EZCRM
TRANSFORM LEADS INTO DEALS
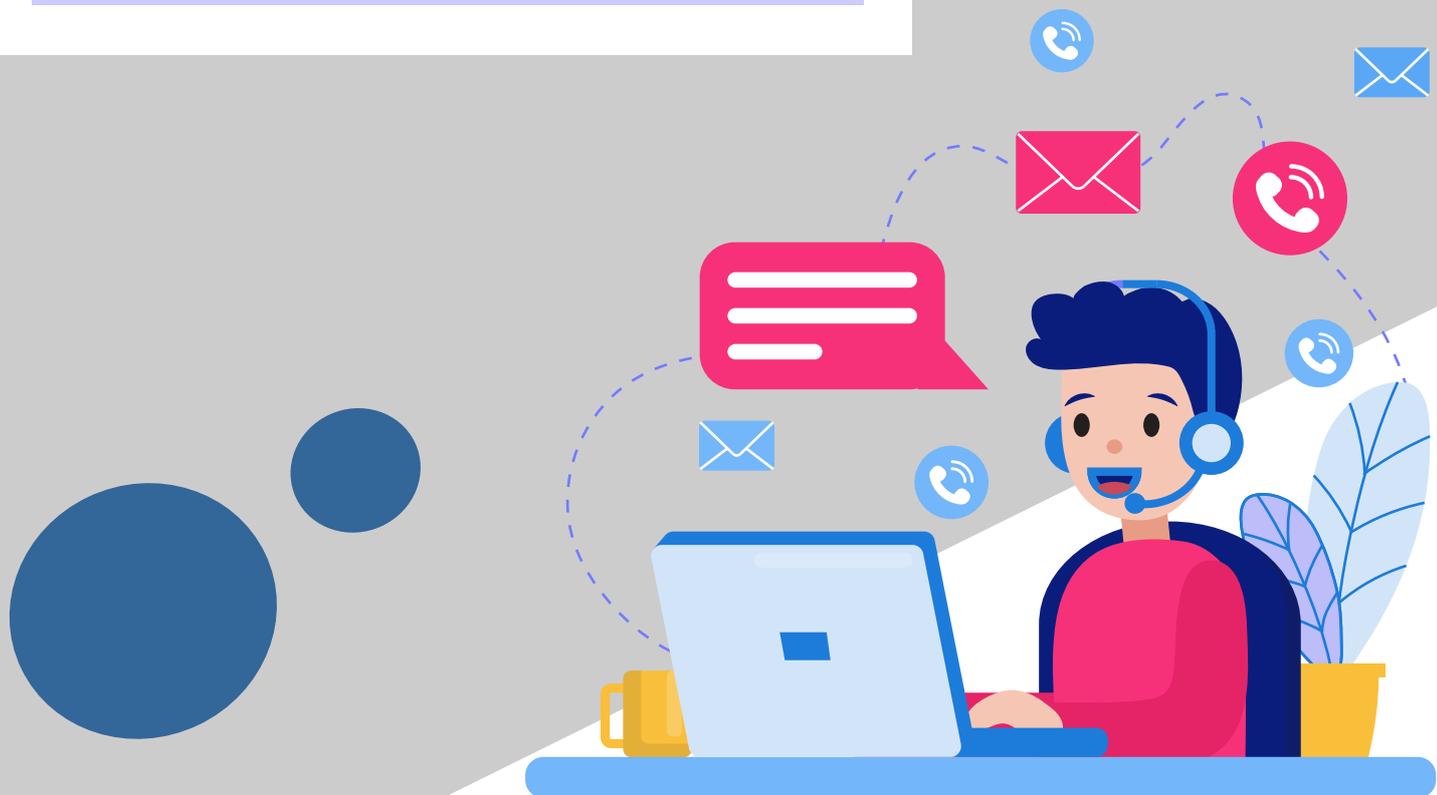
Customer
Relationship Management
Software

EZCRM
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Customer Relationship Management (CRM)

CORE MODULES

▶▶ **Leads Management**

▶▶ **Quotation Management**

▶▶ **Communication Management**

▶▶ **Ticket Management**

▶▶ **Live Video Conferencing**

▶▶ **MIS Reporting**

▶▶ **WhatsApp & Email Canpaign**

▶▶ **Mobile Application**

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LEADS MANAGEMENT

Get Automated Leads integration with IndiaMart, TradeIndia, Facebook, JustDial, Servetel, 99acres, Housing, MagicBricks, Tawk & Googl Sheet.
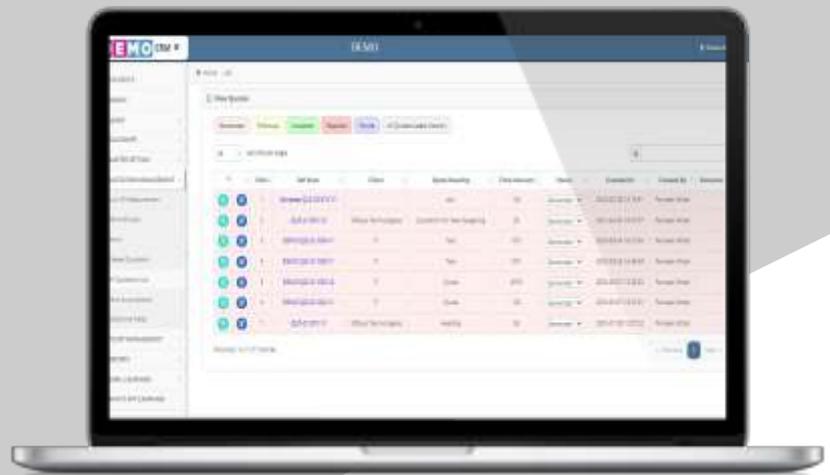
▶▶ **Bulk Lead Upload**

▶▶ **Manual Lead Addition**

▶▶ **Assignment/Re-assignment Of Leads**

▶▶ **Manage Unlimited Lead Status With Color Codes**

▶▶ **Lead Integration with different Sources**

▶▶ **Escalation For Delayed Follow-Up By The Team**

▶▶ **Lead Follow-Up Management**

▶▶ **Auto Assignment Of Leads**

QUOTATION MANAGEMENT

A quote is like a fancy resume of your product that you show to your customers. You can manage all the things related to your products and generate a quote for the same in our software which helps you close the deal in a more efficient way.

▶▶ **Manage Product Master Data**

▶▶ **Manage Items Wise Pricing With GST**

▶▶ **Manage Multiple Term & Condition Sets**

▶▶ **Multiple Options for Additional Charges Column**

▶▶ **Create Customer Specific Quotation Copy &**

Edit Existing Quotation

▶▶ **Manage Multiple Versions of Quotation**

▶▶ **Display category-wise pricing on the quotation**

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COMMUNICATION MANAGEMENT

Keeping in touch with the prospects as well as customers is very important. EZCRM eliminates your dependency on any other software for the regular newsletters and follow up emails with your customers.

Whatsapp Template

SMS Template

Email Template

▶▶ **Create Multiple Templates**

▶▶ **Set Product Wise Template**

▶▶ **Set Auto Reply Templates**

▶▶ **Create Different Templates for WhatsApp, SMS & Email**
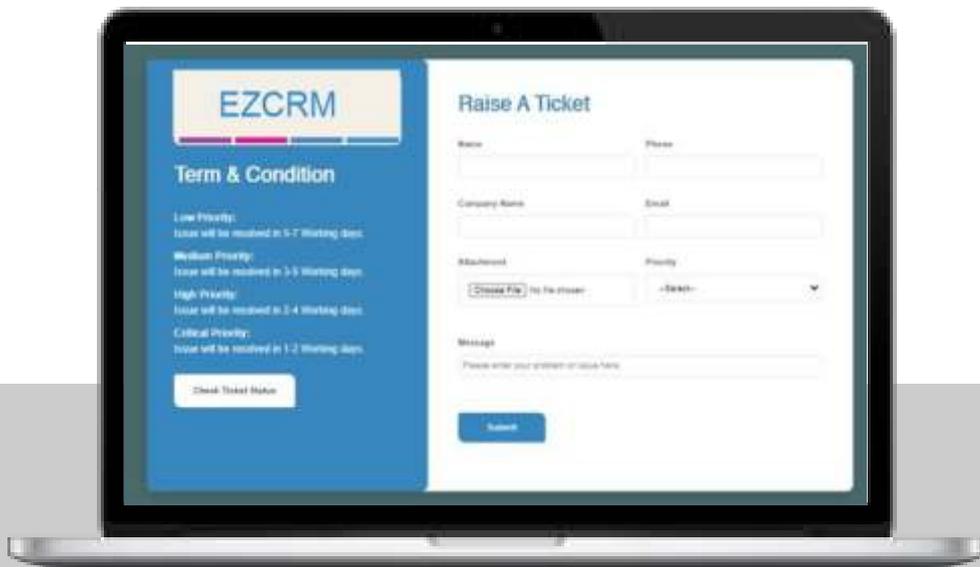
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TICKET MANAGEMENT

Now resolve the issues faster by assigning the tickets to the support engineer immediately and keeping your customers updated about the latest status of the tickets.

▶▶ **Assign tickets to your Agents**

▶▶ **Define the priority terms and conditions of a Ticket**

▶▶ **Maintain Multiple statuses of a Ticket**

▶▶ **Maintain the Internal Status of a Ticket**

▶▶ **Customers can track the live status of their Ticket**

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LIVE VIDEO CONFERENCING

EZCRM provides online meeting functionality too, which enables you to directly have a video or audio call with your customer without using any third-party application.

▶▶ **Create Video Conference Meetings**

▶▶ **Send Meeting Invitations on Mail, WhatsApp**

▶▶ **Schedule a meeting in Google Calendar**

▶▶ **Invite Customers To The Meeting**

Connect With Your Customers Wherever They Are Via Invitation Link

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MIS REPORTS

Managing huge data and preparing reports are backbreaking. EZCRM provides you with various reports for instance, Leads, Escalated leads, Agent wise, Status, Financial Report, Follow up, Sales reports and user logs.

▶▶ **Agent wise Report**

▶▶ **Status wise Report**

▶▶ **Sales Report**

▶▶ **Leads Assigned Report**

▶▶ **Financial Report**

▶▶ **Escalated Leads Report**

▶▶ **Followup Report**

▶▶ **User Logs**

▶▶ **Notification History Report**

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EMAIL & WHATSAPP CAMPAIGN

Automate your WhatsApp & Email marketing with effective campaigns!

EZCRM allows you to create effective WhatsApp & Email campaigns that can generate a good customer base. Tell your customers about the recent changes and updates via WhatsApp & Email. Design your mail with the email templates and send it to your customers in bulk.

▸▸ **Create Product-wise Email and WhatsApp Templates**

▸▸ **Send Bulk WhatsApp Messages to Status-wise leads**

▸▸ **Send Bulk Emails to Status-wise leads**

▸▸ **Set your own SMTP Details**

   Integrate User-wise WhatsApp Numbers

   Create Multiple Email Subject Sets

EMAIL MARKETING
+
WhatsApp

MOBILE APPLICATION

EZCRM comes with an android mobile application which is equipped with all the features and lets you do all the tasks from your phone from anywhere in the world. You get all the reminders on your phone and can check the status of your leads right there on your phone.

▶▶ **Add new Lead**

▶▶ **Add Reminders**

▶▶ **Get Real-time Notifications**

▶▶ **Update Lead Status**

▶▶ **Directly call a lead**

▶▶ **View Followup Reminders**

READY TO GROW
WITH GROWTH OF YOUR COMPANY

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More Info Contact us:

📍 **EZCRM**

AKM Tower, Ganpati Dham Industrial Area
Bahadurgarh (Haryana)-124507

📠 +91-7056321321

✉ contact@ezcrm.in

🔗 www.ezcrm.in