

Sales Automation

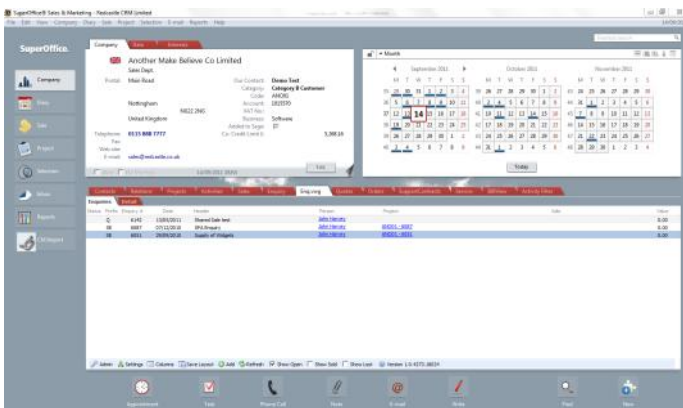
Redcastle
Application Datasheet:

Enquiries for SuperOffice Sales & Marketing

New Leads and Enquiries are the lifeblood of most companies, the ability to log and track the progress of them is equally important. With new leads and opportunities being produced by your team of sales and marketing people, you need to rely on a system which lets you keep track of exactly what's going on at any particular time, whilst maintaining the high standards of your external communications.

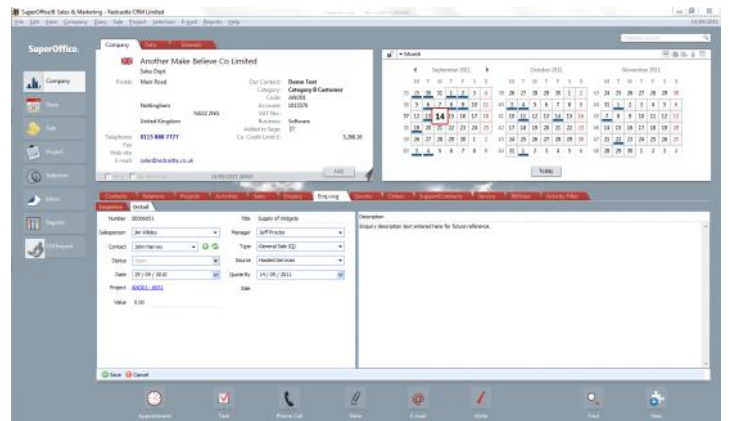
Highly configurable with multiple enquiry types

Logging and tracking the progress of enquiries is important, having the flexibility to model the information capture and schedule the appropriate actions to suit different sales processes is more so. **Enquiries** allows the configuration of multiple Enquiry types, in-line with the new SuperOffice Sales Types together with automated Project creation if required, the addition of a linked Sales forecast and additional notes fields.



Integration with Sales Calls and Quotes

Enquiries can be initiated from **SalesCalls**, the telemarketing calls tool from Redcastle, and can in turn generate a linked quotation in the **Quotes** and **PriceBook** applications. Having registered a new enquiry, the standard SuperOffice Sales Guide activities automatically become a sequence of "next actions" associated with the linked sale in the **Sales Pipeline** application. Being a totally integrated set of tools, if the content of a quotation is updated, so too is the appropriate value of the Sales Pipeline and the Enquiry. Multiple currency opportunities are accommodated by always showing the total value of all opportunities in your home currency.



Tracking the value of Open, Won and Lost enquiries

The value of all enquiries can be easily tracked using Enquiries. In addition, these figures can be filtered by Customer, Salesperson and by Status, and can be tracked by open, won and lost categories.

Fully integrated into SuperOffice Sales & Marketing

Enquiries is designed to work seamlessly within the SuperOffice environment and utilises SuperOffice companies, contacts, documents, activities and sales opportunities. Leads and Enquiries can also be registered against companies and contacts who are not in the CRM database.

For more information on Enquiries

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