com




WHAT IS C2B CRM ?

A cloud-based sales solution that helps businesses foster strong customer relationships and improve sales and retention by having quality conversations with prospects and customers.

Customer Relationship Management (CRM) is an approach that helps businesses improve existing customer relationships and acquire new customers faster.

It's a platform that connects your different departments, marketing, sales, projects and customer support to organizes their notes, activities and metrics into one connecting system. Every user has easy, direct access to the real-time client data they need. CRM software can grow and scale with your business to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth.

WHY USE CRM

- 360 degree view of customer information
 - Speedy Business Process
 - Improve efficiency
 - Cost efficient
 - Easy to use
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BENEFITS

1. Improve Analytical Data and Reporting
2. Enhances Better Customer Service
3. Facilitates discovery of new customers
4. Increases customer revenues
5. Help to sales team in closing deals faster
6. Enhances effective cross and up selling of products
7. Maintain a centralised database across your sales org.
8. Manage all communication and interactions with prospects
9. Automate data entry
10. Be reminded to follow up with prospects
11. Organize contact database
12. Customer Segmentation
13. Create sales customize reports
14. Automate forecasting for your sales performance
15. Scale your sales processes time to time
16. Make administrative tasks efficient
17. Visually showcase data on dashboard
18. Build profitable relationships through effective customer interactions.
19. Get vital customer information anytime, anywhere
20. Fill the pipeline with qualified leads for consistent sales revenue
21. Identify new opportunities, analyze performance and business metrics



*Benefits
of*

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FEATURES

Marketing

1. Marketing Campaign
2. 360° customer view
3. Segmentation
4. Lead scoring
5. Lead management
6. Event management
7. Customize Reports



Sales

1. Sales Dashboard
2. Lead Management
3. 360° customer view
4. Opportunity management
5. Quote management
6. Sales Orders
7. Sales Invoices
8. Products and services
9. Organisation management
10. Contacts Management
11. Purchase Order
12. Inventory Management
13. SMS and Email
14. Activity Management
15. Customize Reports



FEATURES



Project Management

1. Project Dashboard
2. Projects Progress Tracking
3. Project Task
4. Project Milestones
5. Manage Documents
6. Customize Reports

Support

1. Support Dashboard
2. Ticket Generation
3. Ticket Tracking
4. FAQ
5. Customize Reports
6. Customer Panel



APPLICATION AREA

INDUSTRY
4.0

- Agriculture
- Apparel & Fashions
- Architecture & Interiors
- Automatic Chronograph Watches
- Automobile & Accessories
- Ayurvedic & Herbal Products
- Bags & Luggage
- Beauty & Personal Care
- Bicycle & Auto Rickshaw Spare Parts
- Books & Stationery
- Business & Audit Services
- Business Services
- Chemicals
- Computer & PC Hardwares
- Construction & Real Estate
- Contractors & Freelancers
- Domestic Pump
- Drugs & Medicine
- Electrical Equipment
- Electronics & Electrical
- Electronics & Electrical Components
- Electronics Components
- Engineering Services
- Event Planners & Organizers
- Fashion Accessories & Gear
- Fiber Optic Tool
- Financial & Legal Services
- Food & Beverages
- Furniture & Supplies
- HR Planning, Training & Recruitment
- Hand & Machine Tools
- Handicrafts & Gifts
- Healthcare & Medical
- Home Furnishing
- Hospital & Clinic
- House Keeping Services
- Household & Supplies
- IT, Telecom & Networking
- Industrial Plants & Machinery
- Industrial Supplies
- Jewellery
- Kitchen Utensils & Appliances
- Lab Supplies
- Leather & Leather Products
- Mechanical Spares & Parts
- Media & Publishing
- Medical Diagnostic Instruments
- Minerals & Metallurgy
- Natural Flower Oil
- Outsourcing Services
- Packaging Machines & Products
- Paper & Paper Products
- Plaster Wall Finishes
- Product Leasing & Renting
- R&D Labs
- Sandstone Article
- Security & Protection
- Shipping, Aviation & Rail
- Sports Goods, Toys & Games
- Telecommunication Equipment & Supplies
- Textiles & Fabrics
- Tours & Travels
- Training & Educations
- Transportation & Shipping

Technology



JavaScript





Increase your sales using Automation System Connect to Business

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For info please contact us