



# ZENDESK SELL (FORMERLY BASE CRM)

## EXTENDED PROFILE



# zendesk sell

## OVERVIEW

Zendesk Sell (Formerly Base CRM) provides sales-focused CRM to small, mid-market and enterprise businesses who wish to manage sales processes in an all-in-one platform.

As a CRM designed to meet multiple levels of requirements and specializations depending on the needs of each individual company, Zendesk Sell offers a service with a strong focus on visibility and increase in productivity. Zendesk Sell positions itself as a comprehensive software solution for companies looking to generate faster lead response times, expand to generate a larger amount of new leads and increase overall annual revenue.

Focused on speed and seamless tracking of both user and customer activity, Zendesk Sell delivers real-time data to accelerate internal processes and maximize productivity and revenue. Through lead prioritization, a smart email communication system and a Native Automatic Dialler, Base CRM allows users to prioritize and keep track of workloads, leading to an increase in sales opportunities and success rates.

As a cloud-based platform, with both iOS and Android optimization, Zendesk Sell was the first full native CRM Android app available, and has three pricing levels, Starter, Professional and Enterprise, on a per user per month basis for different business needs.

## FEATURE OVERVIEW



# zendesk sell

## SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	Zendesk Sell (Formerly Base 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	✗
<b>SUPPLEMENTARY FEATURES</b>	
CPQ	✗
CUSTOMER SERVICE AUTOMATION	✓
MARKETING AUTOMATION	✓
SOCIAL RELATIONSHIP MANAGEMENT	✗
<b>CUSTOMER SIZE</b>	
SMALL (1-50 USERS)	✓
MEDIUM (51-200 USERS)	✓
ENTERPRISE (201+ USERS)	✓
<b>OTHER FEATURES</b>	
	Data currently unavailable. <a href="#">Click here</a> to suggest data for this product
<b>MOBILE FEATURES</b>	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✓

<b>HOSTING METHOD</b>	
<b>CLOUD</b>	✓
<b>ON-PREMISE</b>	✗
<b>FURTHER INFORMATION</b>	
<b>PRICING</b>	\$25/user/month. Up to 5 users



# zendesk sell

## SOFTWARE SCREENSHOTS

**Contacts / Adolf Vandervort** [Edit](#)

**Current** Customer Status  
**Non** Prospect Status

**Phedora Papke** owner  
[+1 773-770-8599](#) work  
[+1 773-770-8599](#) mobile  
[adolf.vandervort@example.net](#) email  
**15657 Wehner Walks**  
**Port Rose, Michigan 59826**  
**United States** address  
**NEWSLETTER FEBRUARY** tags

**Manufacturing** Industry  
**123-123-123-2** Tax Number

To add an outside email to this contact, forward or BCC to:  
[d557696e@email.getbase.com](#)

**Add a Note** **Send an Email** **Send a Text Message**

To: **Adolf Vandervort** [+](#) Cc | Bcc

Subject: Follow-up on Proposal

Hi **First name**,

My name is Ryan and I work with **Industry**, agents to help them become productive sales people. I was wondering if you have a few minutes for a call later this week?

Talk soon,

Ryan Thomas

**B** / **/** **U** **☰** **🖼️** **📧** **{ }**

**Send Email** [🔍](#) Template: Proposal Follow-Up Email **⋮**

Displaying **all activity** ▼

- You** 👤 **Adolf Vandervort** not viewed **15/09/2014 15:28**  
**Follow-up on Proposal**
- Ryan Thomas** left a note **14/09/2014 7:42**  
**They are looking for a fast setup. Looking to get up and running within the week.**
- dashawn\_donnelly@example.net** 👤 **Adolf Vandervort** sent outside of Base **12/09/2014 8:28**  
**Follow up - great to talk to you last week**
- donnie.leannon@example.net** 👤 **Adolf Vandervort** sent outside of Base **25/07/2014 21:53**  
**How's the Progress?**

**CUSTOMER DEAL REVENUE**  
**\$0** 0 WON DEALS **\$0** 0 POTENTIAL DEALS

**CURRENT DEALS** +  
No Deals

**COLLABORATORS** +  
No Collaborators  
[Become a Collaborator](#)

**APPOINTMENTS** +  
No Appointments

**TASKS** +  
 **Schedule Follow Up Meeting**  
Tomorrow 0:00 • Ryan Thomas

**DOCUMENTS** +  
No Documents

