



## YOUR COMPLETE CUSTOMER COMMUNICATION TOOLBOX

CRMunleashed Contact Management Software is the only Contact Management Software solution you will ever need.

Acquire immediate access to all contact details to better coordinate and grow your business relationships.

Recall all contact details immediately. CRMunleashed coordinates all customer data in one place to provide immediate access to all details of all relationships. Find any detail or anyone in seconds, including addresses, names, conversation notes, phone numbers, call histories, upcoming appointment details, follow-up activities for all contacts in the system.

CRMunleashed even masters the sales pipeline using tools for lead Management and built-in reports that allow you to share complete customer information with your teams.

### WHAT SIMMS CAN DO FOR YOUR BUSINESS

- Powerful Help Desk Software
- Accountable Case Planning Software
- Comprehensive Customer Support Software
- Powerful Contact Management Software

The Inventory Software you can rely on





## CRM MODULE FEATURES

**Appearance Versatility:** Customise your site's colour scheme, title, logo images and dashboard spectrum.

**Calendar and Reminders:** Schedule, issue and task events in day, week or month formats in the calendar. Set up email notifications and reminders from the calendar or from required and target dates on an issue or project.

**Strong Help Desk Software/Case Planning:** Create customer cases, transfer cases from employee to employee, communicate with your customer through case management and the customer portal, prioritise your cases using case planning, and much more.

**Group and Organise Filters:** Make specific issue types, tasks, etc. available only to members of certain organisations and groups.

**Installation and Upgrades:** Provide basic information to our installation application and be fully functional in no time.

**Knowledge Base:** Offer 24-hour access to product and service information, FAQ's, common resolutions, and so on.

**Notify Using Email:** Keep submitters, case workers, clients, assignees and other interested parties updated through email. Customise messages in your own words with the information you wish to include.

**Process Attachments Easily:** Add files of any size and format to companies, users, cases, organisations and knowledge base entries.

**Schedule Agent Availability:** Schedule the availability of agents using the calendar.

**Versatile Dashboard:** View your key metrics at-a-glance in a breezy graphical display and employ a multitude of customisable system options.

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## SUPPORT SERVICES

World-class support is one of the principal reasons that Invotec is a leader in the Inventory Management arena.

### Training

Invotec offer a wide range of options. We offer on-site or online training and implementation expertise.

### Support

There are several support plans to choose from empowering you to pick the plan that works for your company.

### Upgrades

Upgrades for SIMMS as they are released. You will always have the latest, most current version of SIMMS.

### Pre-paid Support

Purchase a block of support service time to ensure the smooth operation of your system on an ongoing basis.

**Searches:** Search and share issue criteria using numerous sorting and output.

**Self Registration:** Let new users self-register from the login screen.

**Summary Reports:** Run numerous robust built-in reports.

**Web-based Access:** Deploy your site over the internet or your company's intranet with no client-side installation required by your users all you need is a web browser and internet access.

**Workflow and Task Management:** Delegate sudden or pre-defined actions using tasks. Make users other than issue assignees temporarily responsible for the next step.

