

## CRM



In today's world, maintaining a competitive edge in an environment characterized by increasing competition levels is a never ending task. With its new CRM solution, Dynacom provides you with the competitive edge your business needs.

Dynacom CRM offers a comprehensive set of tools to build and support long-term customer satisfaction by ensuring workflow integration between all levels of your organization.

### FEATURES AT A GLANCE

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Dynacom CRM will sure meet your needs by providing you access to the data you need to satisfy customers and by offering powerful customization functionality to easily adapt to your very specific business requirements. Use Dynacom CRM and benefit from the following:

- Higher sales planning for better revenue analysis
- Improved productivity and business management
- Complete integration with Dynacom Accounting
- Rapid deployment and fast learning curve for users
- Customization capabilities to meet your needs

Dynacom CRM's great functionality is build around 4 main axis:

#### 1. Service calls

- Assign priority status to incoming calls
- Solve service calls issues
- Group service calls by technician with tasks listing
- Collect additional information on the customer set up (hardware, software, etc.)

#### 2. Time-based technical support and services

- Link service plans to items
- Activate customer service plans
- Allow technicians to validate customer's service plans
- Allow technicians to deduct time from customer service plans
- Send reminder notices to customers before service plans renewal date

### 3. Scheduling

- Flag employees as technicians
- Define technicians' availabilities (Monday a.m., Thursday p.m., etc.)
- Define technicians' unavailability (Vacation, sickness, etc.)
- Schedule technicians according to their availabilities
- Collect additional technician information (skills, photo, etc.)

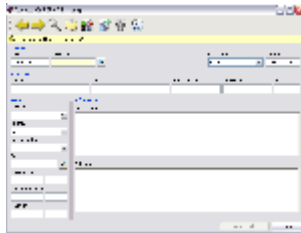
### 4. Customizability

Dynacom provides developers with access to its CRM source code to easily adapt the CRM solution to your business requirements.

Call (450) 963-2400 or toll-free 1 800 565-2266 today for more information about Dynacom CRM solution.

## SCREENSHOTS

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#### Service Call

This module provides a complete control over service calls made to a Call Center by managing customer technical support time banks and by assigning technicians to these calls according to their availabilities.



#### Employee Maintenance - Details

This dialog lets you flag an employee as a technician and collect information on his specific skills.

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#### DYNACOM TECHNOLOGIES INC.

1270, Dagenais Blvd. West, Laval (Quebec) H7L 5E3

Phone: (450) 963-2400 -- 1 800 565-2266 (Canada) – 1 800 748-2268 (USA) Fax: (450) 963-7900

Internet: [www.dynacom.com](http://www.dynacom.com)