

A TECHPORT 13 APP: CUSTOMER RELATIONSHIP MANAGEMENT (CRM)



Techport Thirteen's Customer Relationship Management (CRM) app connects the core Salesforce automation components with the benefits of ServiceNow to streamline processes and make the most of your investment.

THE BUSINESS CHALLENGE

Is your CRM system causing friction for your business rather than enabling customer engagement, service excellence, and revenue growth? Are you paying too much while asking yourself how a premium sales force automation system doesn't have the basic conveniences of the ServiceNow platform?

A BETTER WAY

Techport Thirteen's Sales Automation solution includes the core Salesforce automation components, such as Leads, Accounts, and Contacts, and connects it with the benefits of the ServiceNow single-tenant platform architecture. Enhance your investment in ServiceNow by natively connecting your CRM and customer service management (CSM) and measure your success with ServiceNow Performance Analytics. Key features include:

- + Mobile Ready Service Portal – Access all key components over the Sales Portal.
- + Leads – Qualify your inflow of leads and prospects as they enter your business.
- + Accounts – Track and maintain key attributes and metrics on all your customers.
- + Contacts – Centralize contact information for your accounts.
- + Opportunities – Manage key information, contact roles, and activities necessary to close.
- + Orders – Transition an opportunity into a successful sale and track payment
- + Line Items – Build out opportunities and orders from price books with account specific pricing.
- + Activities – Track face-to-face and virtual meetings, emails, phone calls, and even set future activity



Available Now
TECHPORT CERTIFIED

To learn more about Self Service Management or our other applications, please visit our website at www.techport13.com/resources.

4227 Pleasant Hill Road, Suite 12-200, Duluth, GA 30096
P 404-200-7523 techport13.com

