



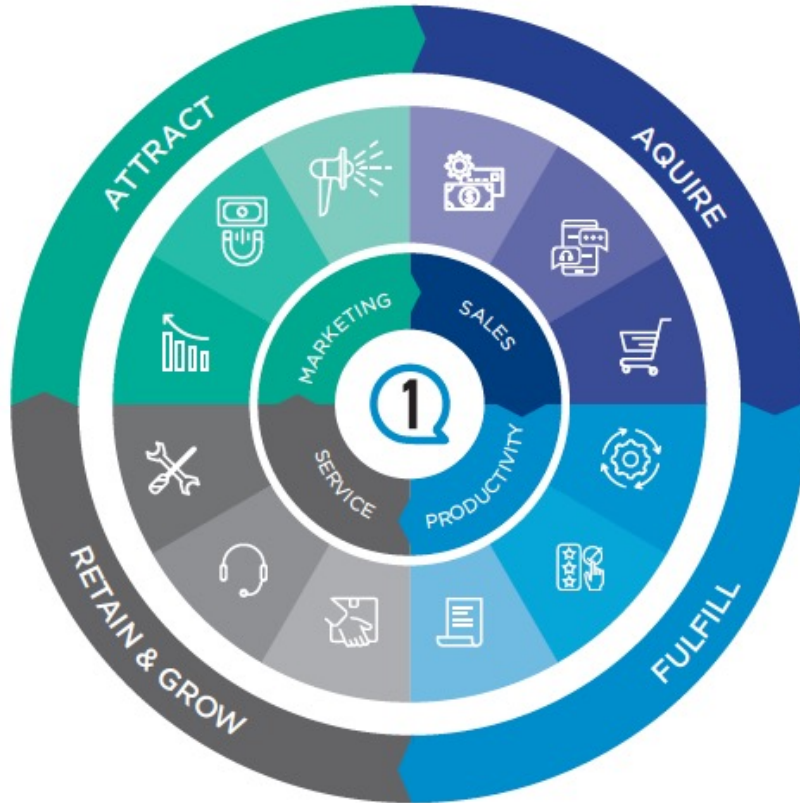
**The experience  
you create  
Is everything.**

Deliver exceptional  
customer experiences  
with 1STREAM CRM

**1**STREAM  
simplicity at work

# OVERVIEW OF THE PLATFORM

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.**



## Service

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



## Sales

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



## 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.



# SERVICE

## Create exceptional customer experiences

Our Service module provides a flexible framework for implementing custom workflow and automation requirements when it comes to servicing your customers. Whether tickets are created manually, initiated from an inbound call, email, or SMS – this module manages all the aspects typically required to efficiently handle queries and report on any exceptions.



## BENEFITS

**Multi-channel** - Connect with your customers using their preferred channel (Email, SMS, WhatsApp, Social Media, Live Web Chat, Voice) - all through the same interface.

**Reduce Risk through Control** - Gain control over and insight into your customer support operation.

**Grow your Business** - Grow your business by turning your customers into loyal brand ambassadors.

**Increase Productivity** - An awesome interface, process automation, and smart work-flows reduce operational complexity and allow service consultants to handle more requests in less time no matter if they work from the office or from home.

# KEY SERVICE FEATURES

**Omni-channel Conversations** Manage 1-to-1 customer interactions at scale via a universal, collaborative inbox that aggregates customer communications, no matter the preferred channel: email, live website chat, voice call, SMS, WhatsApp, and other Social Media channels.

**Tickets** Log customer issues or requests as tickets that can be assigned to members of your service desk teams, organised and prioritised, and tracked in a central location.

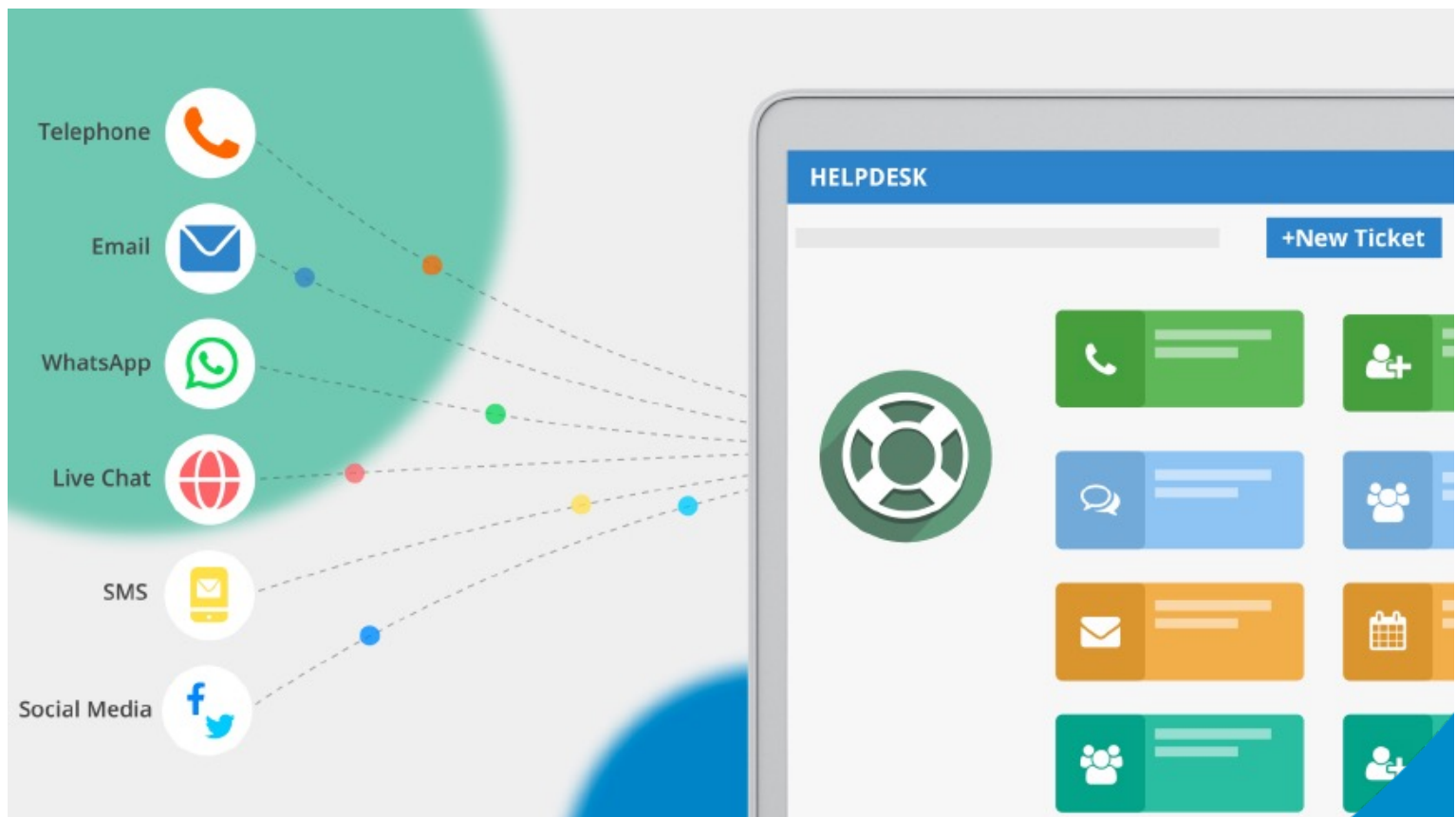
**Customer Satisfaction Rating** Let customers rate your service. Improve your customers' experience by using the feedback obtained from customer ratings and surveys.

**Automation & Allocation** Automate your customer service processes with ticket allocation based on your business rules. Set up automatic customer responses and escalations. Auto-create tasks to be assigned to another department. Automate menial tasks like extracting information from emails and documents and much more.

**Knowledge Base** Provide your customers with answers to the most frequently asked questions, by collating everything into a searchable and living knowledge base of help articles and documentation.

**Reporting & Analytics** Measure the performance of your service agents and the impact of your customer service efforts with custom reports and dashboards. Report on ticket volumes, response times, customer ratings, and more.

**SLAs** Set up and measure service level agreements on ticket, ticket type, customer classification level or create your own custom SLA rules.





# KEY SERVICE FEATURES

**Customise** Change or add any ticket fields, ticket types, tags, pending reasons, and automated actions.

The platform perfectly molds around your work-flows and business rules.

**Self Service Portal** Give your customers access to log tickets, view knowledge base and track ticket status from within the customer portal.

**Quality Assurance** Allocate all or only selected completed tickets for review by your QA team. Automatically flag tickets for review, based on specific rules and conversation analytics.



## 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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