



SAP CRM

EXTENDED PROFILE



OVERVIEW

SAP CRM is a customer relationships solution from SAP designed to provide employees with customer insights and processes so they can deliver consistent and personalized customer experiences across all channels.

SAP CRM places itself in the market as software designed specifically for on-premises management. Intended to increase customer experience through adding a personal touch to each interaction, SAP CRM is suited for businesses of all sizes who wish to improve customer relations while also providing real-time data for analysis for driving performance and sales.

By equipping customer service agents and sales operatives with the tools to deliver fast, accurate service, SAP CRM brings together all customer interactions under a single, browser-accessible platform to ensure each customer is treated appropriately based on their individual experience with the company. Furthermore, with marketing capabilities to manage all aspects of the sector – including e-marketing, campaign automation, and digital asset management – SAP CRM provides a full system to increase productivity and revenue across each related business channel.

SAP CRM is an on-premise software solution with mobile access via a variety of devices.

FEATURE OVERVIEW



SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	SAP CRM
SOFTWARE FEATURES	
API ACCESS	✗
CADENCE	✓
CONTACT MANAGEMENT	✓
CONTRACT MANAGEMENT	✓
DATABASE MANAGEMENT	✓
FUNNEL REPORTING	✓
INTEGRATIONS	✗
PARTNER TRACKING	✗
PERFORMANCE REPORTING	✓
PIPELINE MANAGEMENT	✓
PRODUCT & PRICE CONTROL	✓
SALES GAMIFICATION	✓
	✓

QUOTATION HANDLING	
TASK ASSIGNMENT	✓
TERRITORY/QUOTA MANAGEMENT	✓
SUPPLEMENTARY FEATURES	
CPQ	✓
CUSTOMER SERVICE AUTOMATION	✓
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✗
CUSTOMER SIZE	
SMALL (1-50 USERS)	✓
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
OTHER FEATURES	
MULTIPLE LOCATIONS	✗
MULTIPLE CURRENCY	✗
CUSTOMIZABLE	✓
MOBILE FEATURES	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✓

HOSTING METHOD	
CLOUD	✗
ON-PREMISE	✓
FURTHER INFORMATION	

SOFTWARE SCREENSHOTS

SAP CRM Personalize Help Center System News Log Off

Saved Searches:

Corporate Account: d-sector / 81927 München

Administration

Home

Worklist

Calendar

E-Mail Inbox

Account Management

Marketing

Accounts & Products

Home

Reports

Activities

Pipeline Performance

Sales Operations

Reports

ZSJ Sales Opportunities

Create

Appointment

Interaction Log

Task

E-Mail

Contact

Account Details

Planned Activities

Actions	Start Date	End Date	Description	Category	Status	Contact	Person Responsible
<input type="button" value="Close"/>	16.05.2008	16.05.2008	No Text Available	Telephone...	In Bearbei...	Dr. Manfred Seitzer / ...	Stephan Jung / 803...
<input type="button" value="Close"/>	13.05.2008	13.05.2008	No Text Available	Telephone...	In Bearbei...	Dr. Manfred Seitzer / ...	Stephan Jung / 803...
<input type="button" value="Close"/>	05.05.2008	05.05.2008	Lizenzschlüssel f...	Telephone...	In Bearbei...	Dr. Manfred Seitzer / ...	Webclient UI /
<input type="button" value="Close"/>	05.05.2008	05.05.2008	Computer hängt ...	Telephone...	In Bearbei...	Peter Hofmeister / 81...	Stephan Jung / 803...
<input type="button" value="Close"/>	05.05.2008	05.05.2008	No Text Available	Telephone...	In Bearbei...	Dr. Manfred Seitzer / ...	Stephan Jung / 803...

1 2 3 4

Roles

Contacts

Acti...	Name	Function	Department	Work Address	Phone/Ext.	E-Mail
<input type="button" value="Close"/>	Stephanie Mayer	Geschäftsführung	Geschäftsführung	Stolzingstr. 29 / ...		
<input type="button" value="Close"/>	Dr. Manfred Seitzer	Vertriebsleiter	Vertrieb	Stolzingstr. 29 / ...		
<input type="button" value="Close"/>	Peter Hofmeister	Sales Manager	Sales	Stolzingstr. 29 / ...		

Opportunities

Addresses

ACTI...	Address	Country	Phone/EXT.	Fax/EXT.	E-Mail	MOBILE
Stolzingerstr. 29 / 81927 München	Germany	+49 (12345) 56...	stepke@g...			

SAP CRM Personalisieren Hilfe Center Systemnachrichten Abmelden

Geschichte Suchen Adcom Customers Starten Bearbeiten

Verkaufsmethodik: 317, Neue Verpackungsmaschine, ADCOM Computer

Sicher Neu Ausgabe Planung Verkaufsassistent Folgevorgang Verteilen

Opportunity: Details Bearbeiten

Allgemeine Daten Termine

Art	Verkaufsmethodik	Abschlussdatum	12/14/2007
ID	317	Startdatum	06/19/2007
Beschreibung	Neue Verpackungsmaschine		
Interessent	ADCOM Computer	Verkaufsphase	Qualifikation
Adresse des Interessent	PO Box 1030 / Seattle WA 98155	Erfolgschance	20 %
Hauptsprechpartner	Mr. Andrew Sands	Errechnete Chance	54 %
Zuständiger Mitarbeiter	Mr. Alex Elight	Status	In Bearbeitung
		Begründung	

Prognose Klassifizierung

Erwarteter Umsatz	280.000,00 EUR	Opportunity-Gruppe	Neukunden
Gewicht. erw. Umsatz	56.000,00 EUR	Herkunft	Messe
Relevant für Prognose	<input type="checkbox"/>	Priorität	wichtig

Ansprechpartner Neu Grafische Sicht Mehr Zum Seitenanfang

Aktio	Funktion	Name	Telefon	E-Mail	Hauptansp...
	Ansprechpartner	Mr. Andrew Sands	+12067243166	andrew.sands@tdc.demo...	
	Ansprechpartner	Mr. Marcel Redinger	+12067242000	marcel.redinger@sap.co...	

Vorkaufsteam Liste bearbeiten Zum Seitenanfang

Aktio	Funktion	Name	Telefon	E-Mail
	Vertriebsbeauftragter	Mr. Chris Baker		chris.baker@tdcdemo.com
	Vertriebsbeauftragter	Mr. Alex Elight	+12067242424	alex.elight@tdcdemo.com

SAP CRM Personalize Help Center System News Log Off

Working Context Edit Saved Searches: Adcom current Opps Do Edit

Home

My Appointments Today

09:00	10:00	Management Team Breakfast
11:00	13:30	Pre-Briefing Product Presentation
15:00	17:00	Product Presentation
18:00	21:00	Business Dinner

Favorite Reports

- Accounts with Open Opportunities
- Open Opportunities
- Opportunity Pipeline
- Opportunity Pipeline Analysis
- Opportunity Win/Loss Analysis
- Sales Pipeline Analysis
- Win/Loss Analysis by Reason
- Yesterday's Incoming Orders

My Open Tasks

- 09.11.2007 Finalize Detailed View
- 19.10.2007 Check solution in detail
- 19.10.2007 Prep Call Product Presentation
- 17.10.2007 Schedule Prep Meeting with UDS
- 12.10.2007 Call SC team for preparation

My Saved Searches

- Adcom current Opps
- Contacts of My Accounts
- My Special Accounts
- Top Products

Alerts

- No result found

Workflow Tasks

- No result found

Weather

Boston 34.9°
 Today: High 40, Low 26, Wind: 10 to 15 mph w. gusts
 Sat: Sun: Mon: + Forecast + Radar + History + Compare

Live TV Gadget your homepage!

Accounts with Open Opportunities (Expt. Sales Volume)

Export to Excel CSV Export to Excel Print Table

Report Criteria

My Views Defaults Save View As Save

Display

Chart Above Table Column Chart Swap Sequence 100%

Column Chart
Line Chart
Pie Chart
Bar Chart
Stacked Column Chart

SAP CRM Personalize | He Saved Ser

Business Activity: New

Save and Back Save Cancel New More

Appointment Details Edit

General Data References

Description		Account	
Location		Contact	
Start Date/Time	02.12.2010 08:00	Employee Responsible	AI/ENON (do)
End Date/Time	02.12.2010 08:10	Reference	
All Day	<input type="checkbox"/>	Item	
Importance	Medium	Reference Desc.	
Active Status	Open	Private	<input type="checkbox"/>
Category	Appointment		
Adjustment Request			

Notes