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SkyDesk CRM

A cloud-based sales support service by Fuji Xerox.

Information Scattered everywhere

- ❑ Having information in different places or multiple systems only leads to waste of time finding them.
- ❑ There is no way to share information with the people you are working with, whether they are in Sales or Customer Support department.
- ❑ It takes more time to respond to customer enquiries.



Unable to get a clear picture of the sales activities

- ❑ Sales team are unable to get an overview of sales activities.
- ❑ Sales team leader have to communicate verbally with the members to check on the progress.
- ❑ Not able to trace and adjust the process according to the success or failure of the sales activities.



Problems with analyzing and collecting data.

- ❑ Manual data entry; this takes a lot of tedious human effort.
- ❑ The insufficient data to perform data analysis and reporting.



Having trouble in using information gathered

- ❑ Poor communication with customers resulted in collecting wrong information.
- ❑ Unable to access information when out of office.
- ❑ There is no sharing of business know-how to ensure consistency in solutions for customers.



➤ Point 1

Gather and share customer information and daily sales activities!

Close more deals with less time! Execute appropriate measures and decisions for higher close rate in sales. SkyDesk CRM Sales force automation help to enhance sales performance and information sharing. Effective information sharing enables manager to track and follow the progress of each deal, and prioritize sales activities with precise customer targeting.



Customer details, project progress, negotiation progress...



Importing existing data



Sharing customer data and follow up with team members

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Territories : Assign

Contact Information

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Client information

Subject: Meeting with Taro-san on purchase

Edit	Del	Tasks	Completed	04/03/2015	Fx.demo11	03/06/2015 05:55 PM
Edit	Del	Proposal & Demo	Tasks	Completed	03/28/2015	Fx.demo11

Detailed Information of Potentials

Attachments

File Name	Att
SkyDesk CRM Pricelist.pdf	Fx.demo11
SkyDesk_Brochure_English.pdf	Fx.demo11

Schedules and History

Open Activities

Edit	Close	Follow up on updates	Tasks	Not Started	05/01/2015	Fx.demo11	03/06/2015 05:55 PM
Edit	Close	Follow up on updates	Tasks <td>Not Started</td> <td>05/01/2015</td> <td>Fx.demo11</td> <td>03/06/2015 05:55 PM</td>	Not Started	05/01/2015	Fx.demo11	03/06/2015 05:55 PM

Closed Activities

Edit	Del	Tasks	Completed	04/03/2015	Fx.demo11	03/06/2015 05:55 PM	
Edit	Del	Proposal & Demo	Tasks	Completed	03/28/2015	Fx.demo11	03/06/2015 05:55 PM

➤ Point 2

SkyDesk CRM's Opportunity Tracking tool gives you a current, comprehensive view of all your sales activities

In SkyDesk CRM, standard reports are provided in various modules, which can be either used as it is or customized further as per your business requirements. Dashboards give a real-time snapshot of your organization's key metrics. You can easily visualize comparisons, patterns, and trends in sales, marketing, support, and inventory related data.

Easy to manage data!

Input customer information

Update progress status

Updating daily sales reports

Creating new schedules and activities

In Real-time

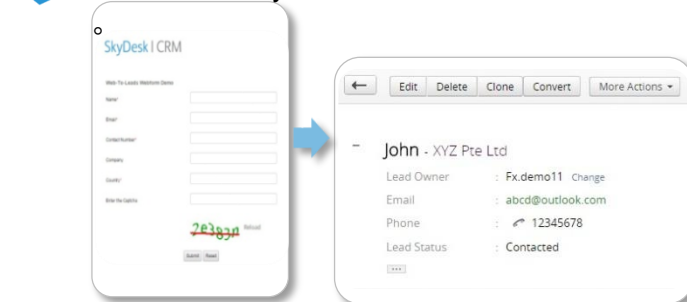
Manage all customers related details easily.

Create analysis reports within minutes!

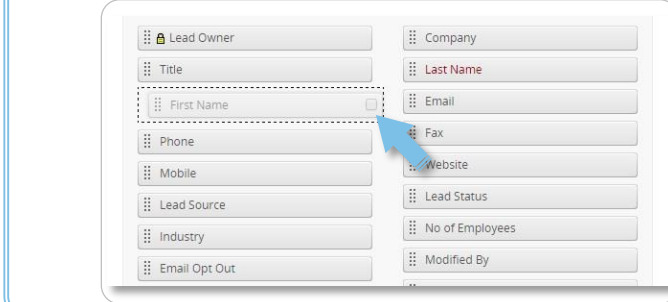
View real-time snapshot of your organization's metrics.

Additional Features of SkyDesk CRM

Generate and capture data from your website through **Web Forms**. Data automatically stored into SkyDesk CRM.



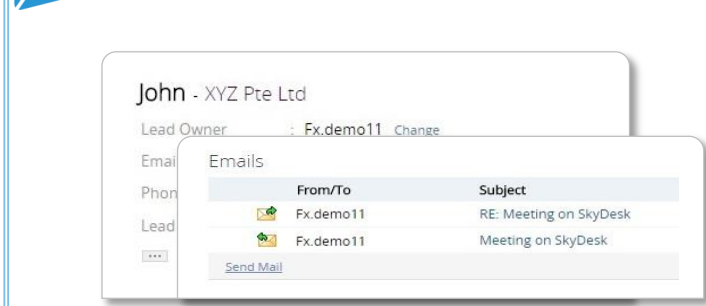
Tailor to your needs with **Customization** tool. For example, customize the page layout.



Stay connected and up-to-date wherever you go with SkyDesk CRM on your **iPad, iPhone and Android devices**.



Email communication through Leads/ Contacts/ Potentials modules will be recorded.



Different types of business organizations

- ☺ Manufacturing Industry
- ☺ Business Machinery Industry
- ☺ Trading company / Distributor
- ☺ Building & Construction industry
- ☺ Software Development
- ☺ Advertising & Media Industry

Customer Feedback

- ♪ It was **easy to use**, is **very flexible** and **customizable**.
- ♪ Their support team is very **responsive** to our needs.
- ♪ Very **user-friendly** and **affordable** CRM.
- ♪ SkyDesk CRM is **cost-effective** as compared to other CRM products.

Benefits for different Sales Management Roles

Upper Management

- ☺ Aggressive sales management on every opportunities.
- ☺ Able to capture and capitalize on the marketing trends with accurate forecasting.
- ☺ Real-time report on sales' performance.

Middle Management

- ☺ Execute appropriate measures and decisions for higher close rate in sales.
- ☺ Information shared and communicated effectively with team members.
- ☺ Able to ensure consistency in the support and solutions to customers.

Sales Representatives

- ☺ Streamline sales activities with effective data management.
- ☺ Associate and manage all sales related documents in a centralized platform.
- ☺ Reduce time on generating reports.
- ☺ Timely follow up with customers.

Connect with Customers and Watch Your Sales grow with SkyDesk CRM!