

HumanWork CRM is an application for customer relations departments. It enables creating a database of habits, preferences and customer requirements. Thus it facilitates establishing durable and mutually beneficial relations.

HumanWork CRM supports companies in the realisation of their own concept of customer cooperation, fitting into their unique strategy through:

- ⤵ support of any document kind
- ⤵ defining individual documents and reports as well as all of their features and functions
- ⤵ automation of workflow processes according to fixed norms and quality standards
- ⤵ cost measurement in terms of marketing, sales, service and profits of particular customers
- ⤵ the use of customer database to a constant raising of company outcomes through learning from success and failure

HumanWork CRM COMPONENTS:

HumanWork CRM has all components of HumanWork OFFICE: **Clendar, My Tasks, Reminders, Dokument Repository, Forum, E-mail, Contacts, Work and Document Flow Engine**, as well as:

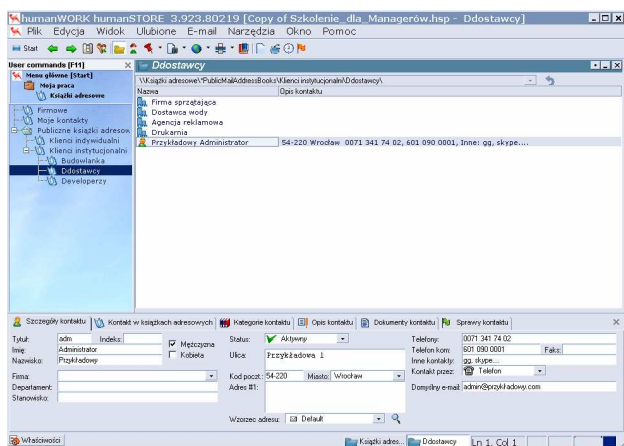
Customer Database

Get an access into all customer data

HumanWork CRM enables to create a central database of companies and contacts which store their personal data, service and business history, orders, projects and a related documentation (contracts, guarantees, emails, etc.).

Customer data can be ordered and transformed in an appropriate way becoming a valuable source of customer knowledge such as: profitability, contact effectiveness or purchased products.

Owing to customer synthesized data, it is possible to assess service quality, detect the weakest link of the process and plan all actions directed on building a stable relationship with a customer.



Business Report Generator

Study the effectiveness of all trade actions

Report generator enables to create any trade report on the effectiveness of actions directed towards customers. Sample reports include:

- product sales report
- sales funnel report
- due amounts report according to accounts and customers
- trader's effectiveness analysis
- commission calculation
- ABC analysis

Sprzedaż produktu
w wszystkie produkty
Bez względu na termin
dla dowolnej kategorii kontrahentów
Stan na dzień 2008-03-07

17-Ketosterydy, całkowite (17-KS)

lp.	Kontrahent	Numer dok.	Data	Ilość	Wartość	Świadczenia	Wart. świadczeń
1	B.Dmochowska	Kontrakt #32	2008-04-20	1	234,00	0	0,00
				1	234,00	0	0,00

17-Hydrok syngrenolon

lp.	Kontrahent	Numer dok.	Data	Ilość	Wartość	Świadczenia	Wart. świadczeń
1	B.Dmochowska	Kontrakt #32	2008-04-20	1	123,00	0	0,00
				1	123,00	0	0,00

17-Hydrok syngesteron

lp.	Kontrahent	Numer dok.	Data	Ilość	Wartość	Świadczenia	Wart. świadczeń
1	B.Dmochowska	Kontrakt #32	2008-04-20	1	111,00	0	0,00
				1	111,00	0	0,00

17-Hydrok sykorykosteroidy, całkowite (17-OHCS)

lp.	Kontrahent	Numer dok.	Data	Ilość	Wartość	Świadczenia	Wart. świadczeń
1	B.Dmochowska	Kontrakt #32	2008-04-20	1	100,00	0	0,00
				1	100,00	0	0,00

11-Dezok sykortyzol

lp.	Kontrahent	Numer dok.	Data	Ilość	Wartość	Świadczenia	Wart. świadczeń	
1	B.Dmochowska	Kontrakt #32	2008-04-20	1	200,00	1	0,00	
				1	200,00	1	0,00	
Podsumowanie:					5	768,00	1	0,00

Sprzedaż produktu: w wszystkie produkty, bez względu na termin, dla dowolnej kategorii kontrahentów

Strona 1

Mobile CRM

Stay in touch any time and place

HumanWork mCRM is a communication channel which enables to transmit customers' needs to the company office and combine them with sales and marketing actions. HumanWork mCRM is available for mobile workers with any browser.

Owing to CRM the agents, working outside can:

- › limit time and costs connected with visits to company headquarters, using the knowledge available there and staying in a regular contact with other co-workers
- › be 'relation managers' who are a source of the latest information about customers and the present condition of the market
- › provide information being the base of forecasts which are not available with the use of standard CRM
- › consults customer's needs and problems in real time
- › work more efficiently with no need to remember of numerous details and being able to react quickly when necessary
- › report their actions, working time and related costs as based on server-side collected data

Extra Components:

Business Procedure Creator
OLAP Analysis Engine
Teamwork Organizer
Chancellery



HumanWork is a platform for dedicated applications supporting teamwork, task and document flow, project management as well as the automation of business processes.

Learn about other HumanWork applications:

- › **HumanWork BASIC**
- › **HumanWork OFFICE**
- › **HumanWork PROJECT**
- › **HumanWork CONTACT CENTER**
- › **HumanWork HELP DESK**



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