Transense All In One Management Software--

Customer Relationship Management Software

White Paper

Cloud Computing-Wisdom Office

一、Overview

To win, develop, maintain and enhance customer value!

Transense Customer Relationship Management, hereinafter referred to Transense CRM, is the whole software which is developed on years of CRM theory research, analysis, and continuous practice improvement. It is all-in-one system based on the network application, secure sharing of information, collaborative work.

"To win, develop, maintain and enhance customer value" is the core philosophy of Transense CRM when it was designed. The special frame of Trsnsense CRM makes the automation of sales flows come true in the processes of sales service such as client management, demand analysis, sales management, client service, collaboration management and so on, and achieve full integration of client resources management. The core idea of Transense-CRM is that all departments of a company with the "customer-centric" idea start operations jointly to attract clients, improving the clients satisfaction, maintaining and developing the relationships, enhancing clients value, and thus enhance the competitiveness in an all-around way . Customer resource is the most important core resources. Customer relationship management is the core of customer value management. Customers have been divided into different categories. By personalized tracking service to different customers, it will achieve the goals of sales tracking, good service and the demand mining.

Transense CRM can help your company to accomplish this management mode which is all-in-one and in which customer is the center of everything. Transense-CRM helps you to guide sales personnel work effectively and standardize work processes including: developing customers, demands mining, sales follow-up, pre-sales support, after-sales service, contracts & orders records, accounts tracking and so on. Then, profitability and competitiveness of your company will be improved roundly. Transense-CRM is wholly based on .NET technique, and is of B/S structure. Transense CRM can be applied in various types of sales, service-oriented company. It focuses on management-based CRM system that allows employees to track and offer service according to the scope of authorization..

> According to research from companies who have been successfully applying CRM software shows that, each salesman increase 21% of sales performance, customer satisfaction increase 20%, sales and services costs decrease 15%, and sales cycle decrease one third, and profit increase 3-15%!

System Interface :
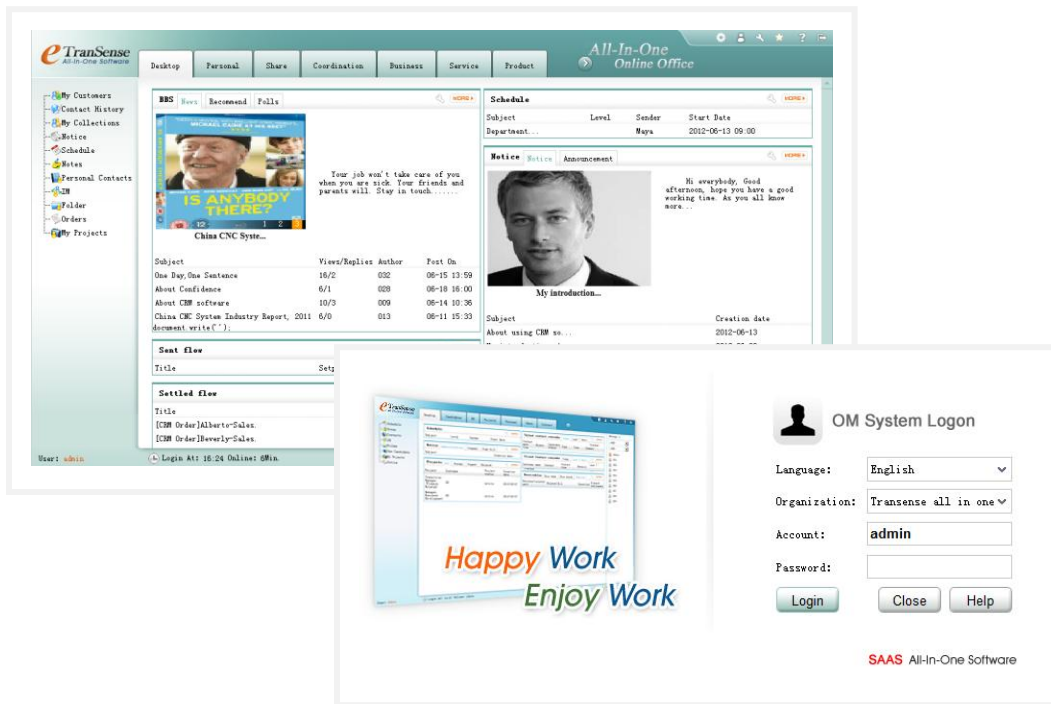
二、Problems Transense CRM Software Can Solve For You :

● **Voice Of Business Staff**

How to find my real customer?   Where are my target customers?   If it is possible to view information about customer contacts and contact history when I am on business outside, things will be perfect.   When I come across an old customer, what can I do to get the contract sign successfully?   We have so many product series, what the very product they really care about?

● **Voice Of Marketing Staff**

We got more than 3000 business cards at the exhibition, how to make full use of them? We give out our company file to more than 1000 people in sales promotion, what are their views on our products? Have we had contacted with some of them? Who is the real potential buyer? How can I know the customer contact information of colleagues of other department? So I can avoid sending files to the same customer repeatedly.

● **Voice Of Customer Service Staff**

How to inquiry which customer is applying maintenance quickly?   Have the product he bought has reached warranty?   When is the product maintained last time?   How can we

provide good service to our customers? Which product owns higher ratio of maintenance? Which complaint customers complain the most? How to solve problems for customers properly? Maintenance order has been submitted for several days, who is now following up? Have it done?

● **Voice Of Sales Manager**

An important customer will come tomorrow to discuss contract details with us, but the possessor of this customer has quit recently, how can I get related contact and quotation information? How can I get an roundly understanding of sales in my department? How to ensure the security of customers' files? How can I recognize key customer? Which industry is our key customer in? How much can we improve our sales performance in next stage?

● **Voice Of Administration**

Are our customer files safe?

Are they managed uniformly?

Which customer does more contributions to our company?

Which product owns more sales volume?

How to analyze our customer groups?

Do customers satisfied with our products and services?

How much does our annual sales volume improve?

Which department, team or employee owns the fastest-improvement speed?

Who owns award and who owns punishment?

> Value customer management will bring to your company:
> · Increase customer satisfaction by 5%, double company profile.
> ·Purchase intention of a very satisfied customer is six times as a satisfied customer.
> · Lacking of customer care is the main reason why two-thirds customers leave.
> ·93% CEO consider that customer management is the main reason why their company success and equipped with great competitiveness.

三、 **Benefits brought by Transense CRM**:

✓ **Summarize scattered information of customer , hen change them into a mass date base**

As we have said: Customer resource is the most important core resources to a company. Enterprises gain more and more customer over time, which allows enterprises to quickly tap new needs from the existing customer information .QC CRM helps classify customers' information which guarantee the integrity and precision of the whole customer information data base. QC CRM will also makes it very convenient for staffs to take notes when they get in touch with any

customer .When the staff need these records next time , they will find it in QC CRM easily like :contact information 、 tracking records 、 executed contracts & orders、 history of service, etc.

The potential of the date base you have built lie in efficient use. A mass date base will improve overall sense of service, truly customer-centric business model. It can improve customer's loyalty and satisfaction, increase the frequency of contact with customers, then more business opportunity will be brought out.

✓ **Quickly upgrade the sales team:**

Use QC CRM to establish working standard 、 specific ate sales management processes;

Use QC CRM, sales staff can improve salesmanship and success rate rapidly with the help of standard sales processes and powerful knowledge base;

Use QC CRM, managers can supervise sales team's working condition efficiently;

Thought sales analysis, forecast, assess, managers can have the first information about team or sales condition;

Powerful reminders reduce missed work and to increase sales chance.

✓ **Promoting ability and efficiency of service rapidly :**

Service staff can have a full-scale understanding of customer information, they can offering one-to-one service that is efficient and personalized;

Offering standard question base, products knowledge base and question & answer information base, improve service skill rapidly;

Making rapid response to customer's varies service request, reduce the time that customer used to wait for;

Get the information about product guarantee period or contract & order period, so they can remind customer to renew on time.

✓ **Enhancing the validity of marketing activity :**

Marketing staff can analyze customer information and sales data, then their promotion activity will be of clear purpose;

Customer information gathering 、 analyzing 、 evaluating;

Analysis competitor's information, enterprises will have a good understanding about their competitors in marketing or selling activities;

Different ways of greetings can improve relationship with customer and increase customer value.

✓ **Realization of customer-centric enterprise network management model**

CRM is also the application system for enterprise to realize all-sided e-commerce. Integrating with Web site makes CRM interactive, so users can get customers information or network order timely.

CRM offer a collaboration working solution to different departments such as sales 、 marketing 、 customer service technical support and so on , which realize customer-centric enterprise network management model.

三、Transense CRM Customer Relationship Management Function Structure

The First Level Module	The Second Level Module	Main Functions
Personal Affairs	Daily Schedule	Agenda, Personal Affairs Arrangement, Team Work Arrangement, Reply, Reminders of Weekly Affairs, Subordinate Agenda Inquiry, Agenda Category, Important Level Setting, Agenda Reminders
	Notes	Easy Use Notes;
	Address List	Personal Address List, Import & Export, New Contact, Group Category Setting;
	Immediate Communication	Internal Immediate Communication. Electronic Business Card, Online Contacts, Inbox, Sent Box, Mass Texting, Forward Text, Save Messages to Notes Or Agendas;
	Personal Folder	Personal Files Storage, Customize Folder Classification Setting, Upload, Download, Inquiry, Arrangement;
	Favorite Websites	Favorite Websites, Group Classification, Website Remarks, Private Collection, Public Collection, Setting;
	Individual Setting	Personal Information, Change Password, Menu Setting, Connector Setting, Seal Setting , Login Record, System Reminder;
Email	Mailing	Compose Mail, Inbox, Sent Box, Draft Box, Deleted Mails, Junk Mails, Mass Mails, Forward; Transfer Mails into Immediate Message; Transfer Mails into Internal Mails(Usable after purchasing Internal Mailing Module); Transfer Mails into Recruitment Info. (usable after purchasing PES Recruitment Software);

		Transfer Mails into Head-hunter Info (usable after purchasing HMS Head-hunter Software);
	Put On File	Put On File;
	Email Accounts	Email Account Management, Email Space Overview;
	Mail Settings	Mail Folders Settings, Mail Template Settings(Personal & Public Templates);
Public Information	Notice	Post Notice, Read Notice, Notice Reply, On Top Notice, Notice Category Management, Notice Display Mode, Mobile Text Notification*;
	Internal Address List	Basic Information of Staff, Contact List, Serving Information, Personal Picutrue,Contacts Management, Permission Control for Address List; Public Phone, External Organization Relation Settings, Contacts, Phone Number Settings, Social Phone Number Inquiry & Management
	Out For Business Record	Out for Business Record, Destination Description, Reminder, Approval, Inquiry, Record Export;
My Workflow	New Workflow	Issue & Customize Workflow; Standard Format Need to Set Up Before Starting Using(Common Public Documents like Directory Documents, Work Log, Work Plan(Weekly, Monthly, Quarterly, Annual),Work Summary ;
	Sent Workflow	Check Through My Issued Work Flow, Print Out, Cancellation, Push, Management;
	To Do Workflow	Check Through To Do Work Flow, Handle, Mass Handle, Mobil Text Reminder*;
	Finished Workflow	Check Through Finished Workflow, Search, Keep File;
	Draft	Unfinished Workflow, Returned Workflow, Cancellation;
	Folder	Workflow Files Setting & Management;
	Push Reminder	Push Reminder of Already Got Workflow;
	Entrust Affairs	Entrust A Person With The Right of Workflow At A Period Of Time;
	Handle Advice	Commonly Used Workflow Treatment Advice Setting & Management;

Workflow Settings	Workflow Design	New Workflow, Graphical Workflow Design, Workflow Image Display, Template Setting, Permission Control Modification;
	Basic Setting	Workflow Data Settings(Workflow Category, Document Category, Security Level, Urgency, Treatment Advice), Electronic Seal Management, Permission Control of Seal Management;
Customer Management	New Customer	New Customer (Corporate & Personal), Customer Category (Potential Customer, Intention Customer, Current Customer, Agent Customer, Supplier, Invalid Customers), Customer Owners, Customer Basic Info., Customer Inquiry, Customer Contact Info., Custom Info.;
	My Customer	Customer Under My Permission Control, My Customer, Public Customer, Customer Inquiry, Customer Remark, Customer Sharing, Customer Import & Export, Key Words Inquiry, Advanced Search, Display Setting; Customer Files Management, Customer Analyze, Basic Information, Customer Inquiry, Contact Person, Contact Management, Sales Chance, Quotation, Purchased Products, Account Statement, After-sale Service, Document Data, Logbook (Customer File Breakdown Is Set According To Your Purchased Module And Permission Control;
	Customer Collection	Customer Collection Inquiry & Management, Customer Contact, Customer Collection Cancellation, Display List Setting;
	Sharing Customer	Sharing Customer Inquiry, Customer Shared to External, My Sharing Customer, Sharing Customer Cancellation, Display Setting;
	Public Customer	Public Customer Inquiry Under Permission, Public Customer Management, Sharing, Public Customer Export, Display Setting;
	Customer Sharing	Customer Assigning Management, Customer Inquiry, Advance Search, Mass Sharing, Share All;
	Customer Analyze	Analyze Customer by Customer Category, Area, Industry, Source, loyalty, Customer Demand; Analyze by Time Period (Daily Report, Monthly Report,

		Quarterly Report, Annual Report); Analyze by Organization(Organization, Department, Staff), Image Display, Analysis Export;
Sales Management	Sales Reminder	Reminder of Sales Related Work Under My Permission Control, Reminder Summary, Contact Plan Reminder(Today, in 3 days, in 7 days, overdue), Customer Demands, Sales Opportunity(in process, finished, gave up, suspension), Due Contracts, Receivable Accounts, Payable Accounts, Customer Birthday Reminder, Sales Report(This Week, This Month, Last Week, Last Month);
	Sales Opportunity	New Sales Opportunity, Sales Opportunity Management, Sales Opportunity Inquiry(Opportunity Degree, Sales Process), Advances Search, Sales Opportunity Management for Authorized Staff, Mass Update for Person in Charge, Mass Sales Opportunity Status, Sales Opportunity Export, Display Setting;
	Demand Dig-out	Customer Demand Management, Demand Reminder Period Setting, Demand Inquiry by Customer Demand, Demand Status, Demand Category, Demand Reminder Time, Demand Contact;
	Contact Person	Contact Person Inquiry Under My Permission Control, Advance Search Contact Person by Importance, Time Period, Role, Age, Gender, Job Title. Contact Person Management (Contact Info., Job Title, Contact Person's project, Wish, Interest Demand, Importance, Role, Detailed Info., Habit, Custom), Contact Person Inquiry, List Export, Display Setting;
	Contact Plan	Contact Plan Inquiry Under My Permission Control (Today, In 7 days, Overdue, All), Contact Plan Management, Contact Plan In Process, Summary Of Last Contact;
	Contact Management	Customer' Contact Record Management Under My Permission Control, Contact Record Management, Contact Reminder Modification, Contact Record Export, Display Setting, Customer Contact Analysis, Contact Time Inquiry, Contact Time Period Inquiry(Today, This Week, This Month), The Latest Contact Record;

	Quotation Sheet	New Quotation, Quotation Sheet Management & Inquiry, Quotation Sheet Breakdown, Quotation Sheet Export, Display Setting, Quotation Sheet Template, Quotation Sheet Print-out Template, Custom Field in Quotation Sheet, Custom Field in Quotation Sheet Breakdown, Quotation Sheet Approval Work Flow;
	Sales Analysis	Sales Money Collection, Sales Contract Analysis, Sales Cost Analysis, Sales Opportunity Analysis, Sales Status Analysis, Sales Funnel Analysis, Image Display, Export;
	Early Warning Reminder	How Long Have Not Contacted Your Own Clients Or Assigned Clients, Mass Transfer Public Clients;
	Competitor	New Competitor, Competitor Inquiry, Competitor Management(Competition Product, Agent, Market Promotion, Competition Project, Document Information);
Customer Settings	Customer Information	Basic Information Setting(Corporate Customer, Personal Customer),Operation Information Setting, Custom Field Setting, Customer Category Setting, Customer Demand Setting, Customer Service Setting, Contact Information Setting, Sales Opportunity Setting, Other Setting, Customer Information Import Setting;
	Customer Permission Control Setting	Permission Control Setting for Customer Category, Permission Control Customer Level Management, Customer Resource Setting;
	Information Sorting	Invalid Customer Data Management, Customer Contact Regulation, Management of Transferring To Public Customer;
	No. Setting	Settings of Customer No., Contract Order No., Client Service Sheet, Quotation Sheet No. Regulations;
	Reminder Settings	Contact Plan, Setting of Ahead Of Due Day Reminder for Due Contract Order;
Call Center	Phone No. Inquiry	Caller ID Inquiry, Net Work Inquiry;
	Caller ID Register	Caller ID Registration(New Customer Registration, Service Support, Maintenance, Customer Complaints),Treatment Workflow;
	Caller ID Track	Caller ID Inquiry, Caller ID Management, Caller ID Receipt Treatment, Print Out;

	Caller ID Statistics	Counting Of All Kinds Of Caller ID & Affairs Treatment Status, Statistical Report;
	Caller ID Record	Caller ID Answering Status Inquiry, Caller ID Record Delete;
Customer Service	Customer File	Customer File Inquiry, Contact Person Inquiry, Advanced Search, Display Setting, Customer Information Export;
	Service Support	New Customer Service Sheet, Customer Service Sheet Management, Treatment Status Inquiry, Customer Service Sheet Work Flow Management;
	Customer Complaint	New Customer Complaint, Complaint Sheet Management, Compliant Treatment Status Inquiry, Complaint Sheet Work Flow Management;
	Maintenance	New Customer Maintenance Sheet,(Maintenance Project, Maintenance Product);
	Service Analysis	Service Support Statistic, Maintenance Statistic, Customer Complaint Statistic, Statistic of Percentage of Products Sent Back for Repair, Graphic Table Mode Analysis, Statistic Report Export
	Service Items	Service Items Category & Setting (Service Organization, Quantity, Unit Price);
Service& Support	F&Q	New Question(Classify Problem Category, Related Product, Service Item), Question Answer, Vote For Best Answer, Frequently Asked Problem Inquiry & Management;
	Mass Mailing	Mass Mailing, Mail Recipient Choose From(Personal Address List, Internal Address List, Customer Database),Mail Sent, Draft Box, Sent History, Mail Template ;
	Envelope Printout	Mail Client Inquiry, Recipient Address Output, Sender Address Setting, Email Printout, Email Template Setting;
	Mobile Text	Text Sending, Mass Number Import, Mass Number Options(Personal Address List, Internal Address LIST, Public Phone Book, Customer Database, Head-hunter Database, Recruitment Database)(Based On Your Purchased System Module Deployment),Send

		Immediately, Scheduled Send, Sent Record, Receipt Record, Commonly Used Reply, Mass Sending by Excel Format, Text Balance Inquiry(Mobile Text Template Is Usable After Applying To Mobile Operator);
Care Investigation	Care Reminder	Customer Care Reminder, Care Implement, Care Inquiry, Care Implement Progress Inquiry, Display Setting
	New Care	New Care Plan, Customer Care Selection, Executor Setting, Care Plan Beginning ;
	Care Management	Care Planning Inquiry & Management, Cared Customer Inquiry, Care Status Management, Care History, Care Analysis(Analyze Execution And Customer Satisfaction) ;
	New Investigation	Investigation Category, New Investigation, Investigation Customer Selection (By Customer, Demand And Purchased Product Service), Investigator Setting, Investigation Beginning;
	Investigation Management	Investigation Management, Investigation Customer, Investigation Progress, Investigation Feedback, Investigation Analysis(Execution Analysis, Product Service Analysis, Overall Investigation Analysis, Investigation Ways), Analysis Image Display;
Contract Order	New Contract	New Contract(Income Type, Expense Type, Description Type), Contract Type, Contract Status, Payment Type(Payment At Full, Installment Payment, Not Generate Payment Order), Contract Settlement, Contract Template, Contract Breakdown, Contract Attachment, Contract Verification, Contract Verification Work Flow;
	Contract Management	Contract Inquiry(By Customer, Signatory), Advanced Search, Contract Management, Contract Renewal, Contract Anti-audit, Contract Print-out, Outgoing, Contract Financial Affairs Inquiry(Contract Amount, Settled Amount, Unsettled Amount, Bad Debt);
	Contract Statistic	Contract Status, Contract Type, Signatory, Related Company, Amount Of All Contracts, Daily Report, Monthly Report, Time Period Statistic, Statistic Report Export, Statistic Report Image Display;

	New Order	New Contract, Contract Product Breakdown, Payment Type(Payment At Full, Installment Payment, Not Generate Payment Order), Related Contract, Contract Verification Work Flow;
	Order Management	Contract Inquiry, Contract Management, Contract Verification, Contract Anti-Verification, Contract Product Breakdown, Contract Print-out, Contract Export;
	Order Statistic	Contract Amount Statistical Analysis, Daily Report, Monthly Report, Annual Report, Statistical report can be calculated by time period, salesman, related company. Statistical Report Export;
	Overdue Reminder	Contract& Order Overdue Reminder(Ahead of 10 days| Last 10 Days| This Week| Next Week| This Month| Next Month| Overdue|)Renewal, Overdue Contract Export;
Sample Present	Sample Present Management	Sample Present Application(Sample, Present, Gift), Sample Verification, Sample Workflow Verification, Sample Order Inquiry, Sample Detail, Export Sample Information;
Product Management	New Product	New Product, Product Information(Type, Category, Special Monitoring), Customizing Product Information, Product Price(Sales Price, Purchasing Price), Product Image, After-sales Service(Maintenance)Period, Maintenance Period For Inventory Product, Inventory Abandonment Period Setting
	Product Management	Product Import & Export, Product Management, Product Inquiry, Display Setting
	Product Setting	Product Category Setting, Category Ordering, Product Item No. Setting, Product Type Setting, Customizing Product Fied
	Unit Conversion	Product Unit Conversion, Non-standard Unit Setting, Conversion Relationship Setting
Financial Management	Financial Reminder	Receivable Reminder, Payable Reminder, Overdue Reminder(This Week, This Month, Overdue, All),Receivable Bill & Payable Bill Settlement, Receivable Bill & Payable Bill Export
	Debit Note	Debit Note Inquiry, Debit Note Management, Debit Note Verification, Debit Note Verification Treatment

		Workflow, Debit Note Anti-verification, Debit Note Export
	Payment Bill	Payment Bill Inquiry, Payment Bill Management, Payment Bill Verification, Payment Bill Verification Treatment Work Flow, Payment Bill Anti-verification, Payment Bill Export
	Receivable & Payable	Receivable Accounts Breakdown, Receivable Accounts Inquiry, Receivable Accounts Settlement, Receivable Bills Inquiry
	Installment Accounts	Installment Accounts Inquiry, Installment Accounts Breakdown, Overdue Inquiry, Installment Accounts Settlement, Installment Accounts Verification, Installment Accounts Treatment Approval Work Flow,
	Received & Paid	Received & Paid, Received Accounts Breakdown, Paid Accounts Breakdown, Bills Export
	Bad Debts Management	New Bad Debts, Bad Debts Verification, Bad Debts Treatment Verification Work Flow, Bad Debts Bill Print-out, Bad Debts Inquiry, Bad Debts Management, Bad Debts Bills Export
	Customer Finance	Customer Financial Transaction Inquiry, Customer Financial Transaction Summary Sheet, Financial Transaction Breakdown, Customer Account Initialization, Customer Financial Transaction Export
	Company Account	Accounts Summary, Payable Account Inquiry, Account Balance Breakdown
	Statistics Analysis	Financial Analysis (Account Balance Daily Summary, Monthly Summary, Quarterly Summary, Annual Summary), Statistics Image Analysis(By Balance Person, Business-related Units, Title, Unit Types, Industry Statistics Analysis, Statistics Image Analysis, Statistics Report Export
	Financial Setting	Unit Account Types Setting(Basic Account, General Account, Current Account), New Unit Account, Account Amount Initialization, Account Amount Summary, Account Amount Breakdown, Account Permission Control, Account Amount Summary
System Management		

Institution Settings	Institution Information	New Institution, Institution Information Management, Sort Institution;
	Department Information	New Department, Dept. Management, Sort Dept., Batch Create New Department, Batch Create New Position
	Position Information	New Position, Position Management, Sort Position, Position Member, Batch Create New Member;
	Employee Information	New Employee, Position Allocation(Main Job, Part Time), Employee Information Management, Account Lock, UKEY Settings, Personal Folder, Email Space Settings.
Software Management	Overview	System Application Overview, Authorization Information, List of system software module, Update certification;
	Menu Settings	New Menu, Allocate Menu Module, Sort Menu;
	Role Rights	New Role, Role Range, Role Rights, Role Member, Role Desktop Settings;
	Extensible Software	Recommend other extensible software of Transense All-In-One office management software.
System Setting	System Parameter	System welcome page setting, System basic parameter setting;
	IP Setting	IP range that have rights to visit this system, Exception users setting;
	Change Logo	System Login Page, System Top,
	Reminder	System Reminder Log, Empty Log
	File Backup	File Bank Backup
	Clean System	Clean System File (Email, Internal Mail, Instant Message, Official Document Workflow, Login Log, Operate Log), you can clean system every three months, six months, one year, two years or above three years.
	Control Item Management	Third-party Control Start Management
System Log	Login Log	Login Log, Login Time, Login IP, Have No Login Log, Export Log
	Operate Log	Operate Log, Query, Export;
System Instruction	Initialization Guide	System Initialization, OM OA System Initialization Settings, CRM DRP System Initialization Settings,

		HRSystem Initialization Settings, Senior Personalized Application Settings;
	On-line Help	Link to Transense Software System Instruction Center;
Select Extra Service		
Electronic Commerce	Customers' Registration Info Goes Simultaneously: When Customers Register On Your Web, All registered Information Will Go Simultaneously In All-in-one System.　Moreover, Customers' Verification And Orders Can Be Processed In All-in-one System. Order Track: Administrator Can Grant Customers Tracking Passwords And Order Number So That Customers Can Master the Newest Order Status. Electronic Commerce: Registered Info., Info Verification, Verification Mail Sending, Transfer To CRM Storage, Registration Inquiry, Registration Statistic, Online Order, Order Verification, Order Transferred To CRM, Order Status Inquiry, Order Inquiry, Order Statistic	
SAAS Service	1、Provide High Efficiency Cloud Computing Server Space 2、Provide Database Backup, Recovery Function, "24hours A Day, 7 Days A Week" Data Backup 3、Provide System Maintenance, Software Update, Safety Maintenance Work During Service Period 4、Provide Domain Name System Resolution Service(Log In Office Management Platform By Key In Your Domain Name) 5、Provide Online Technology Support For Free Trial Customers 6、Provide Online Guidance, Remote Training, Software Application Explanation Service	

Remarks:

1. Transense All-in-one office management software panorama gives priority to easy usage from customers' perspective.　Specific software functions vary with your purchased software.　Therefore, there is a little difference between specific software.

2.　Function module marked by * have to be used with some hardware or to purchase to use.

四、 Function Advantage of Transense Customer Management Software ：

4.1、 Win, Develop, Maintain, Improve the value of customer

1. Strengthen the management and monitoring of customer data, protect customer resources;

2. Sales tracking, team collaboration, to win sales opportunities, win customers;

3. Demand mining 、Contact plan、customer analyze , develop customer;

4. Customer care 、 customer survey 、 perfect service , maintain customer relationships;

5. Question & Answer 、 knowledge base 、 share of selling knowledge , improve efficiency of service ;

6. Sales analysis 、 account analysis 、 statistic of customer analysis , offering decision support .

4.2、 Key Advantages

1. Unique exploration of customer demands and follow-up in unique ways to ensure the frequent contact with customers who are likely to buy product or service.

2. Unique customer contact principles, follow up, and customer caring design: different reminding principles for different customers.

3. Transense's unique all-in-one authorization control system. Hierarchal management with overlapping structure of authorization control.

4.3、 Powerful Customer Analysis, Rigorous All In One Management Platform.

1. Have a roundly analysis on customer source, industry, key demand, customer type;

2. Products, service, sales, quote and account analysis;

3. Supporting custom customer analysis fields, satisfying multi-angle customer analysis management;

4. Log in the Blog, operate and manage the records. Ensure the security of the system ;

5. Support UKEY log in authentication, reaching the safe level of Bank Trading System, ensuring the security ;

6. Overall operation monitor on changing customer's key information, sharing and assigning customer.

4.4、 Efficiency All In One Office Platform, Construct A Network Working Environment For Your Company.

1. Personal schedule, personal address book and online message will help you with accomplishing mobile working and improving office efficiency.

2. Send work report and diary with flexible and efficient workflow to accomplish a high efficiency collaboration working environment.

3. Manage your profession document roundly to promote mutual use of knowledge.

Using QC-CRM can help enterprises deal with sales, service, backup and other affairs in an easier way. Meanwhile, it applies the collaborative work idea to promote the sharing of clients information and distribution mechanism. It can also improve the process of sales and customer service, enhance sales personnel' efficiency, and finally realizing the win-win goal.

Cloud-Wise Office !

TRANSENSE SOFTWARE

http://www.etransense.com

service@etransense.com