



CRM ONDEMAND CONTEXTUAL HELP

KEY FEATURES

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- Enhanced 'mouse-over' help on the CRM Application pages itself
- Improved CRM Adoption
- Ability to Quickly Add / Edit / Delete Help text, without any programmer intervention
- Support for Multilingual Help
- Supports Multiple Browsers (All Oracle CRM OnDemand Supported Browsers)

CRMIT is a focused and growing market leader in the CRM systems industry. We wish our clients to have the best CRM systems there can be, and have successfully delivered CRM Implementations to many Fortune 1000 businesses. CRMIT's CRM++[®] is a collection of high-value plug-ins to Oracle's CRM On Demand. These extensions to the standard CRM system are meant to help you generate better value in and out of your CRM system.

Industry Trends

CRM Business Applications are used by many kinds of users. Starting from Business Analysts, Technical Experts to Sales Executives, Managers, Partners, Call Center Agents, Even Customers. When such wide range of people are using similar screens for their day to day job, The application has to be simple enough to improve user adoption, and in some cases when this is not possible Training Sessions may have to be planned.

Training hundreds, thousands, even millions of users individually is not only a costly operation, It is not scalable also. More and more companies are moving towards self service / eLearning / Help / FAQ methodologies, to give offline (Non-Human) first level support to these users, General observation is that this will reduce the need for training / manned help centers to a huge extend.

Business Problem

Oracle's CRM OnDemand solution provides a very effective CRM Functionality which is available to anyone with a browser and internet connectivity. This means, a huge and varied set of users are going to use our CRM Application and training / supporting them is a herculean task.

Starting from answering simple questions like "What Do I Fill in this field?", "What will happen if I leave it empty?" to explaining complex scenarios and business processes, having a manned help desk is very expensive and companies are looking for automated ways of assisting their CRM Users

Solution Description

CRM++ Contextual Help Provides the Oracle CRM OnDemand users, the capability to quickly get help on any Field, All they need to do is, Move the mouse over the field and the help is shown in the browser itself, without any annoying popups.

On the business side, this is a fully configurable and Business users can add / edit



ORACLE CRM ON DEMAND & CRMIT

CRM ON DEMAND

Comprehensive CRM for Maximum Results: CRM On Demand offers the most comprehensive set of sales, marketing, and service automation capabilities of any on-demand CRM solution.

CRMIT CRM++

CRMIT's CRM++[®] is a showcase of CRM extensions pluggable to Oracle CRM On Demand, that bring a host of additional functionality and business value for your Business

Help text as per their requirements in an easy manner, without any need for programming. The changes are reflected immediately avoiding any System downtime.

Business Benefit

- Improve CRM Adoption by enhanced help on the CRM Application pages itself
- Save on Manned Help Desk cost, by automated contextual help
- Ability to Quickly Add / Edit / Delete Help text, without any programmer intervention

Key Features

- Single view and easy management of contextual help text
- Support for Multilingual Help
- Supports Multiple Browsers (All Oracle CRM OnDemand Supported Browsers)

Joint Value Proposition

Oracle CRM On Demand provides a highly comprehensive yet fast-to-deploy CRM solution, which brings clarity to your sales processes; build loyal, long-term customer relationships; accelerate productivity; boost call center efficiency; and derive customer intelligence, thereby getting a rapid return on your investment. CRMIT has implemented Oracle CRM On Demand Implementations and Integrations to Customers across the globe, from different business / technical domains. CRM OnDemand Contextual Help for Oracle CRM On Demand offers an effective, easy and configurable way of creating and managing Contextual Help text, Which are viewed by the end users of CRM Application on their CRM Screens.

Contact Information

To Learn More About Our "CRM++ CRM OnDemand Contextual Help", You can visit <http://www.crmplusplus.com> Or Contact us directly: contact@crmit.com