

Secure Online Desktop & Gruppo Tecnocontrol
present



CRM

Powered by S.O.D.

Solution for Call Center



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Your data are always available in SOD Cloud Computing

Secure Online Desktop s.r.l. (or in short form *SOD* srl) is a leader in Information Technology and particularly in Cloud Computing.

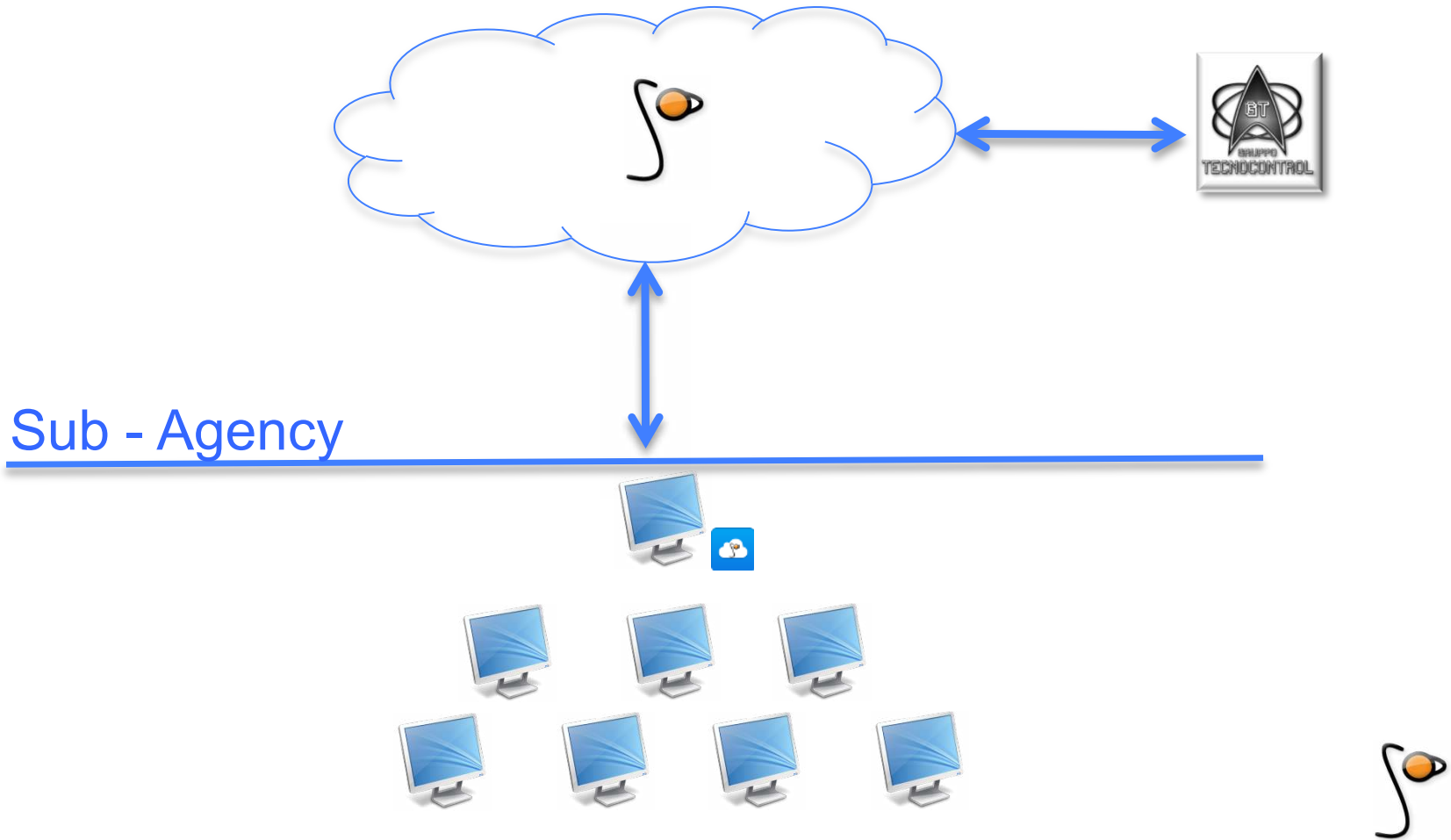


Gruppo Tecnocontrol provides advice to businesses and families since 2001 in Telecommunications, Energy, Information Technology, Real Estate, Financial Services, through these networks throughout Italy.



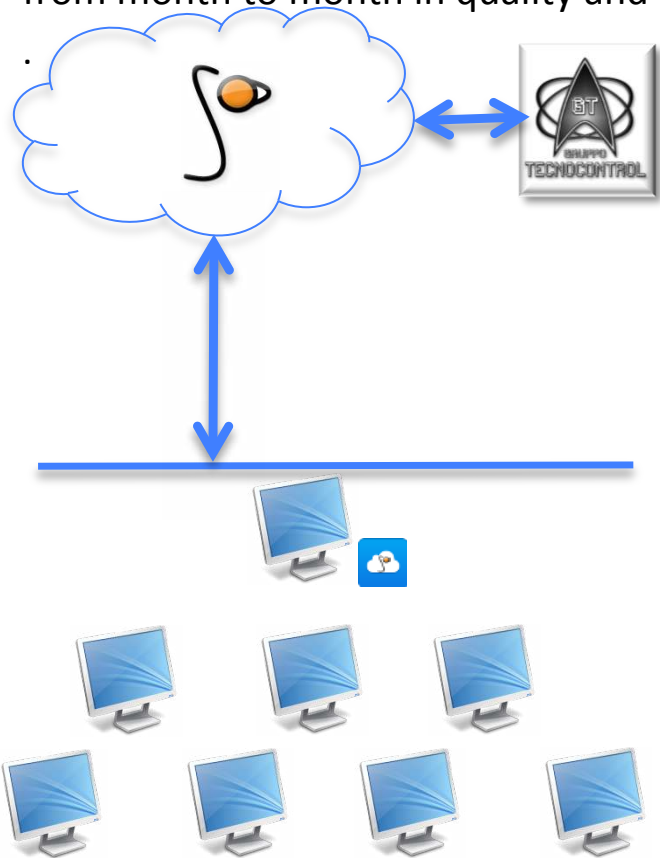
Gruppo Tecnocontrol has chosen the cloud of SOD to connect to its affiliates

Share verbal orders, material and "heavy" documents has never been easier.



CRM Powered by S.O.D. The choice of Gruppo Tecnocontrol

Gruppo Tecnocontrol relies on Secure Online Desktop - SOD - all partnerships with its agencies and its affiliates. S.O.D. is a leader in Cloud Computing and Collaboration. The basic tools are essential for the transmission of data and communication in real time, and affiliates are provided to agencies free of charge. Thanks to S.O.D. Gruppo Tecnocontrol affiliations increase from month to month in quality and quantity.



Benefits

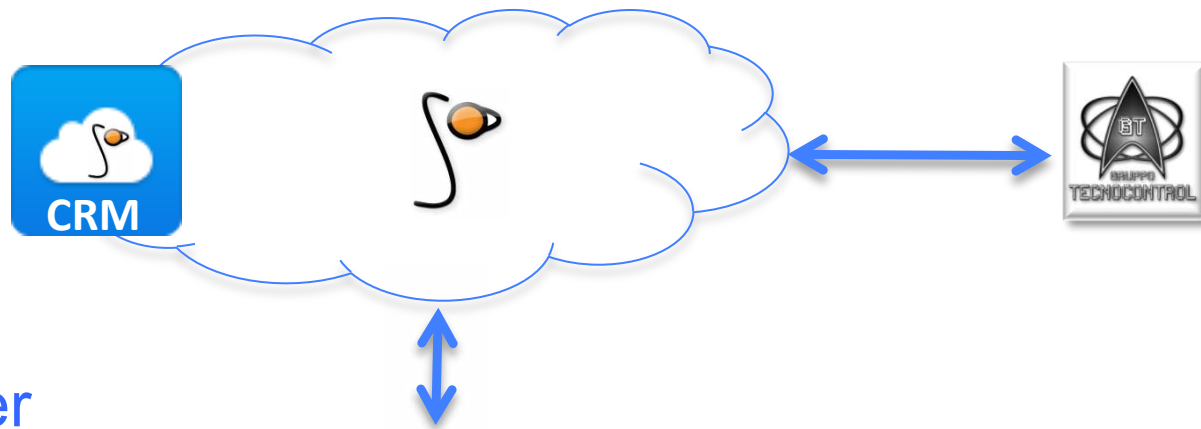
- ✓ Advanced technological system
- ✓ Direct interconnection with affiliates
- ✓ Immediate Start-up
- ✓ Easy to use
- ✓ Completely detached from the sending and receiving e-mails, it allows the sharing of large files in real time.



Gruppo Tecnocontrol presents: The evolved CRM for all call centers

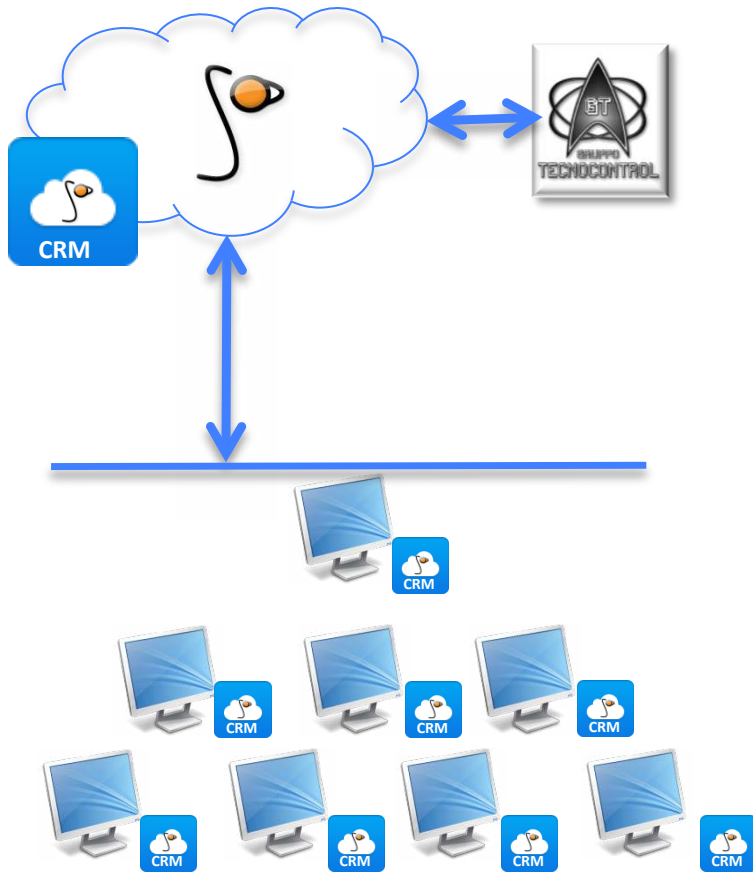
CRM *Powered by* s.o.d. provides your business a tool to support the outbound and inbound calls totally flexible, economical and high content of technological innovation, and successfully tested by Gruppo Tecnocontrol.

CRM *Powered by* s.o.d. has no fear of comparison and has not start-up costs!



CRM to manage your phone calls

CRM *Powered by s.o.d.* provides your business a tool to support the outbound and inbound calls totally flexible.



Benefits

- ✓ No set-up costs only a monthly fee that is unmatched
- ✓ Independent management of telephone calls
- ✓ Loading lists
- ✓ Record of Verbal Order
- ✓ VoIP traffic at a discounted rate
- ✓ Creating campaigns through a simple web interface
- ✓ Ability to manage simultaneous campaigns Inbound and OutBound.
- ✓ Simple import lists and formats most common: CLS, XLSX, CSV.





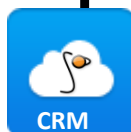
CRM *POWERED BY* s.o.d. details

Technical Characteristics

Unlimited number of call center locations
VoIP lines of high quality

Client side:

O.S. Windows XP or higher



Simple and intuitive

CRM *Powered by S.O.D.* is a powerful and useful tool to increase the number of its customers to maximize worker productivity, better manage the operator calls and incoming calls. .

Ease of use: CRM *Powered by S.O.D.* was created to meet the needs of call centers. It's easy to use and manage thanks to the intuitive and self explanatory icons .

Automatic calls action: CRM *Power by S.O.D.* thanks to the " Auto Call Action" is able to optimize calls to operators providing only those with satisfactory outcomes. The system allows you to set the number of calls to be launched on the basis of available operators and manage contacts by time and date .

Inbound calls: CRM *Powered by S.O.D.* allows to manage incoming calls, entering data in a shared agenda on both PC and on mobile devices with extreme ease, and to set appointments for others and to associate to each operator through a phone number an external buyer.

- ✓ Creating campaigns through a simple web interface.
- ✓ **Reduce infrastructure costs.**
- ✓ Ability to manage simultaneous campaigns Inbound and Outbound.
- ✓ Simply import the lists and the most common formats: **XLS, XLSX, CSV.**
- ✓ Management of duplicate numbers.
- ✓ Ability to handle private recalls.



WHY CHOOSE SOD CRM?

CRM *Powered by S.O.D.* is an important support tool for their business.

The software allows you to optimize internal processes, prevents the spread of data, allows to gather all the information collected, providing real-time analysis on the progress of work.

Keep in touch with their customers, be notified of a call, make automated calls, are all actions to make better and better and innovative services provided to customers and consolidate the strengths of your company

Incoming calls that are both green numbers, business numbers, or customer service are taken by Sod CRM management system before being distributed. The information, once processed and handled as prescribed, are passed to operators with distribution ACD, or automatic. The operator receives the call and all related information.

SOD CRM is also useful in back office management or for the creation of helpdesk: from technical assistance to marketing campaigns with tool free, advertising on the Internet, trade shows and meetings.

SOD CRM allows you to track every call, improve service and always be close to the customer.



Predictive call

With the predictive module we can maximize the number of calls of the call center and increase worker productivity by reducing the waiting time. The automated call system software allows you to set the number of calls and provide operators only with the successful calls.

When there is a successful call, it is immediately transferred to an operator without delays thanks to the automatic response, when there is a busy signal or no answer call, the system hangs up and dials the same number after a variable time so as to always be in contact at different times.

The Call Predictive Module of SOD CRM, manages the "to call" calls in private and redistributed mode:

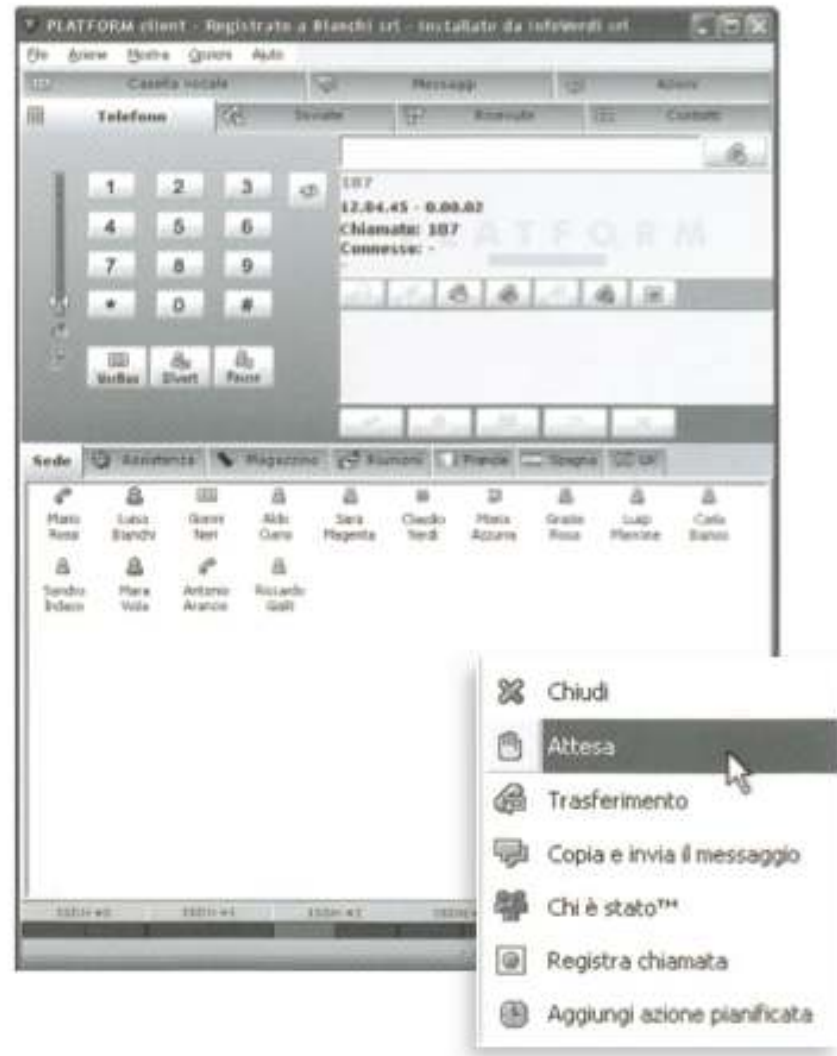
- Private mode: once you set the date and time of call, the name will be repeated only to the operator who had set;
- Redistributed mode: once you set the date and time of contact to call, SOD CRM software will automatically contact the customer.



Telephone Exchange and client VoIP

SOD CRM includes a telephone exchange for any business that allows to manage the phone calls throughout flexibility:

- ✓ User management
- ✓ Group management
- ✓ Telephone lines management
- ✓ Interconnection between exchanges (WAN)
- ✓ IVR management
- ✓ FAX server
- ✓ Client software



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Solutions for Call Center



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