

CENTIUM CRM – Raise your customer standards to a new level! Faster tickets solution, higher customer satisfaction scores!

CENTIUM Customer Relationship Manager (CRM) is the only solution that focuses on both sides of your Service Desk success, the back-end (help desk), which makes your staff more effective at providing world-class support, and the front-end, which focuses on the satisfaction of your end users, and providing them with guidance to help reduce the number of tickets they create.

An end-user self service desk allows your end users access opening and checking the status of tickets with your service desk.



What is different about CENTIUM CRM?

- CENTIUM CRM is built specifically for customer issue management. It is able to meet the needs of organizations seeking, web-based CRM software.
- CENTIUM CRM is the only software to offer full communication abilities: CENTIUM CRM also allow users send an e-mail, SMS and instant messages to one another.
- CENTIUM CRM works on multiple platform environments.
- CENTIUM CRM offers an all-in-one solution. A single interface provides web based help desk software, communication management, activity analysis tools, and more.
- CENTIUM CRM is highly customizable: You can add or remove fields, redefine forms, interface or adjust settings in the system quickly, by a few clicks only.

How Does CENTIUM CRM — Work?

CENTIUM CRM software is 100% web browser based, scalable and simple to deploy, requiring no client installs. Can be accessed from any computer, PDA or handheld device. Online Hosted Service options for both help desk software and inventory auditing is available to get you started right away. Totally ready for cloud computing.



CENTIUM CRM Features

- **Automated Routing** - Directs e-mail automatically based on the workloads and availability.
- **Workflow of routing** - Provides a workflow system to approve all outgoing mails.
- **Consolidated Emails** - Consolidates e-mail in a central repository and provide mechanisms to view, reply, and search existing messages. Views e-mail Conversation.
- **Email Recipient Status Update** - Get to know expired email addresses, gets reports on how many are delivered and how many are read.
- **KPI & SLA Measurement** - Measure every single KPI, SLA and response time in the whole Email lifecycle!
- **Fully Web based** - All binaries are hosted on one machine.
- **Intuitive and easy to use** - Your users will be up and running within minutes.
- **Template responses** - Pre-defined standard responses allows a consistent, professional reply to common customer inquiries that conform to corporate policies, which greatly increases the productivity of your employees.
- **Built-in spell checker** - Using a built-in spell checker helps your users avoid any miss-spelt words.
- **Message disclaimers** - Automatically inserts messages disclaimers and policy statements to any outbound email.
- **Manual & KPI based routing** – The routing be done manually by any supervisor OR by KPI.
- **Reporting Wizard** – Reporting Wizard to configure a new report based on Template.

CENTIUM CRM Client / Server Requirements

Client Requirements

- Windows 2000 Professional, Windows XP Professional, Windows Vista.
- Internet Explorer 7.0 or higher.

Server Requirements

- Windows 2000 Server, Windows 2003 Server
- Intel based 1.5GHz or higher recommended
- SQL Server 2005 and above
- IIS Version 6.0 and Above
- 10GB or more Free Disk Space



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For more Centium product information visit : <http://www.centiumsuite.com/>

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