



Grow revenue & build customer loyalty

Deliver exceptional
customer experiences
with 1STREAM CRM

1STREAM
simplicity at work

INTRODUCING 1STREAM CRM

1Stream CRM is an all-in-one solution for businesses looking to grow revenue, improve service & build customer loyalty. 1Stream CRM caters for all your Sales, Service, Marketing and Telephony needs all in one place. This solution includes email, telephone, WhatsApp, SMS, live chat and social media so you can communicate with your customers using their preferred channel. These applications are **powerful alone — but together, they're even better.**



Sales

Sales tools that help you convert more leads, close more deals, and get deeper insights into your prospects.



Service

Customer service tools to help you resolve more queries faster, the first time around, turning your customers into promoters that grow your business.



Marketing

Powerful marketing tools that enable you to reach and engage with your desired market through personalised campaigns and track the effectiveness of your interactions.



Omni-channel

An all-in-one CRM solution that includes email, telephone, WhatsApp, SMS, live chat and social media. Enabling you to communicate with your customers using their preferred channel.



SALES

Increase the volume and quality of your sales

Put our time-saving tools to the test. They will help you convert more leads, close more deals, and get deeper insights into your prospects. Make use of traditional and modern communication channels – all from one platform.

BENEFITS

Get accurate forecasts - Use actionable data to make better decisions

Get more done in less time - Great Tools = Happy People

Real-time overview - Easily review your performances & next activities

Impress your customers - Create beautiful and professional quotes your customers can view, query, and accept online

Flexibility - Sales allows you to customise and set up your sales environment to perfectly match your unique requirements



KEY SALES FEATURES

Automation & Allocation - Automatically allocate opportunities to sales agents and set automated actions to trigger follow-ups to ensure no opportunities are missed. Automate routine sales and support functions to reduce the time that could be spent on customers engagements.

Sales Pipeline - Set up your business sales pipeline to ensure sales follow the correct process. Make it easy for your sales agents to win deals with a streamlined and intuitive sales tool.

Multi-channel communication - Interact with customers using their preferred communication platform (email, SMS, live chat, WhatsApp, and voice calls) to increase efficacy and build strong long-term customer relationships.

Reporting & Dashboards - Generate reports to gain valuable insight into your products or services. All actions and changes are tracked and visible on the communication threads. View sales activities and agents' productivity on easy-to-customise real-time dashboards.

Document Management - Generate beautiful and professional documents (PDFs, mail templates, quotes, and invoices) and send or share them with your customers via the customer portal for online feedback and collaboration. You can also upload and store any additional documents against a contact or opportunity.

Outlook Integration - Create new contacts or opportunities from within Outlook. Attach customer emails to existing opportunities, ensuring that important information is shared with your sales team. Keep your Office 365 Calendar in sync with your meetings and events scheduled in the system.



INCREASE THE
QUALITY AND
VOLUME OF YOUR
SALES

CONTACT US

Contact us to obtain further information about 1Stream, the features available, and the services we offer. Or request a demo to see the platform in action.

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