Successful sales is essential for every company. Product information is just as relevant as the data and documents or the contact details of the contact persons for each customer. But it is not only in the field that it is important to process all requirements promptly and thus not only to work with the sales department, but also to ensure liquidity in the company.

Sales Center by DIGITENCE

This stand-alone functional element provides all the necessary features that are required for effective sales. Components of the Function Center are also used. In addition, a large number of integrated functions are provided in the two segments described below, which provide both technical and organizational relief and rational support:

Customer Center

Sales is entrusted with a variety of different activities, all of which place different demands on the users. Among other things, the following functions are provided in the Customer Center, which effectively support work:

- The customer base is responsible for managing the data. The assignment of the contact persons and their contact details (phone, e-mail, mobile...), but also all information about the customer himself, e.g. Items that have been purchased, contracts, offers, tenders, etc. are selectably available digitally.

- Deviating billing addresses can be managed and selected for orders, e.g., if the invoice is to be sent to the company headquarters.

- The preparation of offers is possible.

- Orders can be generated from the offers.

- Invoices are generated from the purchase orders.

- Digital dispatch by e-mail is supported with existing infrastructure, for offers and invoices.

- All relevant documents can be assigned to the respective processes.

In order to maintain an overview, overviews are available in all components. These "lists" can be sorted and/or selected in a variety of ways. In this way, you always get an overview that meets your needs. Consolidated views at the record level are also available for details.
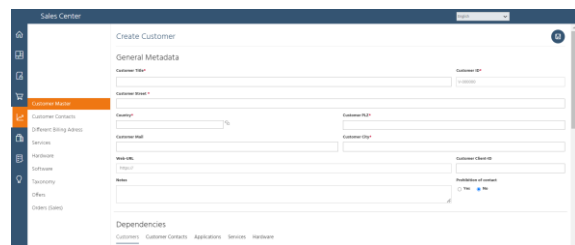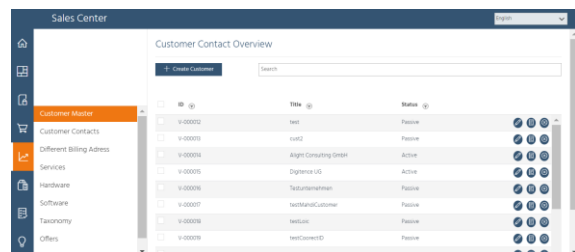

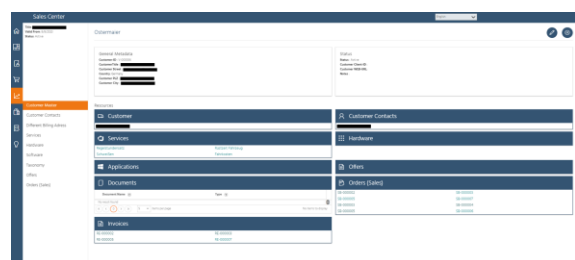Fig. 1: Input mask for creating a customer

Fig. 2: Customer Overview

Fig. 3: Detailed overview of a customer

Marketplace

Services not only need to be defined, conceptualized and managed, but also used! With the Marketplace, an "internal" shop is available. All employees can find out about the range of services here. The Marketplace can be used in multiple languages.

Notes on the terms of use, but also the consent to data storage (GDPR) are integrated. The consent to the GDPR is also stored. Among other things, the following functions are available in this module:

Servicecatalog

The service catalog is divided into two levels. In the first, the "information level", services without price and SLA information are

- Structurally presented and described.
- In addition, special offers can be pointed out separately.

In order to gain access to this information, the following function is required:

Registration / Login

- To get access to all pricing and SLA information.
- In order to be able to correctly assign customers, booked or ordered services (e.g. cost centers). (Basis for the customer portal)
- With the registration/login, the activation of the

Shop

- It provides the classic ordering functionality of an Internet shop. In addition, the
- Cash register function with which the generation of the "invoice" (optionally with approval workflow) takes place.

Customer Portal

- Self-administration portal for the "internal customer" with provision of all relevant documents and accesses:
  - ➢ Order confirmation with overview
  - ➢ Invoices with an overview
  - ➢ Service provision with access rights to relevant content, if necessary
  - ➢ Management of your own data
  - ➢ Provision of the booked functions (e.g., access link to the information platform for learning and information services)

DIGITENCE

Am Weichselgarten 7
91058 Erlagen

Telefon: +49 9131-9278902

info@digitence.org
www.digitence.org