

# Customer Relationship Management

## Presentation

### **BEST OF BREED SOFTWARE SOLUTIONS (I) PVT. LTD.**



Building Excellence

<http://www.bbssl.com>

- Prospect Master
  
- Client Master
  - Client General Master
  - Client Demographic/Psychographic Master
  - Client Payment Schedule Master
  - Client Payment Demand Master
  - Client Payment/Collection Master
  
- Project Master
  - Project General Master
  - Plot Master
  - Villa Master
  - Apartment Master

## CRM A/cs – Entities (Database)

- Client Event Master
  - System/Manual Initiated Communication/Mailers/Triggers/Events
  - Client Initiated Service Requests/Complaints
- Data Category Master  
City, State, Country,...
- Department Master
- Employee Master
- Calendar Master (Holidays, etc.)
- Login Master
- Login History

- Prospect Creation

- Online Mode
- Batch Mode (File Upload)
  - ASCII File Format (Pipe Delimited)
  - XLS File Format

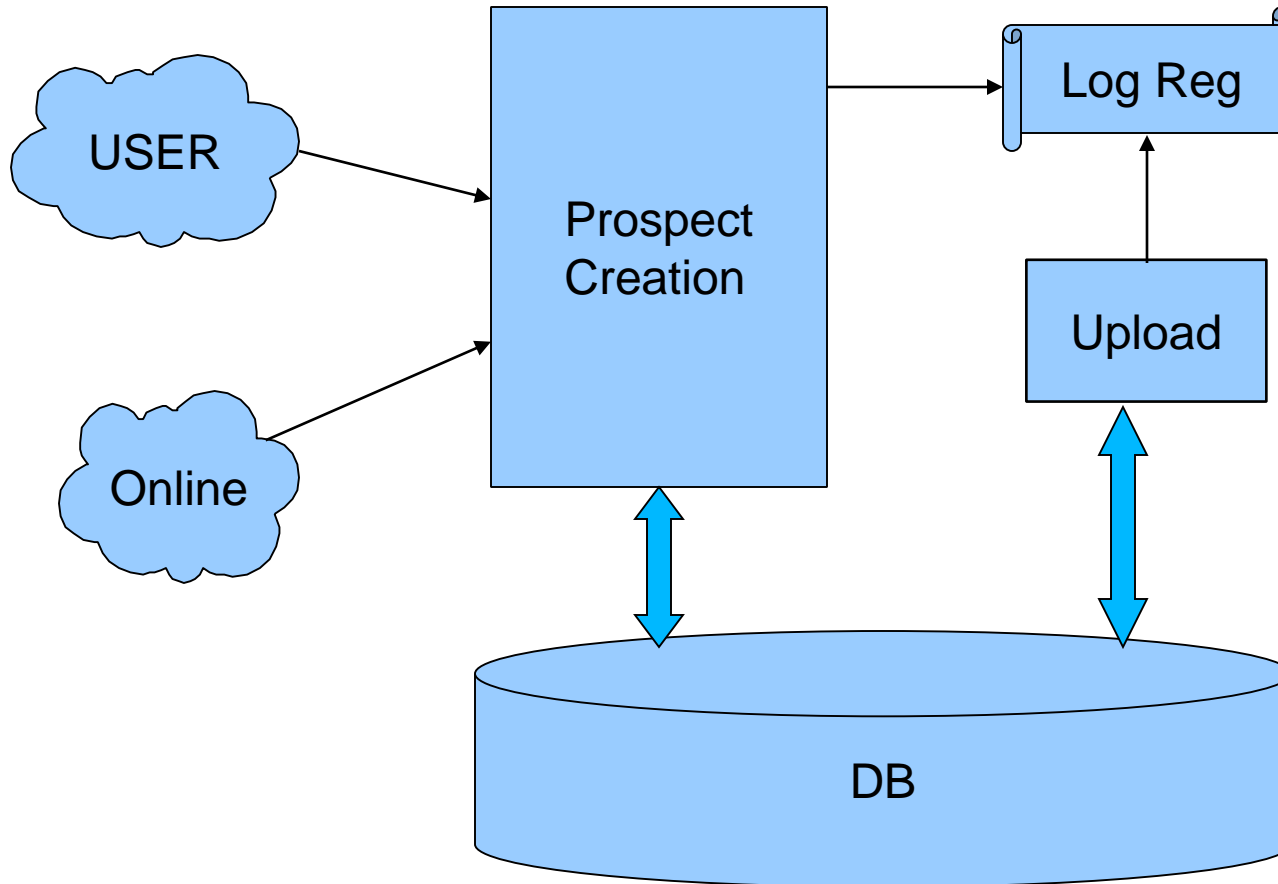
- Allotment (Prospect to Client Conversion)

- Prospect to Client Transition
- Direct Allotment (Without Prospect Route)
- Online Mode
- Batch Mode (File Upload)
  - ASCII File Format (Pipe Delimited)
  - XLS File Format

- Document Submission by Clients
- Agreement Signing with Clients
- Payment Schedule Generation
- Demand Generation for Payment/Recovery
- Receiving Payment/Collection
- Cancellation
  - Prior to Allotment
  - After Allotment

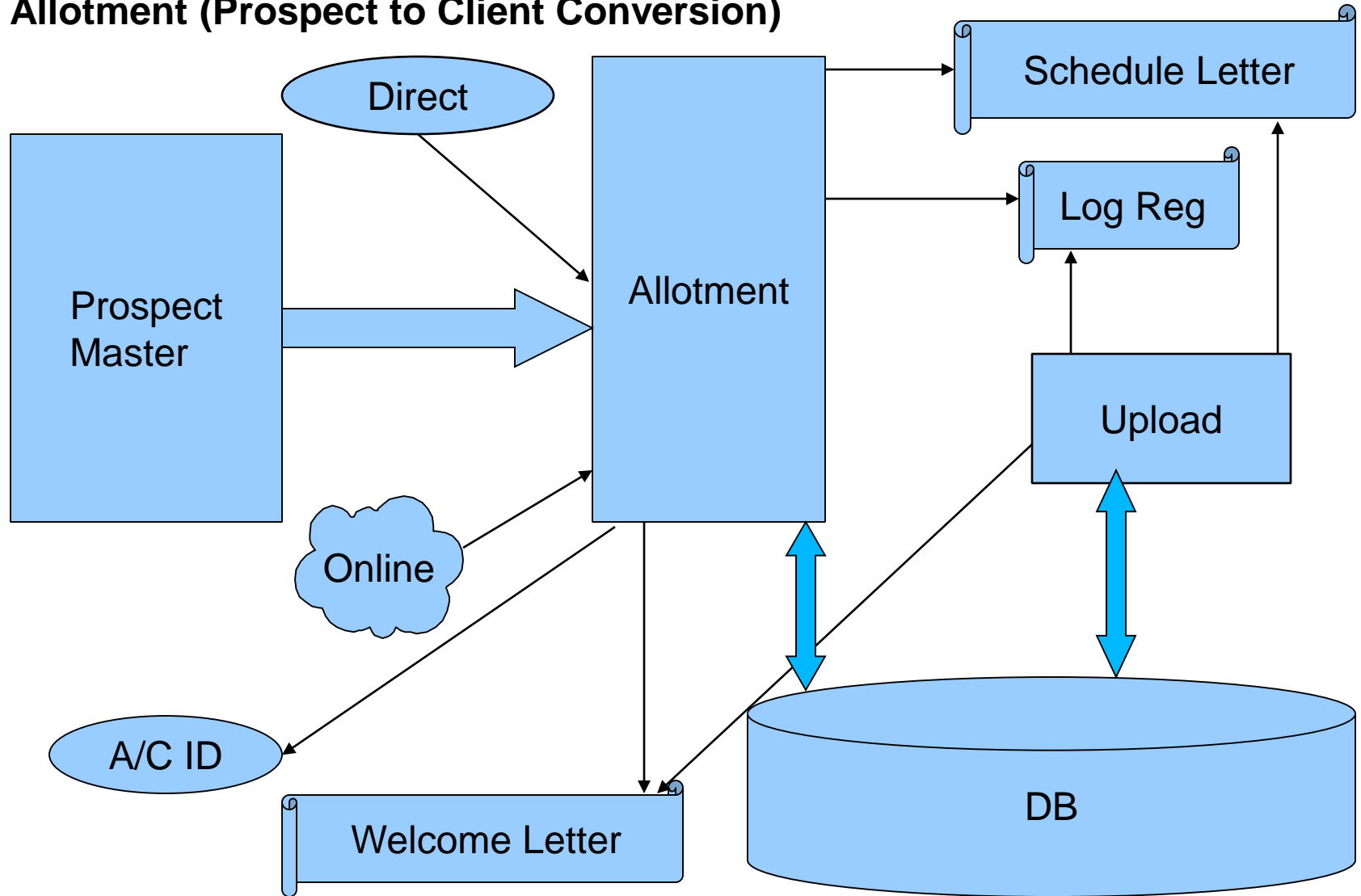
- Client 360 Degree View
- Business Analytics
  - Reports
  - Inquiries

## Prospect Creation/Registration



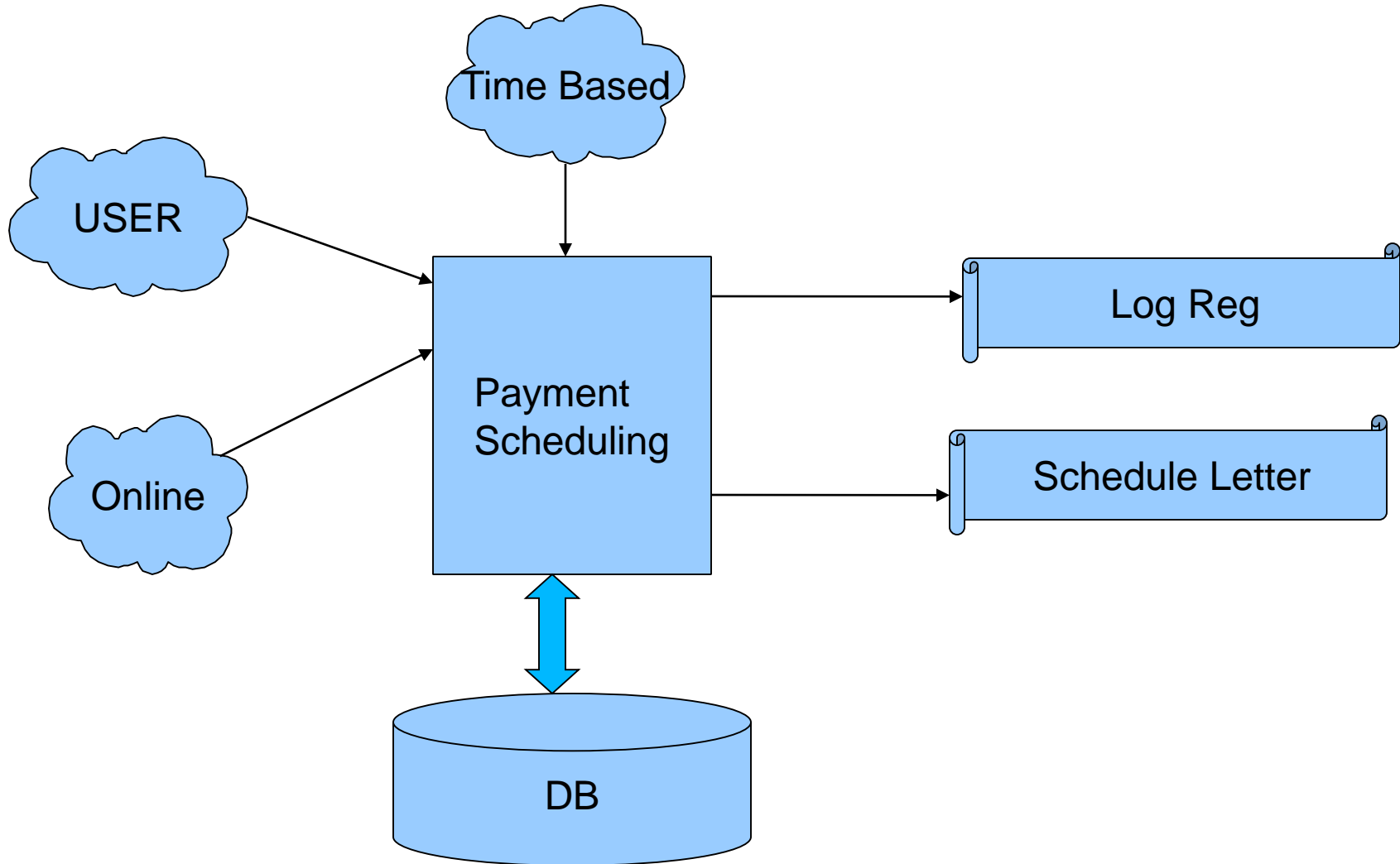
# CRM A/cs – Process Diagram

## Allotment (Prospect to Client Conversion)



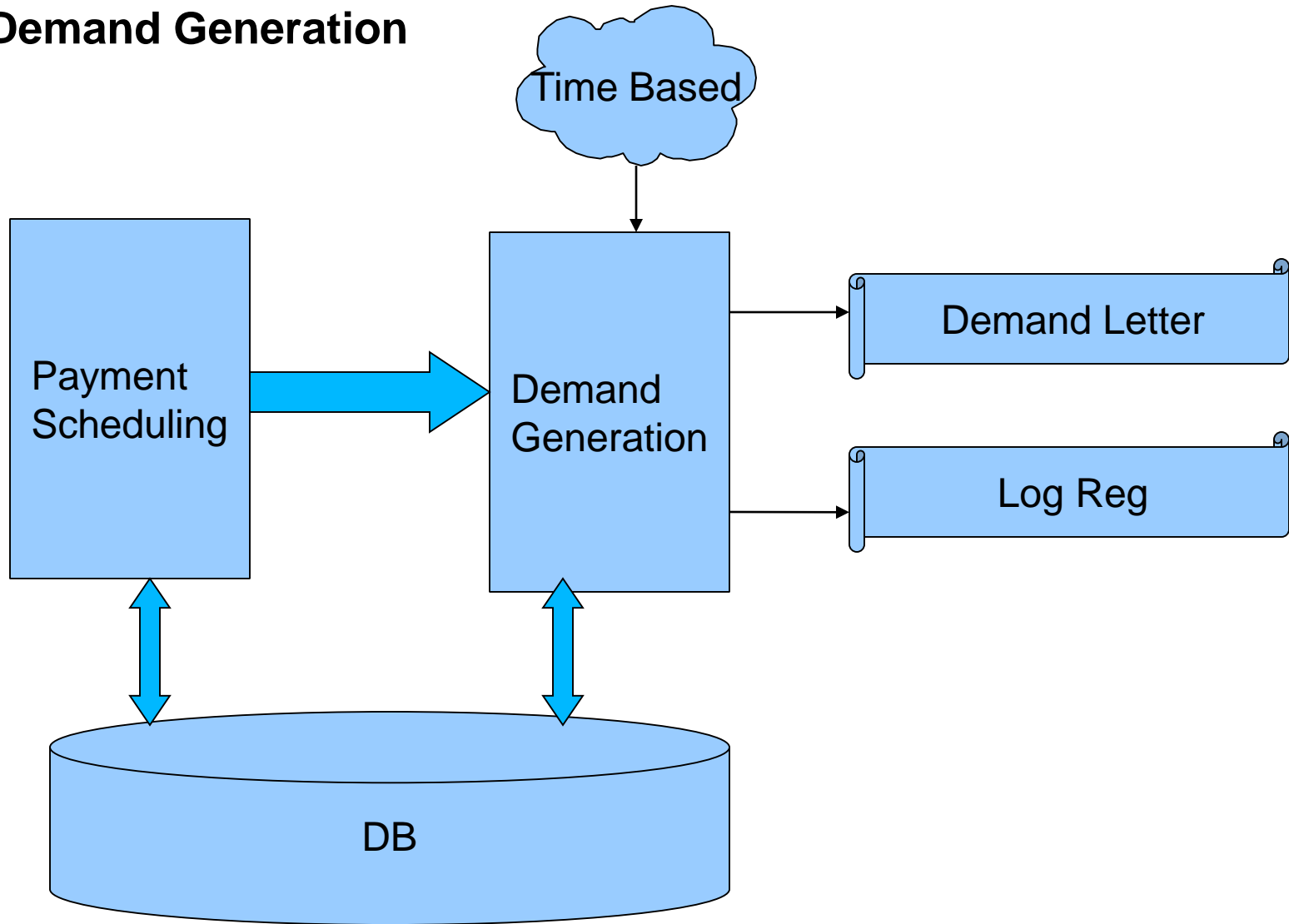


## Payment Scheduling



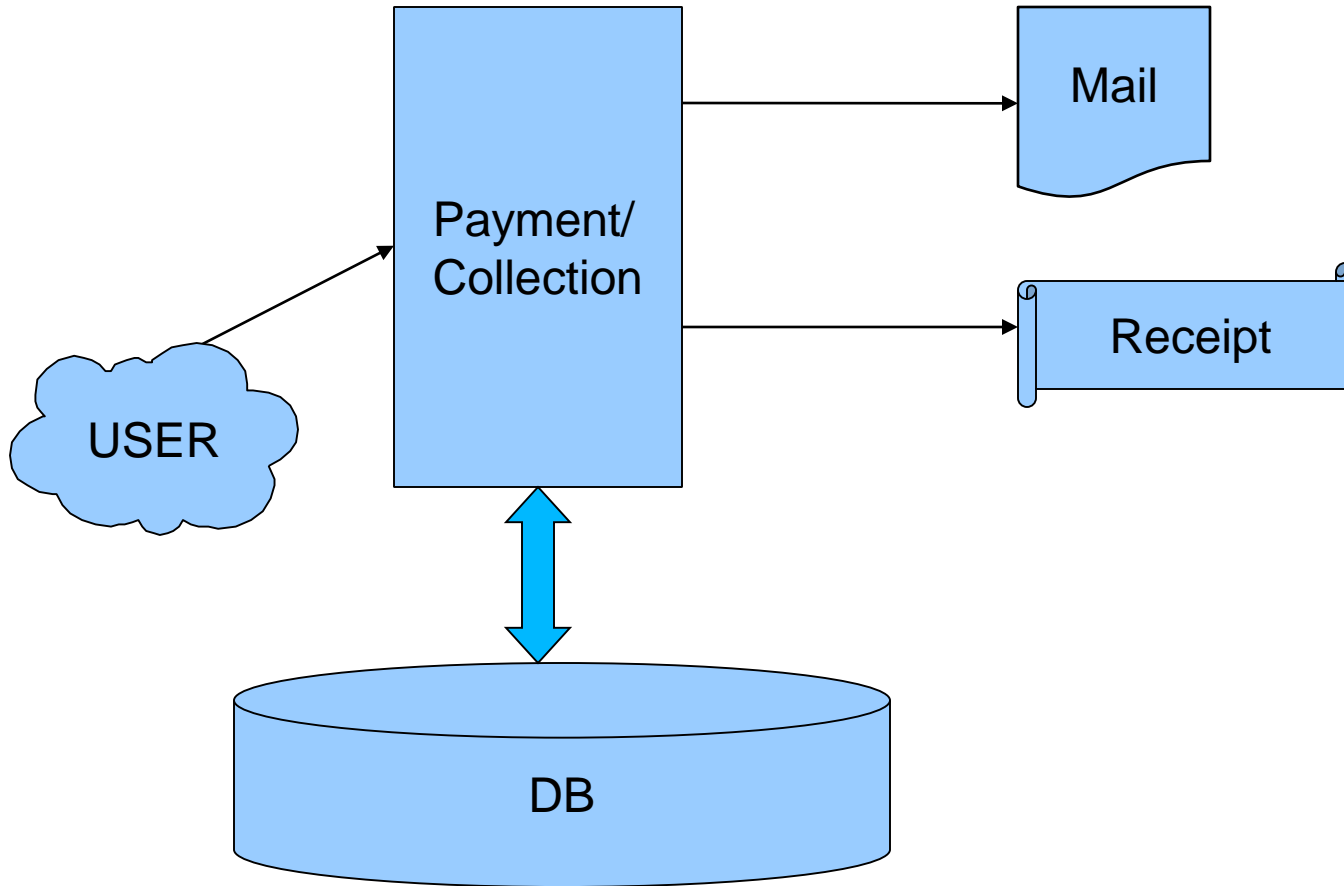
# CRM A/cs – Process Diagram

## Demand Generation

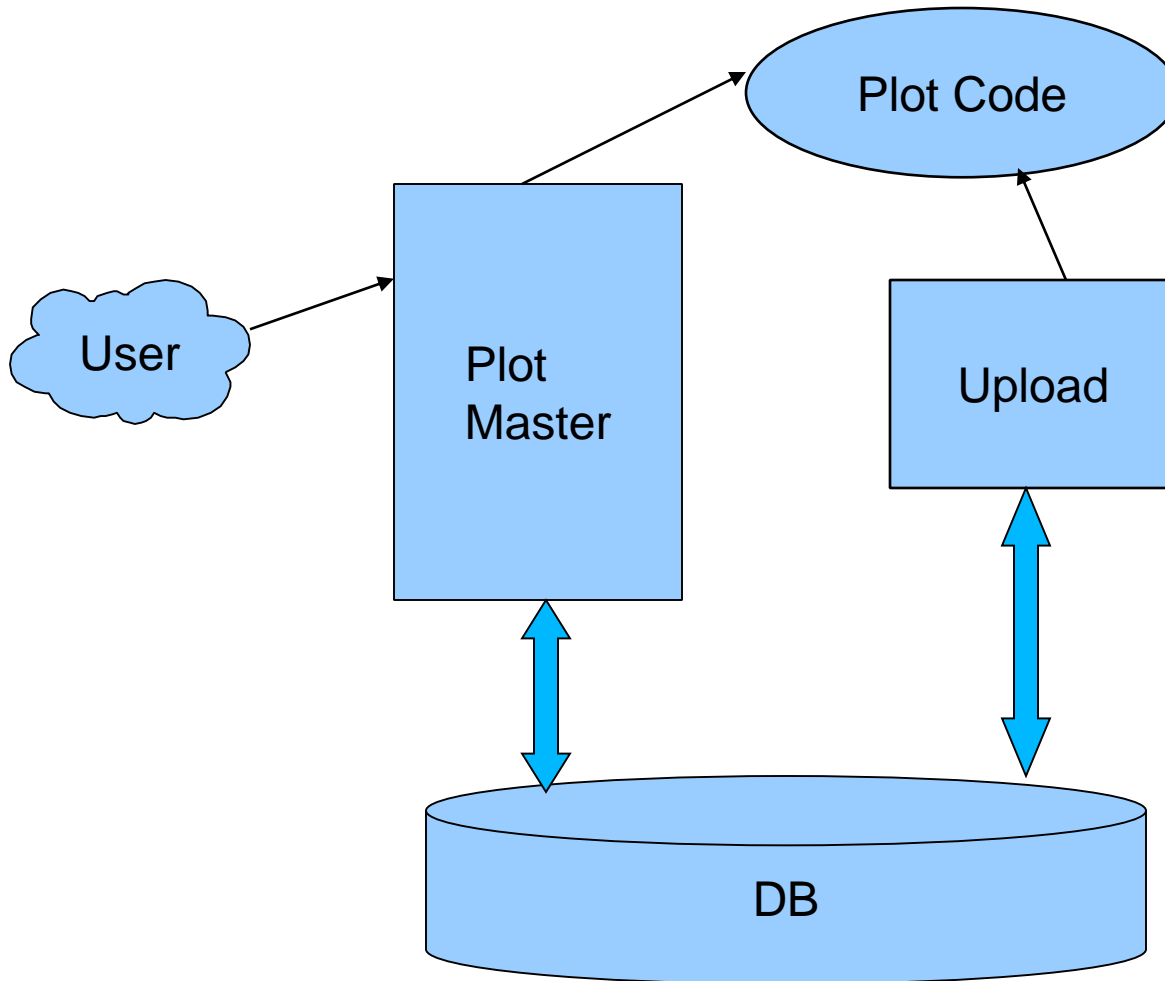


# CRM A/cs – Process Diagram

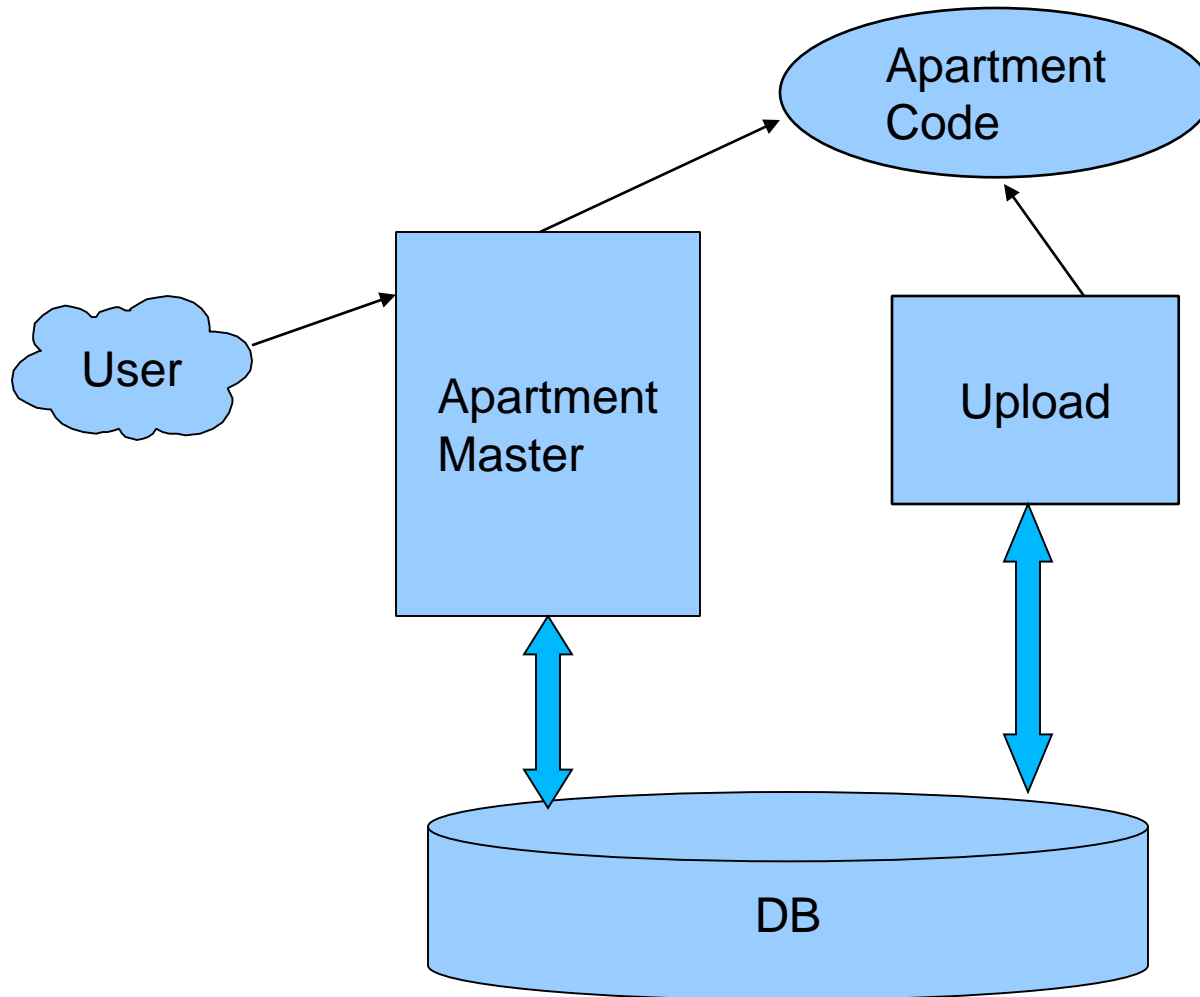
## Payment/Collection



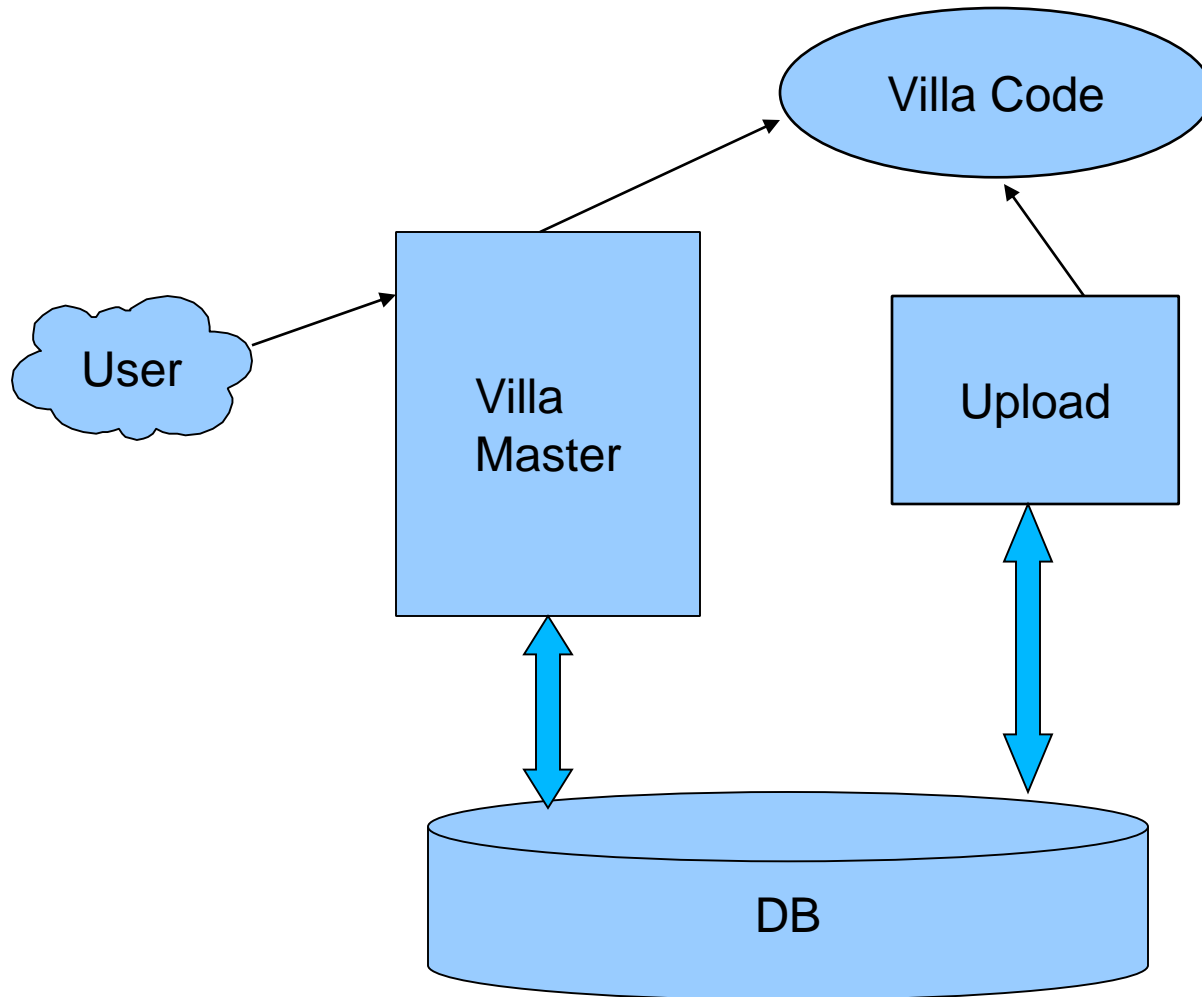
## Plot Master Maintenance



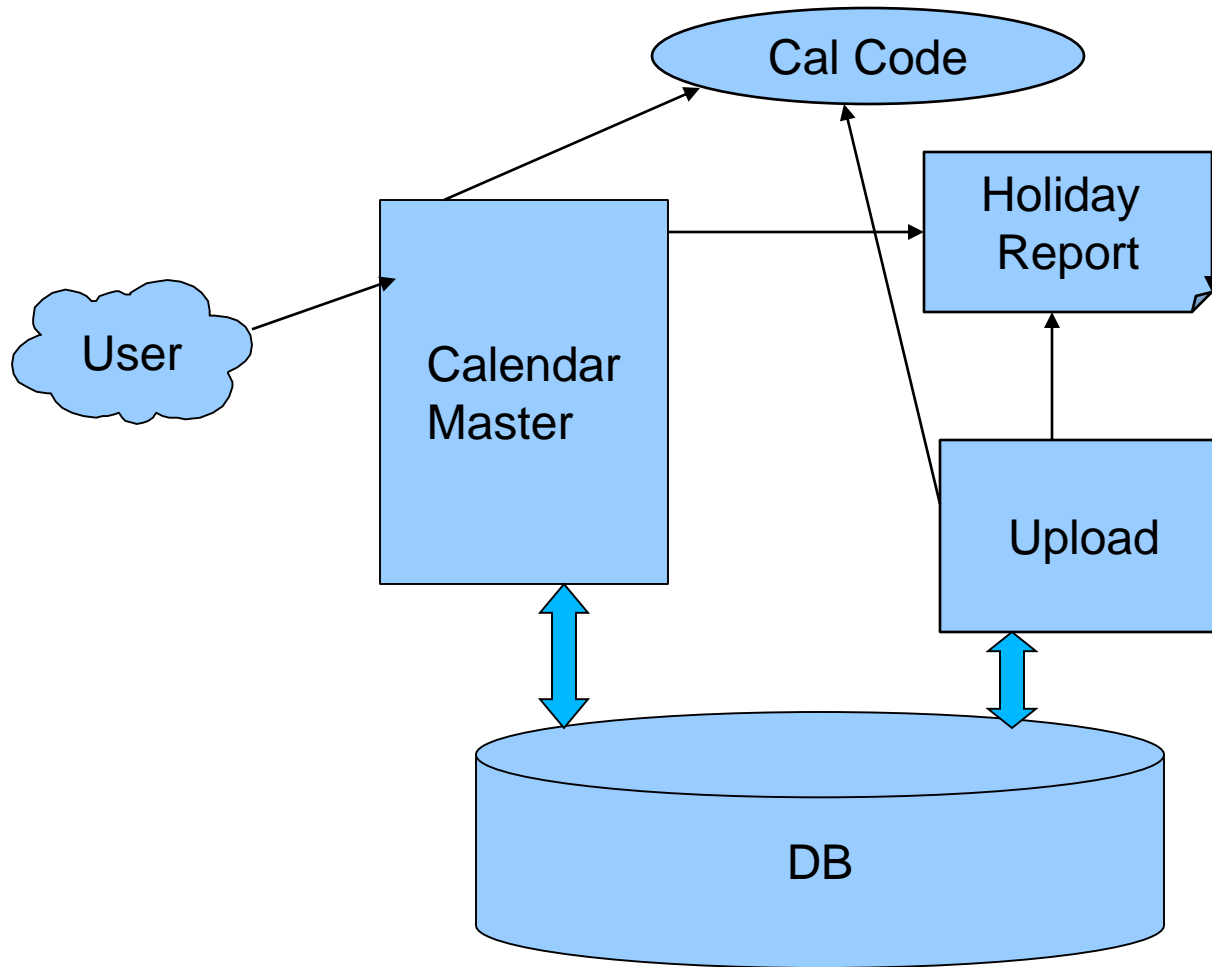
## Apartment Master Maintenance



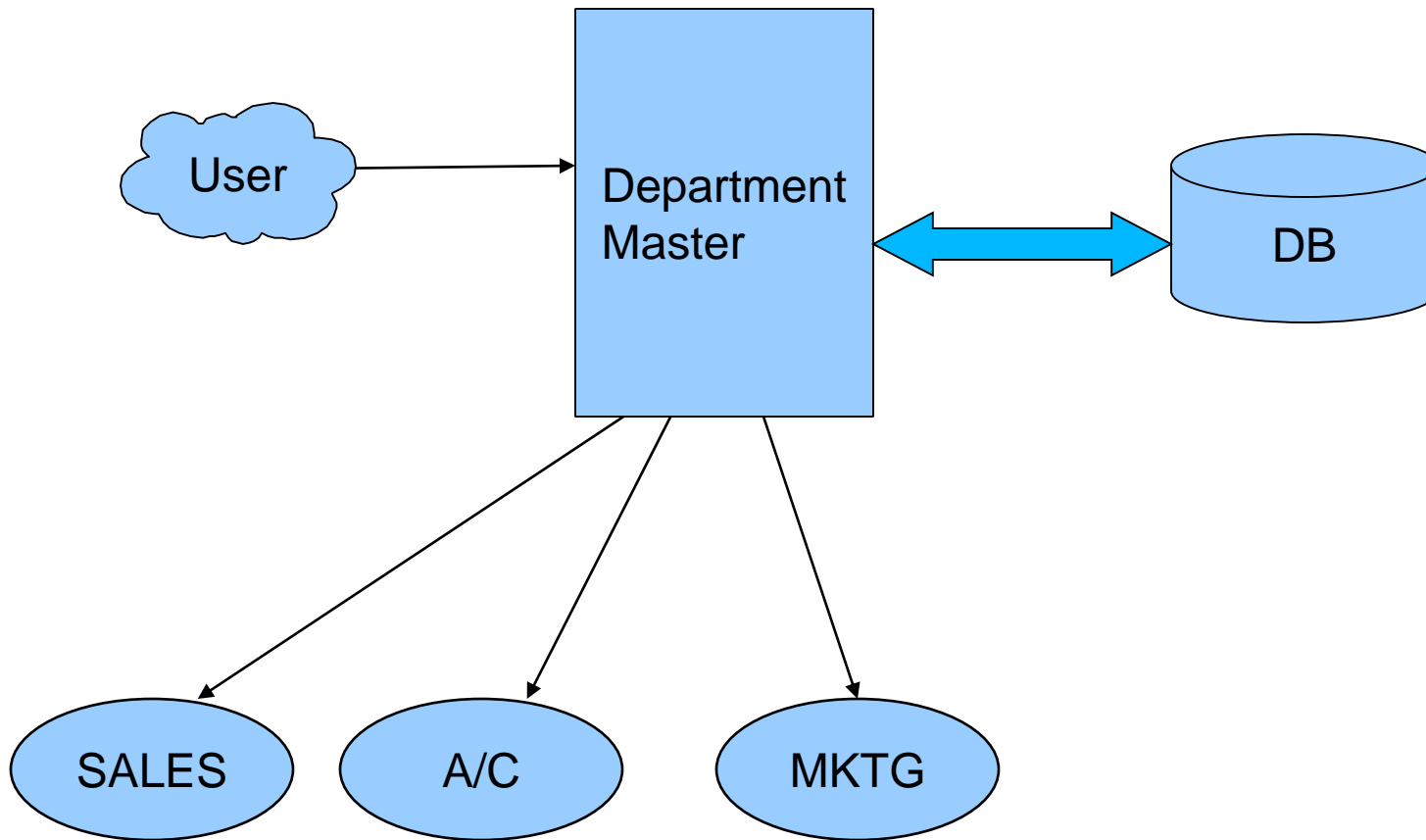
## Villa Master Maintenance



## Calendar Master Maintenance

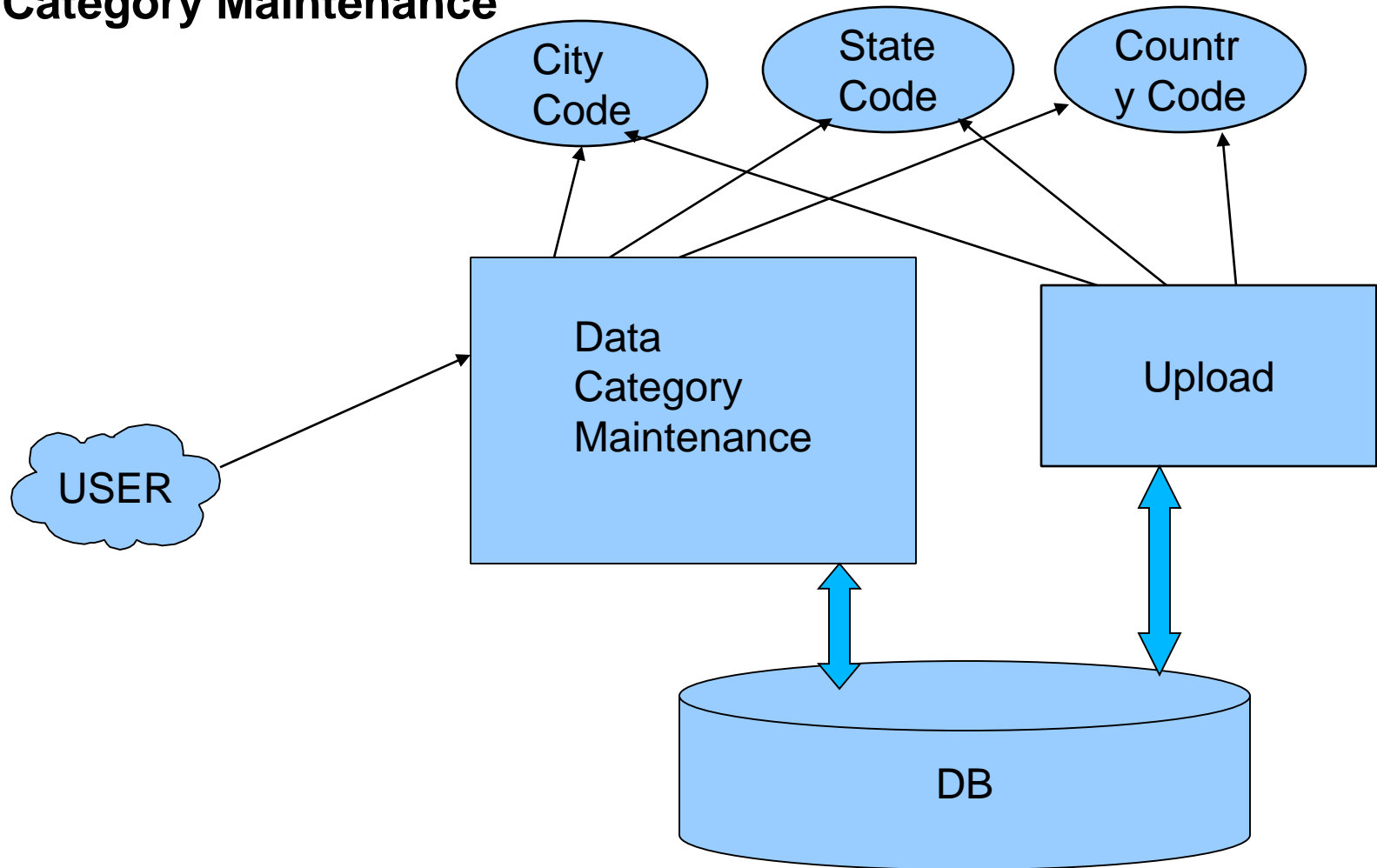


## Department Master Maintenance

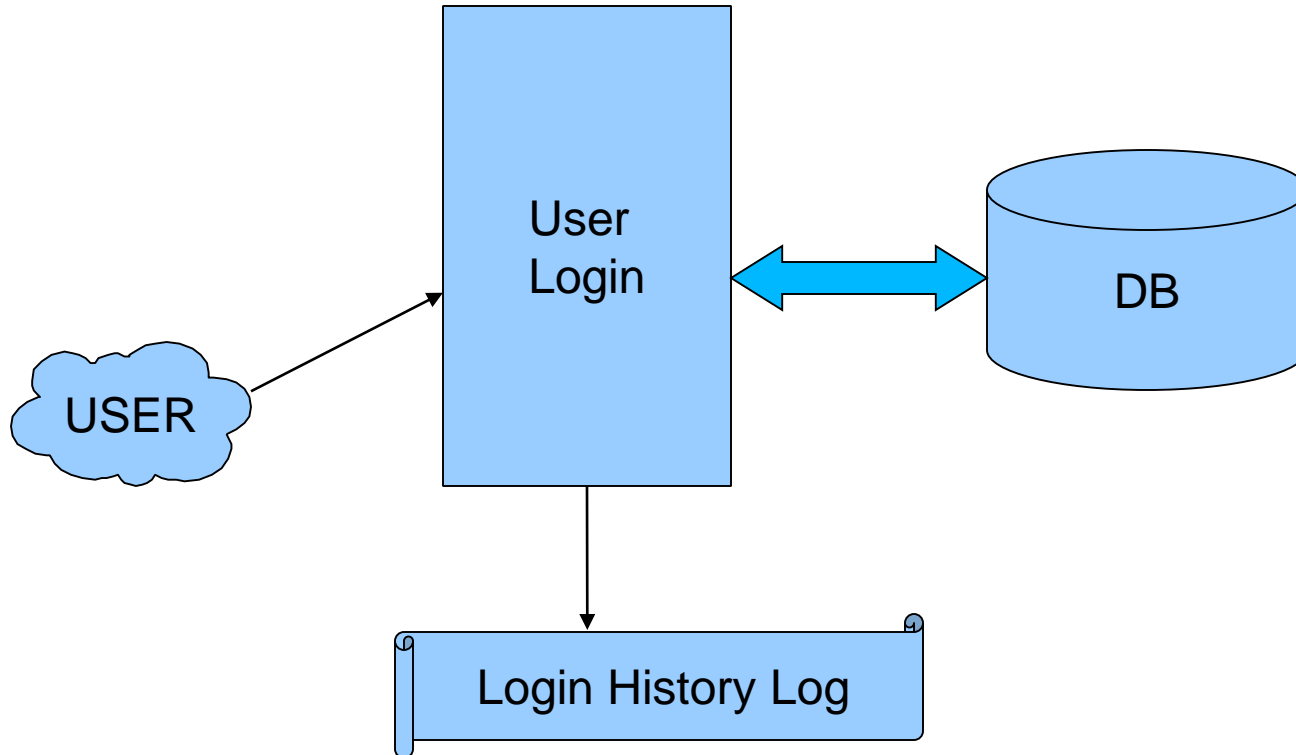




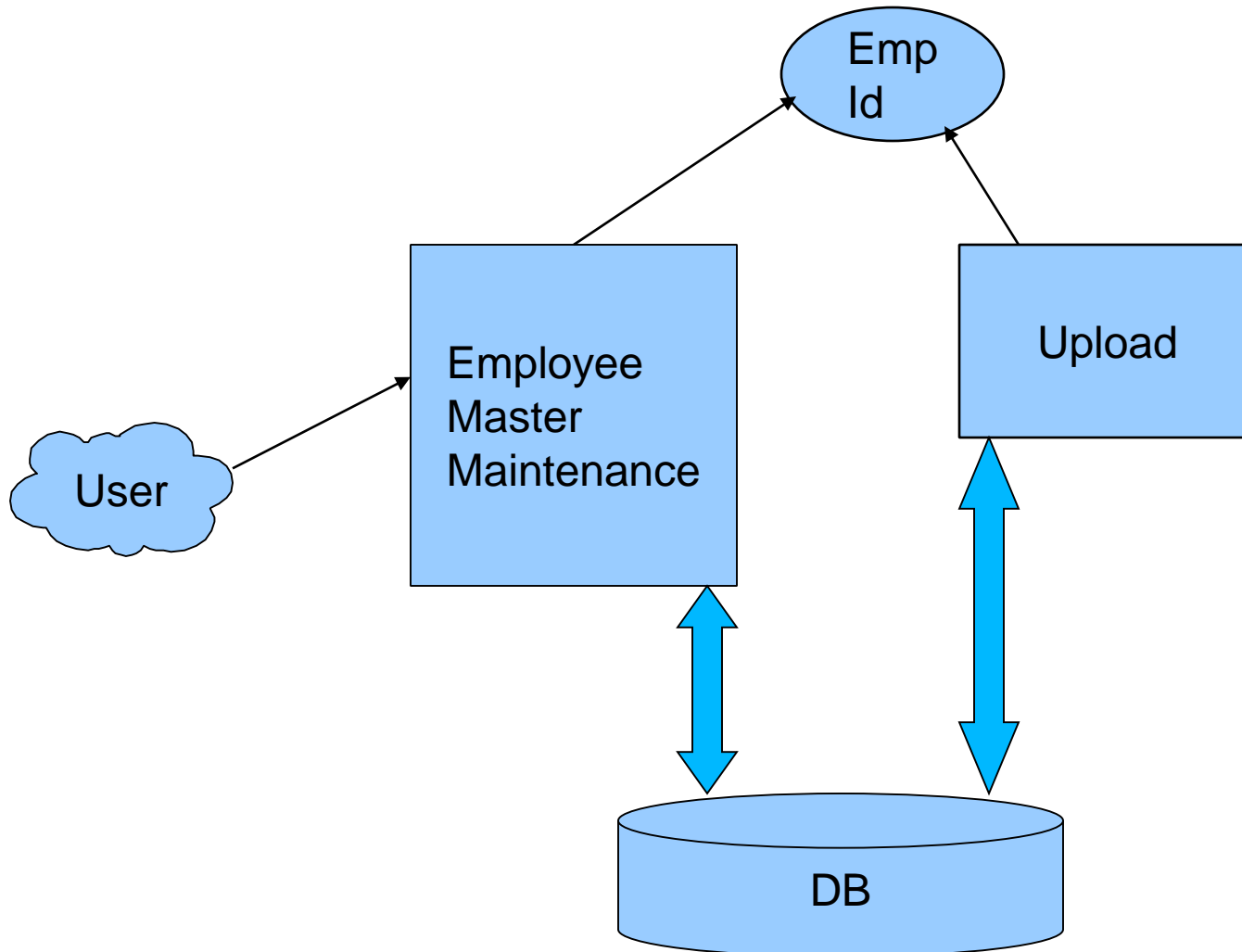
## Data Category Maintenance



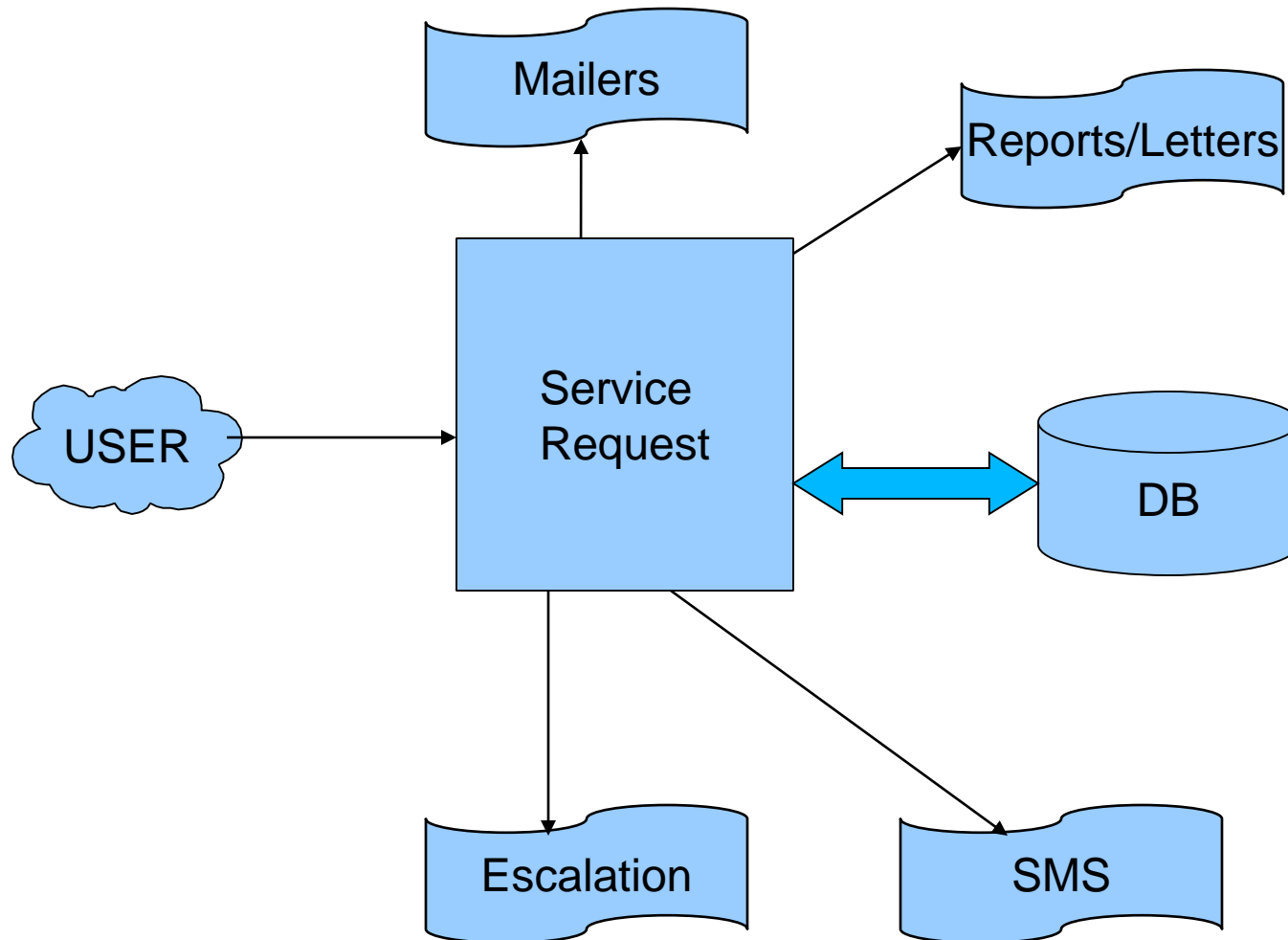
## User Login



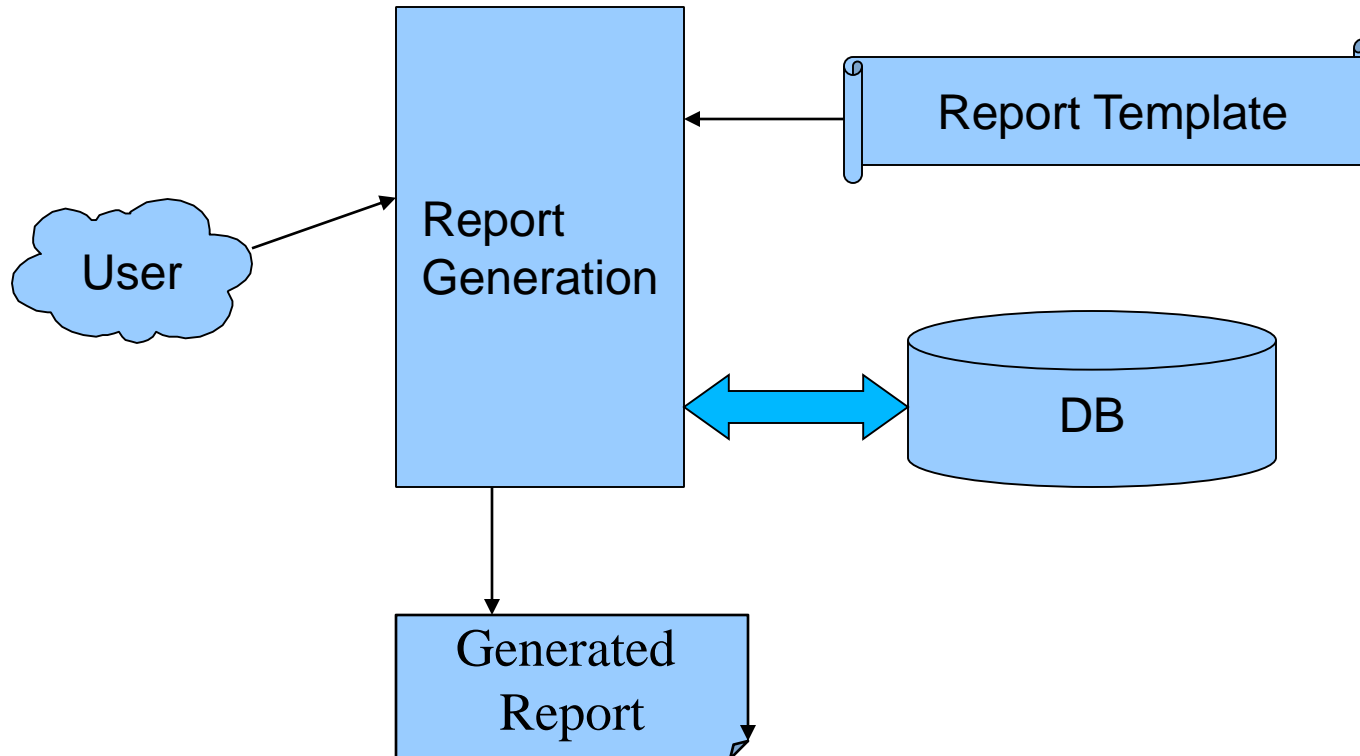
## Employee Master Maintenance



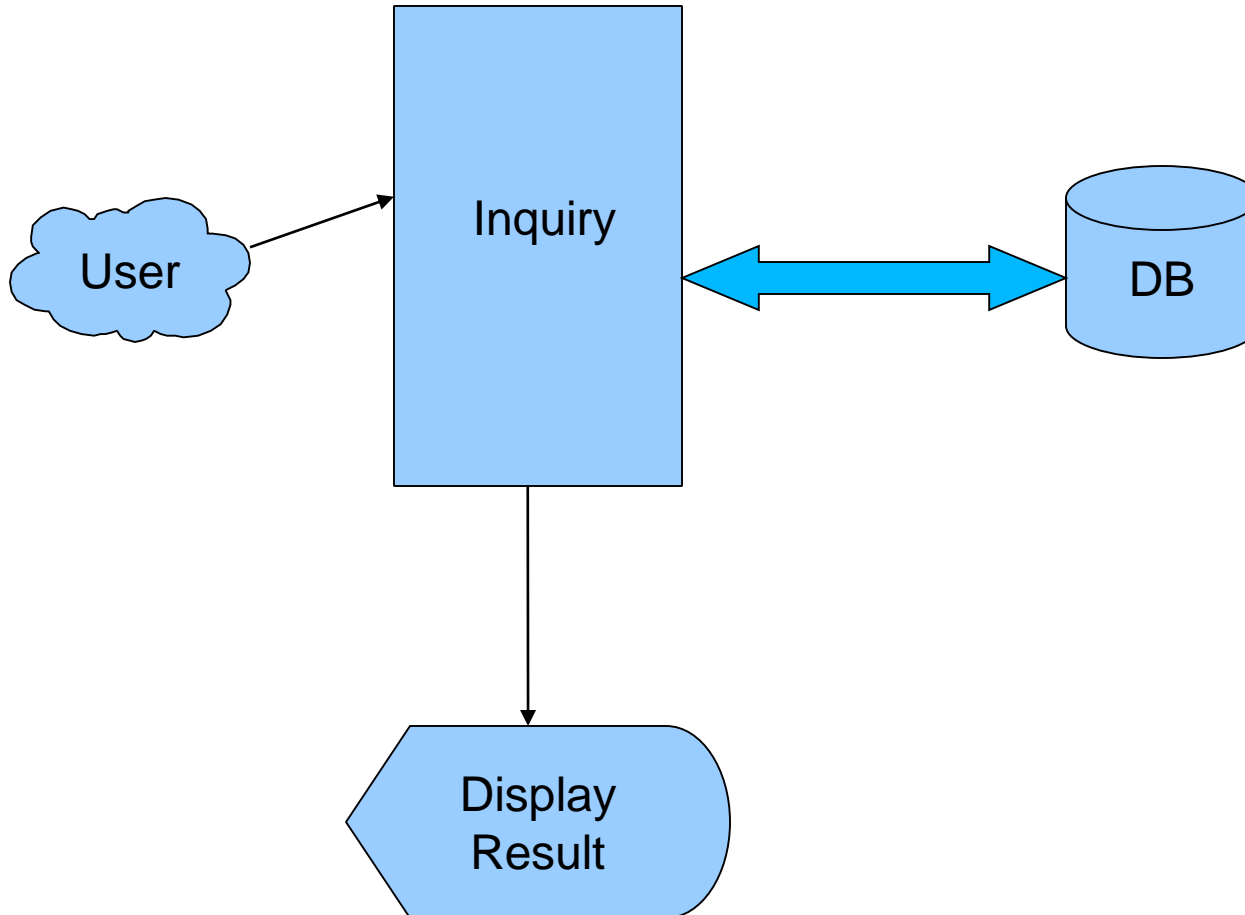
## Service Requests



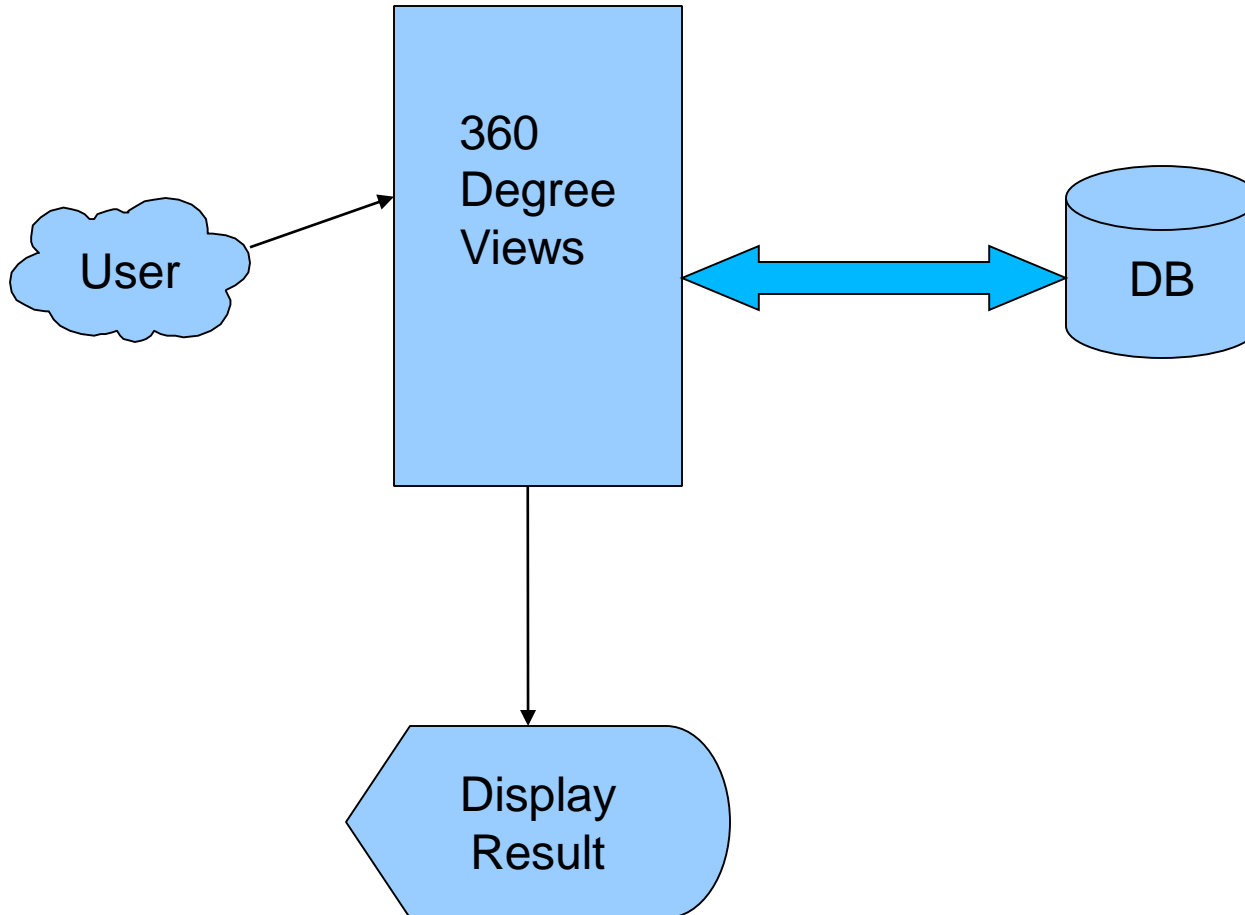
## Report Generation



## Inquiry



## 360 Degree View



THANK YOU

**BEST OF BREED SOFTWARE SOLUTIONS (I)  
PVT. LTD.**

<http://www.bbssl.com>