



# SUPEROFFICE CRM

# EXTENDED PROFILE



## OVERVIEW

SuperOffice CRM comes as either a complete solution or a number of role-based packages. Clients choose one or more packages depending on their requirements or can opt for the 'Complete CRM' solution, which incorporates sales, marketing and service in one space.

The core features allow users to centralize their customer interactions, synchronize their calendars and integrate mail from Microsoft Outlook or Google mail. Team availability tracking, document collaboration and project management tools are also included in the core package.

Features in the sales package include a virtual sales secretary, which keeps users updated with sales activities, opportunities and tasks that are overdue. The marketing suite offers functionality that aims to personalize emails, marrying CRM with the latest marketing techniques. A unique ticketing system streamlines the communication process, making interaction tracking simple.

SuperOffice CRM is available as a cloud or on-premise solution, both of which are accessible from desktop and mobile devices. The cloud version of the software comes with a catalog of apps and integration with third party software is also supported. Pricing is structured on a per-package, per-user basis with a 12-month minimum term contract, with a flexible billing period.

## FEATURE OVERVIEW

## SOFTWARE SPECIFICATION

OVERVIEW	
PRODUCT NAME	SuperOffice 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	✓
	✓

<b>TASK ASSIGNMENT</b>	
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>	
MULTIPLE LOCATIONS	✓
MULTIPLE CURRENCY	✗
CUSTOMIZABLE	✓
<b>MOBILE FEATURES</b>	
IOS APP	✓
ANDROID APP	✓
NATIVE WEB APP	✓
<b>HOSTING METHOD</b>	

CLOUD	✓
ON-PREMISE	✗
<b>FURTHER INFORMATION</b>	
PRICING	*From 44€ user/month. *Billed annually.