KAPTURE CRM FOR SMALL BUSINESS AND LARGE ENTERPRISE

kapture

CRM SOFTWARE USE FOR SMALL BUSINESSS

Key Points

- **Cost Efficient**
- **Internal Communication**
- **Automation of Tasks**
- **Reporting**
- **Tracking of Customers and Leads**

Cost Efficient

Cloud based CRM software doesn't require any hardware setup, storage space or a specialized IT department to handle the system as most of the setup is done by the SaaS provider and there is a helpline to answer any queries.

Internal Communication

CRM acts as a default means to communicate within a business whether its internal, inter-department or with vendors.

Automation of Tasks

CRM can automate sales, service and operational tasks and save time of an organization. Employees can better use their time in their core job, for example: sales teams spend plenty of time updating Daily sales report, Meeting minutes, sending quotes, preparing contracts. All these tasks can be automated.

kapture

Reporting

As data gets fed into a central system management at different levels and location can dig out reports for their department in seconds. This reduces waiting for email reports, spreadsheets or phone calls.

Tracking of Customers and Leads

Small businesses need to monitor each and every lead closely and stay on top of it. The way interaction happens at each stage of lead is a critical step in driving it to closure. CRM helps you achieve keep track of all interactions across different channels, lead status, follow up, predictive analysis of data to project sales. Once a lead is converted, retaining and communicating with the customer is also of prime importance. Customer service CRM enables you to stay on the top of all your existing clients. Collect and store feedback of your customers as you build your organization.

Lead Management

Organize and Manage all your potential leads from multiple channels like phone, references, trade shows, online, exhibitions, third party sites or channel partners. Monitor how lead progresses from one stage of sales cycle to the other.

Reports

Generate 500+ automated reports on sales and service productivity. Simple go to the report engine plot the legends and system will generate the report in few seconds. Measure your service levels, sales target versus achievement, ticket status and much more.
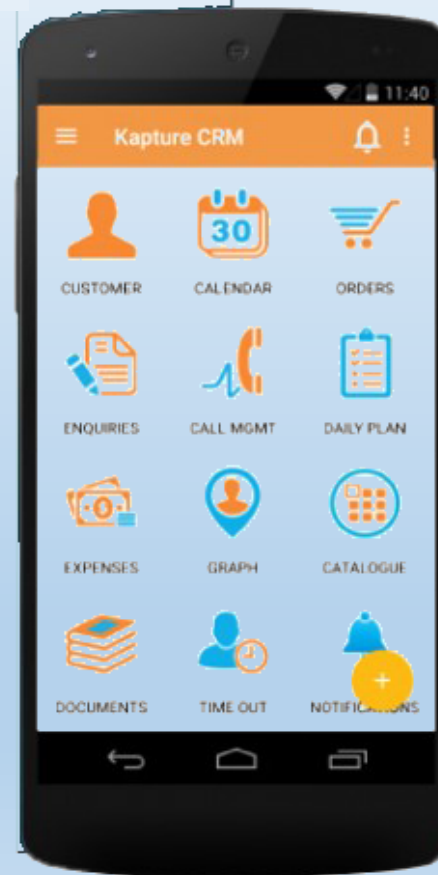
APIs Integration

API's will help any small business take off with the system in no time. CRM integrates with Oracle, Mailchimp, Twillio, Shopify, Ozonetel, and many more platforms.

Field Sales

Kapture CRM mobile app assists your sales team to update their reports, customer database, contact details, create daily plans, minute their meetings, create client meeting map based on location and perform all important sales tasks on the go. It works even on offline mode and you can sync in whenever you are online.

CRM SOFTWARE USE FOR LARGE ENTERPRISE

Key Points

Task Automation

API Integrations

Central Data Repository

Custom Workflow

Reports

Task Automation

For enterprises it's quintessential to keep the track of everything so no important lead/customer/info is missing out. CRM helps in automating tasks, giving more time to focus on the customers.

API Integrations

CRM can have 500+ ready-to-use API integrations which can be integrated with existing systems saving time to manually configure and integrate. CRM can be seamlessly integrated with Google calendar, Facebook, Trello, Shopify, and many more platforms.

Central Data Repository

Deploying a CRM system from the beginning ensures all data is stored and categorized properly right from the start. It helps to create business processes for core team and develops a habit within the company to be more process driven.

Custom Workflow

CRM allows streamlining of workflow Streamline your business operations through a custom workflow from automating sales and customer support through smart auto ticketing to seamlessly integrating your online and offline marketing channels into a central CRM, it helps the enterprise achieve business goals through a single software.

Reports

In an enterprise it's difficult to keep track of everything especially when it comes to your teams, business, projects, etc. Dig out department specific reports and reduce waiting time for email reports, spreadsheets, or phone calls with different report formats.

FEATURES
FOR
LARGE ENTERPRISE

Knowledge Bases System

Built for enterprises and large businesses, Kapture's Knowledge Management System is an excellent platform where your teams/departments can learn about your products/offerings/services in detail. Give your entire team or specific department of specific branch instant updates, announcements, news, or notifications on the move. The agents can refer to FAQ's guides, discussion forums, interactive flow charts, etc. all from one pool of information – Knowledge Management System.
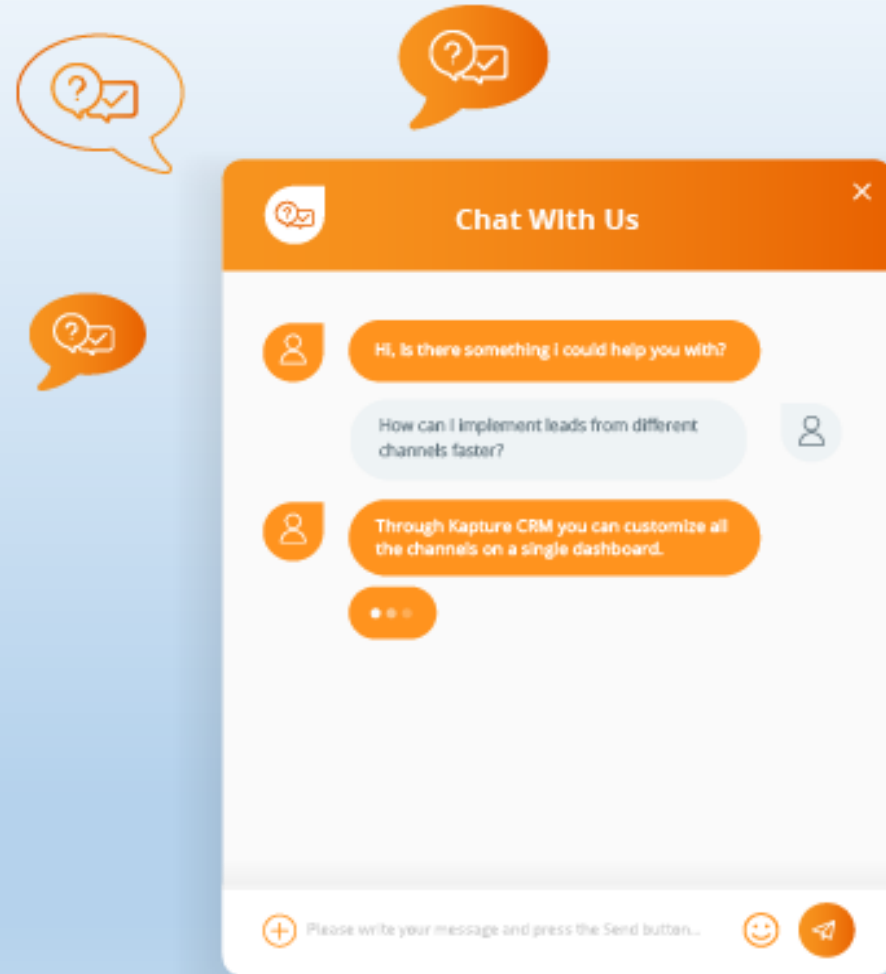
KMS
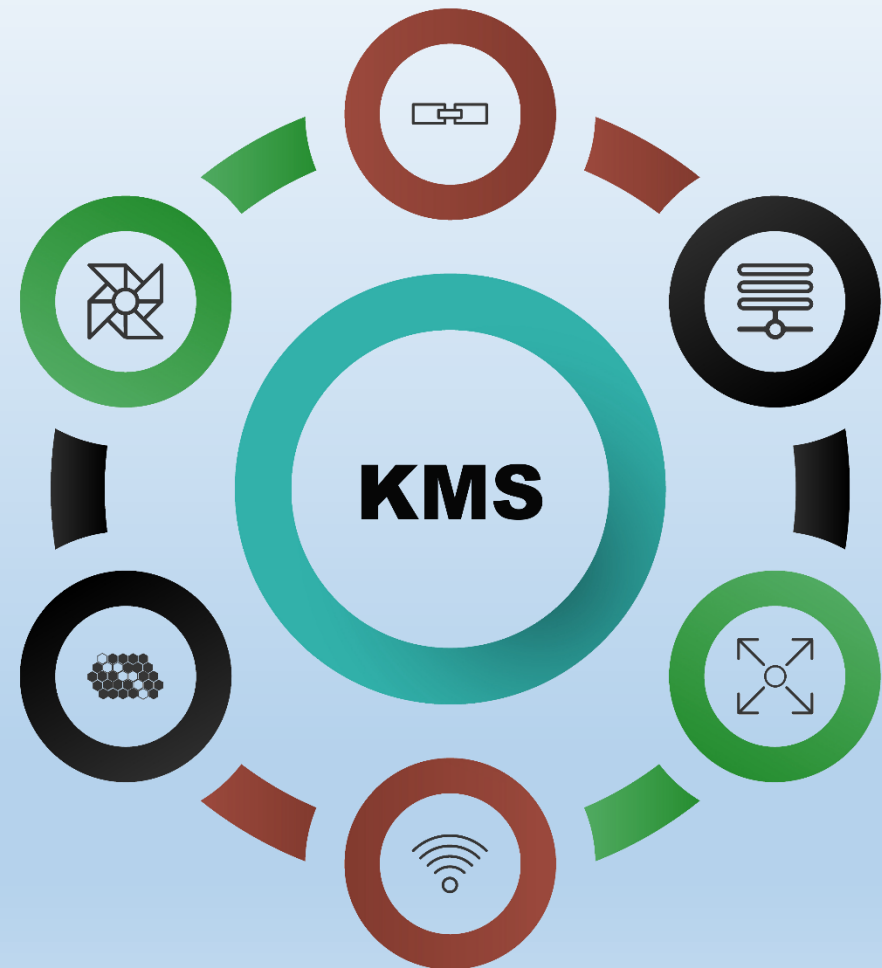
Chat Systems

Increase your teams' productivity by automating and customizing your chat templates. Kapture's AI auto-responds to a large volume of chats creating faster respond time. Teams can collaborate internally, raise and classify chat tickets based on priority, and assign them with an escalation matrix. Because it's Plug 'N' Play, it can be easily integrated to your existing systems and help you connect easily

Chat With Us

Hi, Is there something I could help you with?

How can I implement leads from different channels faster?

Through Kapture CRM you can customize all the channels on a single dashboard.

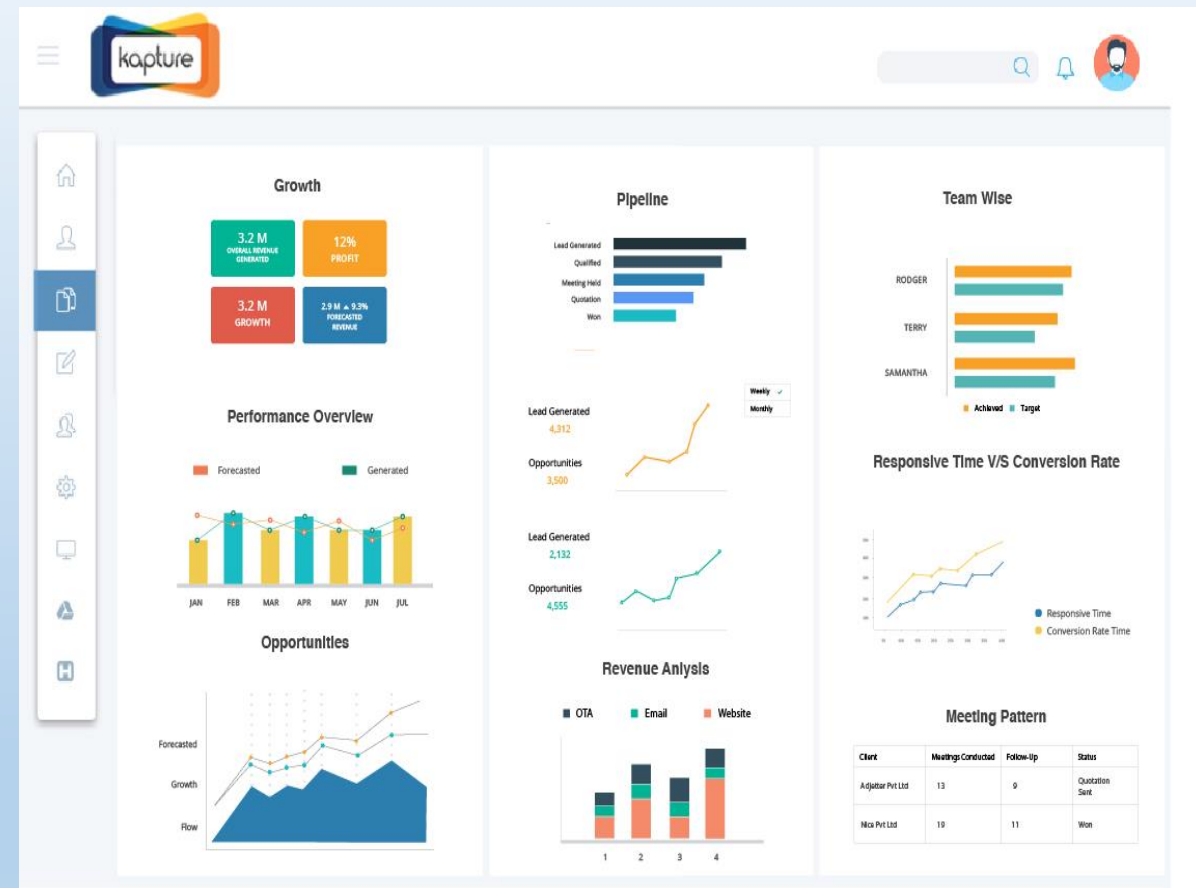Please write your message and press the Send button...

Ticket Management

Ticketing management solution helps to streamline operations by providing all the information needed right on the screen to solve tickets faster and easier. Efficiently manage a large volume of generated tickets and assign them as per the departments and priority. Automatically segregate tickets and label them as hot, warm, and cold and assign a dedicated time to resolve the tickets as per the labels.

Sales CRM

The Sales CRM helps companies receive prospect enquiries through phone calls, Email, website, live chat, related portals, Social Media into a central Dashboard. The Cloud Sales CRM facilitates an easier way to meet your customer commitments helping you turbocharge your sales force.

THANK YOU