



OUTLINE
FLP[®] CUSTOMER MANAGER



CUSTOMER RELATION MANAGEMENT

Recording and Planning Customer Activities

FLP® Customer Manager is one of the FLP® products providing comprehensive support for your marketing, sales and customer services to react promptly and proactively to market changes. FLP® Customer Manager helps you increase sales, improve profitability, and build market leadership. Frontline sales teams can transact without time delay the sales functions, e.g. call tracking, pricing and quotation. Business standards can be defined to ensure that sales targets are met. Financially your company improves cost efficiency and increases profitability.

COMPETITIVE EDGES TO YOUR COMPANY

Fulfill Customer Requests

FLP® Customer Manager helps you react quickly enough to fulfill customer requests to reinforce the competitive edge of your company.

Identify Business Opportunities

You will be able to identify and deepen customer relationships to capture marketing opportunities and mine the sales potential of a customer.

Monitor Sales Team

On-line analysis of sales performance is a dynamic scoreboard for self-motivation.

Collect Customer Knowledge

Customer information integrates seamlessly with different channels, e.g. FLP® Logistics Manager to form a multi-dimensional analysis.

Improve Enterprise Strategy

Business plans can be deployed easily with enterprise strategy.

Shorten Redundancy Time

New staff can be productive immediately with minimal user training.

Enable Office Expansion

FLP® Customer Manager offers an excellent model platform for new sales offices to run on.

FUNCTIONS AND FEATURES

Sales Functions

- Reporting
- On-line Analysis
- Quotation Management
- Lead and Opportunity Tracking
- Sales Team Coordination
- Transacting with Customer
- Sales Planning

Features

- Intuitive User Interface
- Collaboration
- Business Intelligence
- Multi-language

Tools

- Spreadsheet & PDF Support
- Collaboration and Emailing

Security

- Access Right Control
- Approval Procedure

Integration

- Document Management
- Sales Invoices
- Invoice Receipts
- Accounts Receivables
- Product Delivery
- Customer Services