FVT | FIRST VISION TECHNOLOGIES

TRAILS247

THE COMPLETE CRM SOLUTION

A trail to customer communication.

OVERVIEW

In todays' world, finding customers for your business is a big task. Once you find them, the next challenge is how to establish and maintain a stronger relationship, build customer satisfaction, and increase referrals, sales and profits.
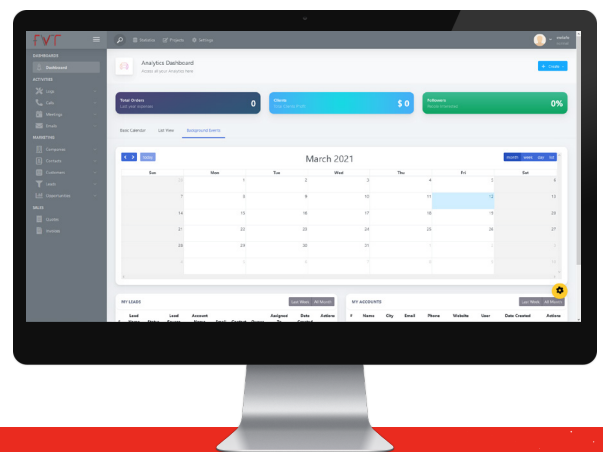
Trails247 is a complete solution for recording and managing all communications with your customers. It is affordable, simple to use and reliable. With few clicks or swipes, Trails247 can give you pre-programmed analysis giving your business insight at speed.

You can have your pipeline automation, customer onboarding & contact management, emailing, lead & opportunity tracking, case management and business insight all in one place.

Trails247 is a web-based application and can be accessed at the office or outside the office. With authorization, your employees can access the system any day, anytime, anywhere to serve your customers.

BENEFITS

Trails247 gives your business a competitive edge and helps you accomplish sales & marketing goals.

Contact Managament

Keep all your details for customers, leads, suppliers and colleagues in one accessible place, while tracking all interactions and communications between parties.

Unified Mailing List

Create, edit and tailor mailing lists according to your marketing campaign needs between parties.

Opportunities

Easily keep track of your sales opportunities. See real time data on winning percentages and approximate values of your leads.

Campaigns

Focused campaigns can be quickly launched, giving you valuable feedback on your progress, success rates and pending tasks.
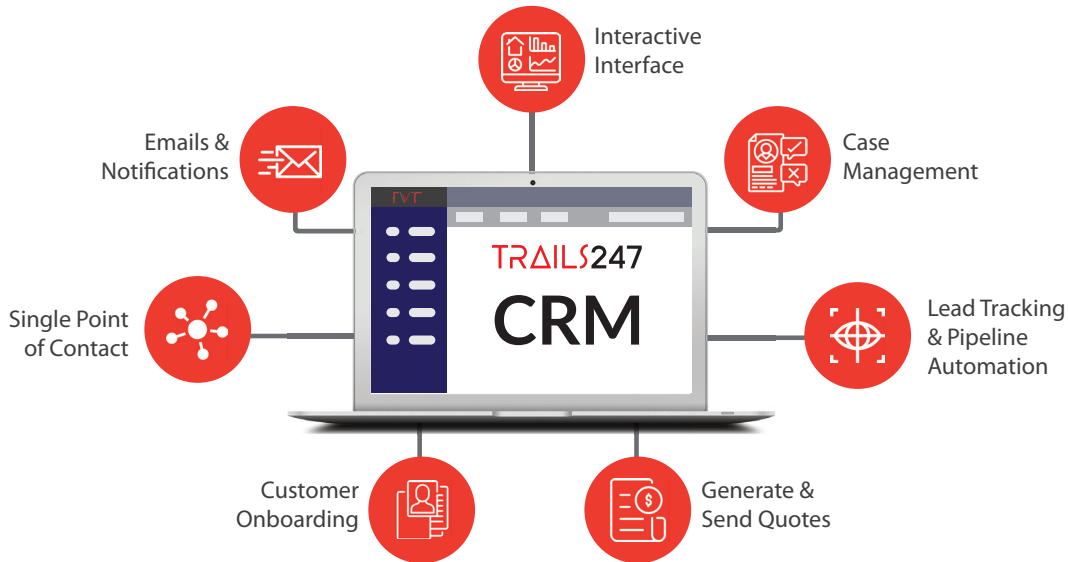
Seamless Mobile Access

Trails247 has a mobile friendly web interface that allows users to access customer information when needed. This gives staff access to critical customer information on the job including contacts, activities and opportunities.

FEATURES

TRAILS247

Interactive Dashboard

Users can rearrange their own dashboard. Trails247 gives graphical presentation of what each user does on the system, making it easy to visualize all activities and relevant information in one place.

Single Point of Contact (SPOC)

Customers are guaranteed a Single Point of Contact. The software integrates and centralises all customer data. This allows sales, marketing, and customer services to work together quickly and effectively. All information is immediately accessible in a dedicated workflow linked to the relevant documentation.

Case Management

The system provides seamless communication and management of all issues including complaints made by customers. Trails247 Ensures accountability and ownership of logged issues.

Tickets are generated each time a complaint is logged and assigned to the right person(s) to resolve. Complaints can be tracked from the moment it gets opened through the resolution period to ticket closure.

Emails

Emails are easily integrated with Trails247 to help users send updates & notifications to team members and customers.

Customer Onboarding Made Easy

Easy process to onboard customers. Trails247 has custom branded forms to help you easily input customer data. Build a World class customer database, with easy to find buttons available for inputing customer data in few seconds.

Lead Tracking & Pipeline Automation

Trails247 is an integrated solution, specifically developed to link sales activities to internal processes. From marketing to lead generation, opportunity tracking, invoicing and sales. The software digitizes all information streams making it easy to track all opportunities.

For every activity done on a lead, updates can easily be made on such leads or opportunities for easy referencing.

Generate & Send Quotes Faster

Trails247 simplifies sales and allows users to easily generate quotes and invoices for customers. Users can generate quotes for companies and contacts with easy option to export to PDF document for onward submission.

Trails247 can customize the forms to meet your unique business requirements.

ABOUT US

First Vision Technologies (FVT) is a leading software solutions provider. We deliver tailor made solutions that enable our clients to stay ahead of competition.

Talk to us today. Our team of professionals with industry experience spanning Core Banking Application, Financial Crime Management, Enterprise Risk Management, Cyber Security, Business Intelligence, Enterprise Business Solutions, Software Development, among others are well able to engineer cutting edge solutions for you.

GIVE YOUR BUSINESS AN EDGE

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