

CUSTOMER CARE

CONTACT MANAGEMENT

Flexx Customer Care enables you to acquire, record, strategize and share contact information to ensure the highest possible level of customer service. A complete history is recorded and maintained from initial contact through the opportunity cycle, service period and follow-up, providing you with pertinent review and query information that is also automatically integrated with data from all other Flexx modules.

This comprehensive history is continuously maintained through a central database and remains your company resource and asset, independent of staff changes that may occur. Sales performance reports and daily on-screen staff reminder prompts are just part of the package that makes *Contact Management* your key to customer growth and maintenance. Features include:

- ▲ On-screen follow-up reminders.
- ▲ Completely integrated with the Flexx *Customer Master*.
- ▲ Contacts can be assigned user defined types for grouping and reporting.
- ▲ Priority classification of each contact provides high visibility for key accounts.
- ▲ Storage for name, phone numbers, e-mail address, additional comments and user-defined fields.
- ▲ A user defined contact profile is stored for each contact.
- ▲ Conversation and event tracking of all related activities.
- ▲ Integrated security protects territorial account segregation by employee.
- ▲ Integration to third party Contact Management software through ODBC connectivity.

