

Conferenceware

Integration with Selligent

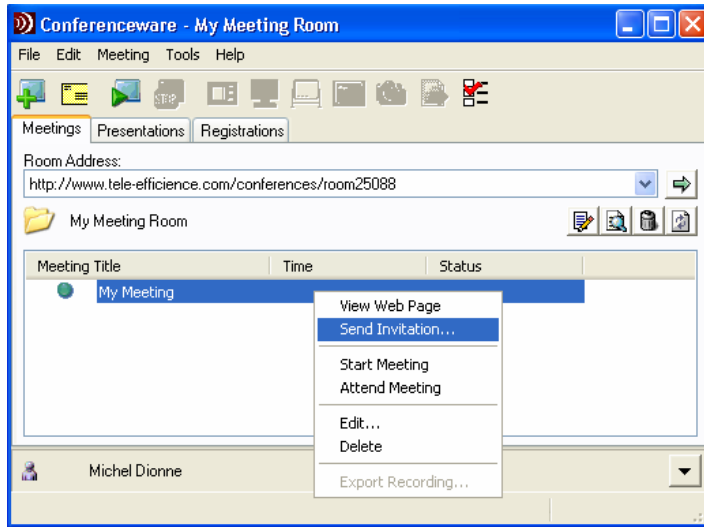


Tele-efficiency)))

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

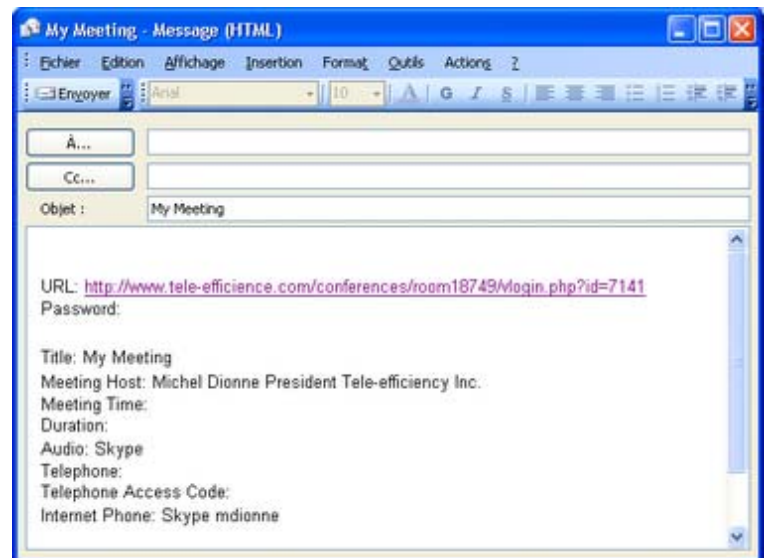
Conferenceware integrates with Selligent as your email client per default or via Outlook. In fact, it generates automatically the data for an invitation; description, agenda and voice broadcasting mode, in the template of a new email.



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 Selligent 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 Selligent.

To Selligent

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.

Conferenceware is a trademark of Tele-efficiency Inc. The trademarks mentioned are property of their respective manufacturers. For more information, visit our WEB site under Contacts.
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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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With Selligent, Acova customers are never left out in the cold

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Operational CRM

Analytical CRM

CMS & CRM

From SmartStart to

Global&Local

Integration

Computer Telephony

Integration

Connect to your Apps

Connect to SAP

MS Outlook/Lotus Notes

Technology

Providing Solutions**Success Stories****Solution Partners**

- [Success Stories](#)

MANAGING YOUR AGENDA, E-MAIL, TASKS AND CONTACTS BETWEEN SELLIGENT AND MICROSOFT OUTLOOK® OR LOTUS NOTES®

Your company uses the Selligent CRM solution to manage customer and partner relationships, store all company and contact information and all interactions and tasks associated with these companies and contacts. In addition your company also uses Outlook® or Lotus Notes® for e-mail and agenda management.

Since your CRM system is to reflect a complete picture of the companies and contact persons with whom your company interacts, Selligent also manages the flow of information between this CRM system and Microsoft Outlook® or Lotus Notes®.

BI-DIRECTIONAL SYNCHRONISATION

The Outlook and Notes integration functionalities provide bi-directional synchronisation of Selligent Company, Person and Action records with Microsoft Outlook® or Lotus Notes® Contacts, Calendar and Tasks entries. The Outlook/Notes synchronisation is designed as a personal replication tool to avoid retying calendar and contact information.

Selligent also provides default Outlook® and Notes® forms to enable the incorporation, into Outlook® or Notes®, of information found in Selligent fields that are not supported in the standard Outlook® or Notes® functionality.

The scenario for transferring information to and from Microsoft Outlook® or Lotus Notes® can be started:

- Manually
- Automatically at connection to and/or disconnection from Selligent
- Via a script.

It is also possible to bi-directionally synchronise Microsoft Outlook® with a PDA, Palm or Pocket PC.

User-specific settings

- The Selligent administrator can configure synchronisation settings that are specific to user requirements and preferences.



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