

CONTACT MANAGEMENT PACKAGE



The ideal tool for sales and sales support staff that allows full integration, planning and implementation of all sales activity. Includes all the features of our database software

Ideal for key account management or new prospect development.

Over the past 10 years there has been a rapid growth in Contact Management or Sales Force Automation systems (SFAs) as they have demonstrated their usefulness in improving sales performance and competitive advantage.

The Business Builder Contact Manager system now offers business a customisable system that is both easy to use and can be linked to the other modules in the Business Builder range. It can also produce substantial gains in sales productivity by improving planning, co-ordinating activity and increasing effectiveness.

This product features the following main menu options

- Customer database
- Prospect Database
- Scheduler
- Diary
- Campaign Planner (not e-mailshot)
- Supplier Database

Key Functions:

- Appointment Scheduler and time manager with pop up calendar to aid planning
- Unique one screen working platform reduces time spent screen hopping
- Internal Task Allocation allows you to move tasks to support staff schedules reducing the time and costs spent on internal communication
- Detailed Daily Activity Reports for field staff to use during the day and to help reduce time writing after call reports
- Integrated with Sales Quadrant Methodology to encourage pre call objective setting and post call planning and implementation
- Management Reporting by operative with quote ratios and company analysis reduces time spent compiling valuable statistics
- Simple to use reschedule button
- Calls remain at the top of the schedule until completed making sure jobs must be actioned - no deletion of records is possible
- Ability to add specific customers or prospects to all staff schedules allows you to set campaign benchmarks
- Ability to suspend contact for non productive prospects
- Records who enters data as well as who allocated to give all staff the full picture when talking to customers and prospects
- Letters e-mails and documents can be linked to diary / schedule entries for past and future calls to enable fast and simple data retrieval and reduce the time spent filing and retrieving
- Links with most e-mail management systems for seamless integration into legacy systems



EASY INSTALLATION WITH MINIMUM BUSINESS DISRUPTION, JAVA2 WEB BASED BUSINESS MANAGEMENT SOFTWARE WRITTEN AND SUPPORTED IN ENGLAND

www.steam-software.co.uk

DTI figures: web based software typically costs 25% less to install than client / server systems