

Conferenceware

Integration with Salesforce

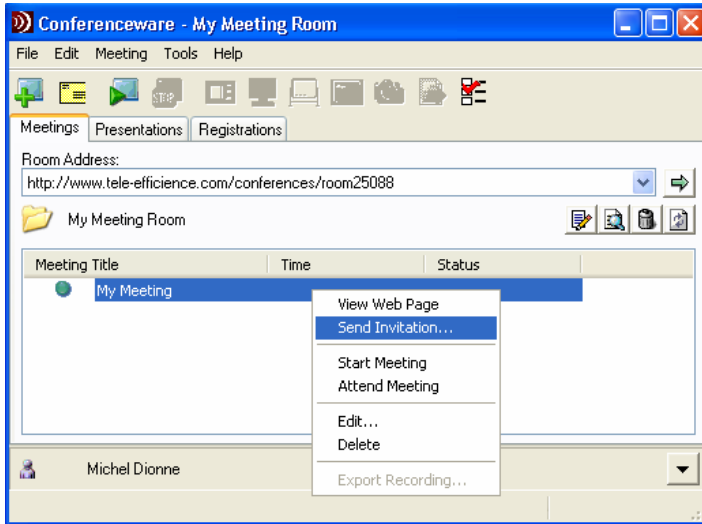


Tele-efficiency)))

Tele-efficiency is committed to helping our clients save their time, improve their synergy, and lower their traveling expenses. We offer superior WEBconference services at a fixed price under the trademark *Conferenceware*, integrated with most CRM applications and with Skype. Its interface is personalizable to the company. What's more, you can enjoy a free 30-day trial! Thereafter, you can continue enjoying the benefits of *Conferenceware* with a quarterly or an annual service contract.

From Conferenceware

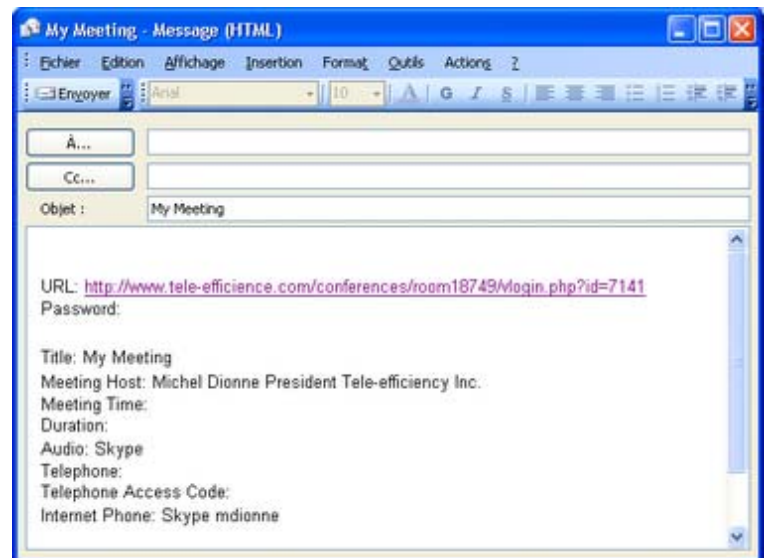
Conferenceware integrates with Salesforce as your email client per default or via Outlook. In fact, it generates automatically the data for an invitation; description, agenda and voice broadcasting mode, in the template of a new email.



You invite the participants by sending an hyperlink to conduct them directly to the meeting. Click with the right button on the meeting's name, when selected the letters of the name will become grass and select *Send Invitation*.

Through your email client software

The information required by the participants, like the hyperlink to get to the meeting, the time and date, the necessary password, if that is the case, are already in the email information that opens within Salesforce or Outlook.



Therefore, you only have to select people you want to invite amongst your contacts. Consequently, a copy of your invitation is saved with each contact file in Salesforce.

To Salesforce

eCRM



Tele-efficiency helps its clients to save time, improve their synergy and lower their travel expenses.

Offers WEBconference services at a fixed rate, under the trademark Conferenceware, integrated with CRM applications and with Skype. The greeting is customizable for each client's company image with their logo. Also offers a free 30-day trial period followed by a quarterly service contract or yearly.

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Introduction

The Customer Relationship Management is first of all and before anything else, a business strategy technologically supported and not the other way around. It consists on identifying the value of the clients, to keep them, develop them and get new ones. In this perspective, the prospecting of acquiring new clients begins with [WEBinar](#) while sales in itself, especially the presentation to prospects, is done in [eSales](#).

Preparation

Make the difference between the development of current clientele and market prospecting. In the first case, contacts are identified and are established in the client's account. Therefore, is convenient to organize a presentation since Conferenceware automatically generates the information required for an invitation, the description, schedule and the mode for voice broadcasting within the format of a new message. From there, you just have to select the persons you want to invite among your contacts. Consequently, a copy of the invitation is saved in each of your contact's file, in your CRM software. In the case of prospecting by [WEBinar](#), the list of registered persons is imported in CSV format in order to automatically build contact information in your CRM software.

Progress

The objective of commercial presentations is usually to get information regarding the prospect's business problematic and to identify the persons with power among the organization that have the weight to make the buying decision making. Is through the interactive questionnaire that is possible to evaluate the preoccupations in terms of problems along with the buying criteria of each of the persons influencing the process. While meeting with them, you are able to identify each person's role within the acquisition, user, evaluator, and their level of knowledge, beginner or expert as well as their attitude: ally, neutral or hostile. In the case of acquired clients, the interactive questionnaire is precious to evaluate their loyalty particularly their disposition to make referrals.

Follow up

The report of a reunion indicates not only the participants but also the answers they have provided to the questions submitted: problems, retained buying criteria, loyalty index. From there, you should be able to prepare a differential proposal, showing by the grade of pertinence, your understanding of the client's needs. Moreover, by recording a meeting, in which voice and image are synchronized, it can be replayed to check the fine tuning and be kept in the file as an attachment to opportunity.



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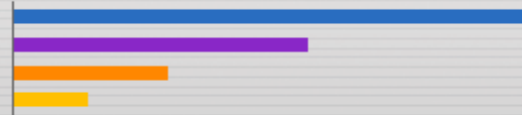
Customer Login

Over 400 apps now available on the AppExchange

Get CRM That Fits

Salesforce Editions Sized for Your Needs

Unlimited Edition
Enterprise Edition
Professional Edition
Team Edition



CRM Solutions : Office & Outlook Editions

Office & Outlook Editions

The #1 productivity tools meet the #1 CRM service

With Office Edition and Outlook Edition, workers no longer need to toggle back and forth between Salesforce and Microsoft's popular productivity and email tools. Our tightly integrated and easy-to-use Microsoft solutions allow users to work more productively in the critical applications that they use most.

Benefits

- :: Access Salesforce data in Office applications
- :: Salesforce menus integrated into Word, Excel & Outlook
- :: Reduce manual processes and increase productivity
- :: Implement immediately — no IT resources required
- :: State-of-the-art, secure, Web services architecture



CRM Solutions

- Sales Force Automation
- Partner Relationship Management
- Marketing Automation
- Search Marketing
- Service & Support
- Analytics
- Office & Outlook Editions
- Mobile

Custom Applications

On-Demand Platform

- Enterprise Administration
- Customization
- Integration
- Salesforce Sandbox

Why Salesforce.com

Edition Comparison

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Microsoft Word



- :: Create professional documents that incorporate your Salesforce data
- :: Add standard and custom merge fields using a Salesforce field menu
- :: Add a table of opportunity line items to a proposal
- :: Merge updated Salesforce data into your document with a single click

Microsoft Excel



- :: Generate Salesforce reports in Excel
- :: Add custom formatting & calculations
- :: Integrate Salesforce reports with data from other systems
- :: Build dashboards using Excel pivot tables & charts
- :: Merge updated Salesforce data into your spreadsheet with a single click

Microsoft Outlook



- :: Allow users to communicate via the familiar Outlook interface
- :: Embed Salesforce right into Outlook
- :: Capture critical customer email in Salesforce with a single click in Outlook
- :: Ensure no customer service issue falls through the cracks
- :: Reduce email clutter by allowing users to log only necessary emails

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