

CRM++[®] Email Workbench

Organize all communications in one central place to shorten sales cycle by 4x times



CRM++ Email Workbench provides a comprehensive solution to manage, capture, collate, respond and distribute important customer email activity all within the CRM system. Every update, development and opportunity is immediately shared with appropriate team members, without you having to remember to copy or forward.

CRM++ Email Workbench leverages the extensibility of Oracle Sales Cloud framework to provide the most complete solution for delivering world-class customer service. It helps customer centric organizations to link prospect and customers emails with the CRM data for a 360° view of the customer interaction.

Benefits

- Seamless email automation of prospects and contacts within the CRM framework
- Organize all customer information and emails within the CRM contact information
- Avoid switching between email and CRM modules to improve response / resolution time
- Eliminate hybrid email client integration (MS Outlook, Gmail, yahoo, etc)
- Link prospect and customers emails with the CRM data for a 360° customer view
- Multiple file attachments
- Effective template management

Features

- Comprehensive inbox view within CRM system
- Compose & reply to email interactions from customers without toggling between email clients
- Apply pre-defined templates, HTML designs and embed images to outgoing emails
- Organize templates with structured categories
- Attach, preview and store multiple files and file formats to email interactions (supports xls, doc, pdf, ppt, etc)
- Configure any IMAP email system (Gmail, Google Apps, Yahoo!, etc)
- Upgraded TinyMCE Editor including image and table embedding features

Support for



Email Workbench

CRM++ Email Workbench is a fully featured email solution integrating into Oracle[®] Sales Cloud & CRM On Demand.

Related Products

- Self Service Portal
- Computer Telephony Integration
- Report Scheduler
- Social CRM
- Quote Management
- Mobile CRM

Related Services

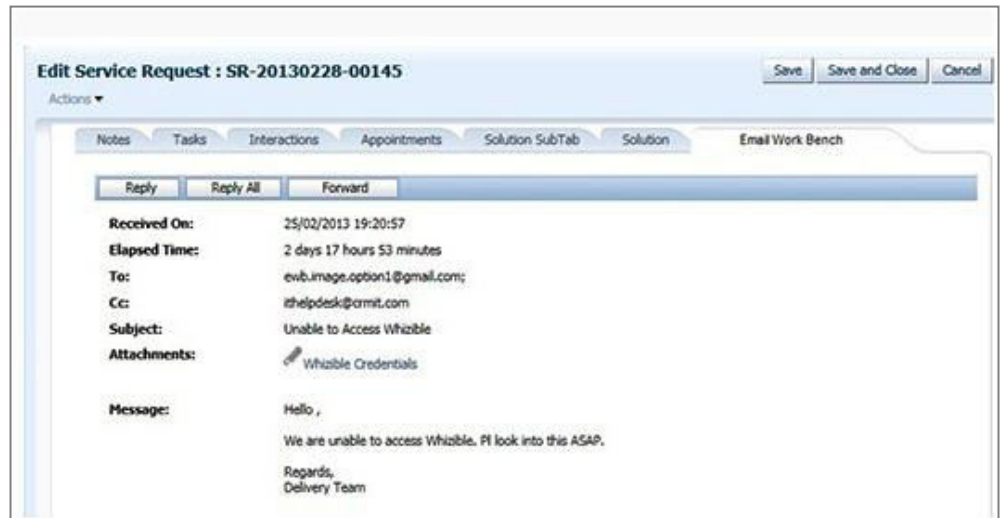
- Data Validation
- Testing
- Migration
- Rapid Implementation
- Health Check
- CX Consulting
- Managed Marketing
- User Adoption
- Training
- Sales Force Automation
- Analytics/Dashboard

About CRMIT Solutions

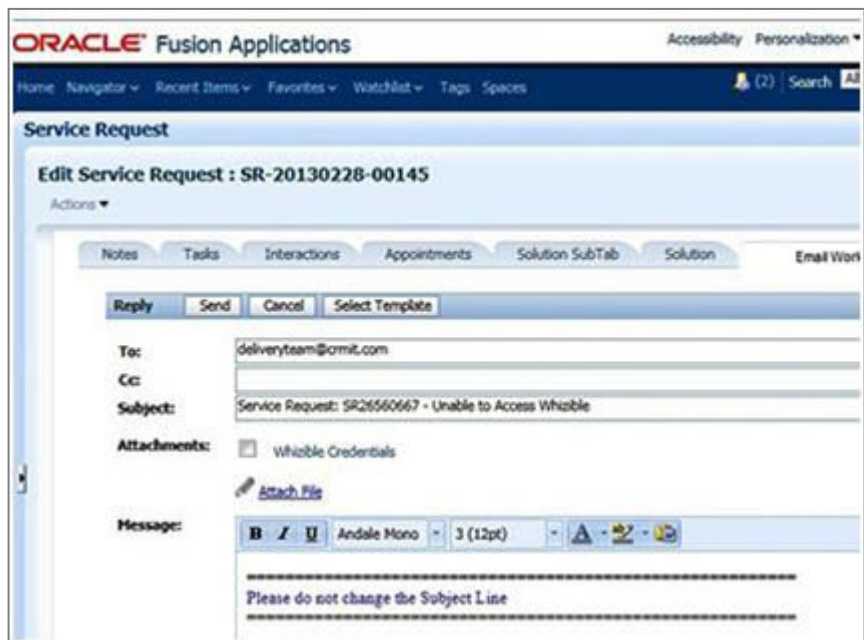
CRMIT Solutions is a pioneer in delivering SaaS based Customer Experience (CX) consulting & solutions. CRMIT Solutions offers a range of CRM++ applications for accelerated deployments including various rapid implementation & migration utilities for Oracle Sales Cloud (CRM OnDemand, Fusion CRM), Eloqua (marketing automation), SRM (social relationship management) and RightNow CX Cloud Service

Email Workbench - Preview

View email console



Reply by template console



To avail a comprehensive solution, contact sales@crmit.com



www.crmit.com