



Ticket system, customer acquisition, sales projects, campaigns ... MD-Premium.NET Customer Relationship Management is packed with much more functionality than just an ordinary CRM software and is still highly customisable for companies of all sizes.

HIGHLIGHTS



Ticket system

Full-fledged ticket system, e.g. for managing customer requests



Campaigns and sales projects

Freely definable workflows, targeted communication with existing and potential customers, sales projects for the calculation of prospective sales



Marketing

Creation of newsletters and other mailings, mail merge



Master data management

Management of customers, suppliers, contacts, etc.



Ticket system: SLAs (maintenance agreements, etc.) | Microsoft Exchange and Skype for Business interfaces | Ticket creation based on incoming e-mails | Notifications | Ticket queues



Master data: Administration of potential and existing customers, suppliers, individual persons | Import/export of vCards | Compass-Realtime (company register) interface



Marketing: Creation of newsletters and other mailings in HTML code or via the integrated HTML editor | Form letters | Tracking of mailings



Microsoft Exchange interface: Integration of Microsoft Outlook (e-mails, calendar, tasks, appointments, contacts) and Skype for Business



Campaigns and sales projects: Customised campaigns with freely definable workflows | Integration of customised sales projects to calculate sales prospective sales | Statistics for sales projects



Project management: Project types and project performance | Tasks and milestones | Project staff and contact persons | Reminders | Evaluations



Detailed search function for persons, customers, addresses