

CRM (CUSTOMER RELATIONSHIP MANAGEMENT)

Aria Telecom Solutions Pvt. Ltd.
(CMMI Level 3 Certified)

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 /company/465988/



CRM



WHAT IS CRM?

- ❑ CRM is a business strategy directed to understand, anticipate and respond to the needs of an enterprise's current and potential customers in order to grow the relationship value.
- ❑ It is a Comprehensive approach which provides seamless integration of every area of business that touches the customer marketing, sales, customer services and field support through integration of people, process and technology.
- ❑ The focus of CRM is on creating value for the customer and the company over the longer term.
- ❑ When customers value the customer service that they receive from suppliers, they are less likely to look to alternative suppliers for their needs.

What is does?



Aria CRM Builds a database that describes the customers and the relationship they hold with the company.

Database: a collection of information that is organized in a way that allows it to be easily accessed, managed and updated.

We Provides enough detail in CRM for clients about products/services that matches their need the best.

It May contain information about their past purchases, who is involved with the account, and a summary of all conversations.

THE PURPOSE OF CRM



- The Focus of CRM is on creating value for the customer and the company over the longer term.
- When Customers value the customer service that they receive from suppliers, they are less likely to look to alternative suppliers for their needs.
- CRM enables organizations to gain 'competitive advantage' over competitors that supply similar products or services.

MARKETING

IMPROVEMENT

SOFTWARE DEVELOPMENT AND SYSTEM INTEGRATION CAPABILITIES

Our development team is passionate about staying ahead of the technology curve and utilizing the latest tools. We are platform agnostic, meaning that we can work with virtually any technology stack, from .NET to MVC and everything in between.

- **Code Specialties:** HTML 5, CSS, jquery, JavaScript, JSON, XML, Bootstrap, jTable,
- **Microsoft :-** ASP.NET MVC, ASP. Net, Web form, Web API, Web Services, C#, VB Desktop, Win 8/10, C,C++, Repository Pattern, Code First approach, Database First Approach
- **Databases:** - SQL Server, Oracle, MySQL, Mongo DB
- **System Integrations:** - Web UI / API
- **Android & IOS application Development**

POTENTIAL BENEFITS OF CRM

- 
- Improved Customer Relations
 - Increase Customer Revenues
 - Maximize up selling and cross selling
 - Better internal communication
 - Optimize Marketing
 - Increase the customer service efficiency.
 - Improved Profitability
 - Continuity
 - A contact point
 - Increase Personalized Service or one to one service
 - Time Saving
 - Improve Customer Knowledge
 - Responsive to customer needs
 - Improved Image of your company

THREE PHASES OF CRM

A hand is shown holding a tablet computer. The background features a glowing world map with a network of lines and nodes, suggesting global connectivity and technology. The overall aesthetic is futuristic and digital.

❑ Acquiring New Relationships

- You acquire new customers by promoting your company's product and service leadership.

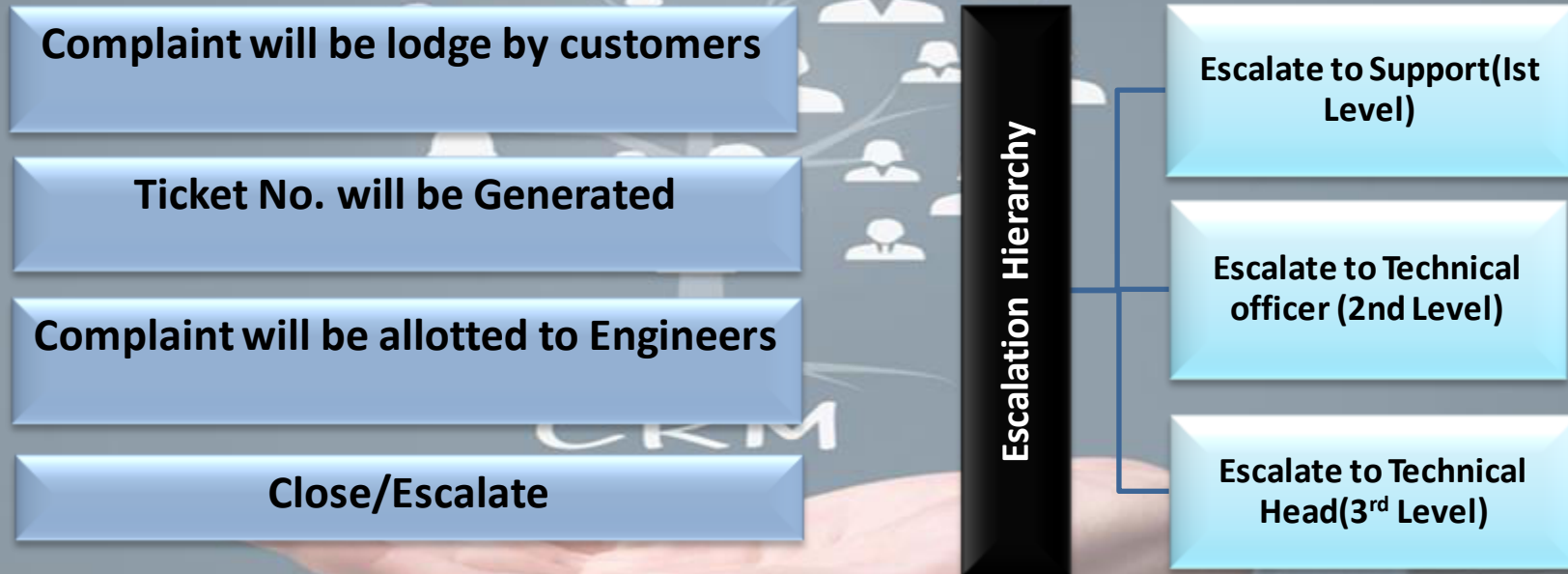
❑ Enhancing Existing Relationships

- You enhance the relationship by encouraging excellence in cross-selling and up-selling, thereby deepening and broadening the relationship.

❑ Retaining Customer Relationships

- Retention focuses on service adaptability – delivering not what the market wants but what customers want.

ARIA TICKETING SYSTEM



Case will be escalated to the next level after every 24 Hrs.

LOGIN SCREEN



ACCS V CRM

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM



ARIA NAMASTE !

ACCS V CRM

[Home](#)

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Role:

User

User Id:

ramesh

Password:

Ext No:

Ext no.

Remember me

[Please Login Again](#)

[Login Now](#)



Aria Telecom (Introduction)

Our zest to integrate innovation and high-standard technology with business processes has helped in turning PCs into voice loggers and IVR systems that promise extra ordinary performance

[Read More](#)

Our Details



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Email:

E - aria@ariasolutions.net
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DASHBOARD



Customer Relationship Management System

Welcome Ms. yogita [Log out](#)

[Home](#) [Customer](#) [Products](#) [Leads](#) [Sales Order](#) [Invoice](#) [Documents](#) [Admin](#) [Phonebook](#) [Inventory](#) [Work Report](#) [Blog](#) [Chat](#)

Hot=0

Worm=0

Initial=0

Lost=0

Not Relevant=0

Won=0

Out Of Budget=0

Postpond=0

L.T. Prospect=0

Employee did not send their yesterday's Work Report :

Report Card

Schedule Alert

Today's Complaint Alert

Yesterday's Complaint Alert

Yesterdays' scheduled=0
Today's Work scheduled=0
Tomorrow's scheduled=0

-
-
-
-

-
-
-
-

Lead Alloted Alert

New Customer alert

Lead Attachment Alert

Complaint Attachment Alert

Yesterday's Alloted= 0
Today's Alloted =0

-
-
-
-

-
-
-
-
-

ADD NEW COMPLAINT

Add New Complaint

Update

Cancel

Complain Information

Fill all the complainer details

Complainer Name :

Contact No :

Phone No :

Email ID :

Address :

AccountName :

Branch Name: 

Handle By :

Complain Date :

Created Date : 11/16/2016 10:51:44 AM

Modified Date : 11/16/2016 10:51:44 AM

Alotted Engineer Details

Complaint Details

Product Name :

Warranty Date :

Complaint Code : UW UA PM NI RI PC Demo

Complaint Reported :

Priority :

Other :

AMC Date :



Cost :

Severity :

Specify the Problem

GENERATE TICKET NUMBER

As caller will fill all the details of customer, complaint number will be generate in mentioned format.

Complaint ID 16111605		Creation Date : 11/16/2016 10:51:44 AM	
Complainer Name :	nikunj	Related Product :	Predictive Dialer
Branch :		Contact No :	8650****49 
Email Id :	*****@paradise.co.in	Phone No :	8650****49 
Alloted To :	ABHINAV	Status :	Closed
Problem Reported :	client are not able to login	Solution Provided :	update the agent exe and now it is ok

COMPLAINT REPORT



ACCS V CRM

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Home Customer Products Leads Sales Order Invoice Documents Admin Phonebook Inventory Work Re

Report of Complaint History :

Total Records= 15646

Complaint No Wise :
 Agent Wise :

Date Wise :
 Account No. wise :

Comp Id	Account Name	Contact Person	Contact Number	Current Status	Action Taken	Attempt Through	Alloted To	Problem Reported
16112306	Scarlet Infotech Limited/Expedien -e Solutions	vishnu	9497****72	Closed	NEW COMPLAINT REGISTERED	First Time Complaint Lodging	Wafadar	agent not login agent exe expire
16112305	Hindalco Industries Limited	AK Das	9090****82	Closed	NEW COMPLAINT REGISTERED	First Time Complaint Lodging	Wafadar	some noise disturbance during conferencing
16112304	Sahani Communication	Yogiraj Mishra	7415****29	Closed	NEW COMPLAINT REGISTERED	First Time Complaint Lodging	Sumit	call is not landing
16112303	Infoware Technology Solutions Pvt Ltd-Dial Network(Bhubaneshwar)	Dilip	9778****88	InProgress	NEW COMPLAINT REGISTERED	First Time Complaint Lodging	Mahesh	call reports are not coming of 22 nov-2016
16112302	Sridhar Insurance Broker pvt. Ltd Friends Colony	Puneet	0120*****00	Closed	NEW COMPLAINT REGISTERED	First Time Complaint Lodging	Abdullah	dialer not dialing

Advantages of CRM

- **Enhances Better Customer Service**
- **Facilitates discovery of new customers**
- **Helps the sales team in closing deals faster**
- **Enhances effective cross and up selling of products**
- **Simplifies the sales and marketing processes**
- **Makes call centres more efficient**
- **Builds up on effective internal communication**
- **Automation of Everyday Tasks**
- **Greater efficiency for multiple teams**
- **Improved Analytical Data and Reporting**



thank
you

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