

Client Relations Control Application

- ▶ A web-based application, implementing a logic for collection, management and control of business relevant data, received through communication with the company's clients
- ▶ Employees call the clients and collect information, such as level of satisfaction, readiness to further cooperation, desirable improvements etc.
- ▶ System supports roles differentiation (e.g. which employees are allowed to work with which clients data).
- ▶ System contains a predefined set of questions and a set of probable answers as well as the possibility to provide own answer
- ▶ Collected data is stored and the capability for further reports generation is provided
- ▶ The core functionality might be extended with additional features, such as integration with the PBXs through the SIP protocol in order to seamlessly integrate the communication process to the system