



# Centium Customer Relationship Manager

Raise your customer standards to a new level!  
Faster solution, higher customer satisfaction  
scores!

<http://crm.centiumsuite.com>

# Centium CRM Overview

Centium CRM is a full-featured with Asterisk, CRM software ideal for all businesses, with low-cost product support available to production users that need reliable support. CRM provides many extensibility and customization features to enable your CRM solution to meet the needs of your business.

Centium CRM also provides, enterprise grade business productivity enhancement add-ons, Customer Portal , Outlook Plug-in for Microsoft Outlook users, Office Plug-in for Microsoft Word users, and Thunderbird Extension for Thunderbird mail users.

Centium CRM software installation is very straightforward as all the necessary software is integrated, and a single executable file is made available both for Windows and Linux (RedHat, Debian, SuSe, Fedora, and Mandrake) operating systems.

The setup of database, Web server, and other software that your require for Centium CRM is automatically handled by the installer.

CENTIUM CRM is built specifically for customer issue management. It is able to meet the needs of organizations seeking, web-based CRM software.

CENTIUM CRM is the only software to offer full communication abilities.

CENTIUM CRM also allow users send an e-mail, SMS and instant messages to one another. CENTIUM CRM works on multiple platform environments.



# Overview

# Centium CRM Features

CENTIUM CRM provides powerful features:

# Features



## Sales force automation

- Lead Management
- Opportunity Management
- Account Management
- Contact Management
- Activity Management
- Reports & Dashboards

## Marketing automation

- Campaign Management
- E-mail Marketing
- Lead Management

## Calendaring

- Pre-build reports for sales force automation
- Sales pipeline analysis by stage
- Monthly Sales pipeline analysis
- Sales opportunities by lead source
- Drill-down the dashboards by time and opportunity stage

## E-mail integration

- Track all contacts and related opportunities, cases, activities, and other details from a common repository
- Create the hierarchy of contacts within a company to have a better coordination while dealing with customers
- Import contacts from external sources, such as ACT, GoldMine, and other applications
- Export contacts to spreadsheet software, such as Microsoft® Excel®, OpenOffice®, and others for further analysis
- Synchronize contacts with Microsoft® Outlook®

## Customer support & service

- Ticket Management
- Knowledge Base
- Customer Self Service Portal

## Inventory management

- Products Management
- Sales Quotes
- Order Management
- Invoices

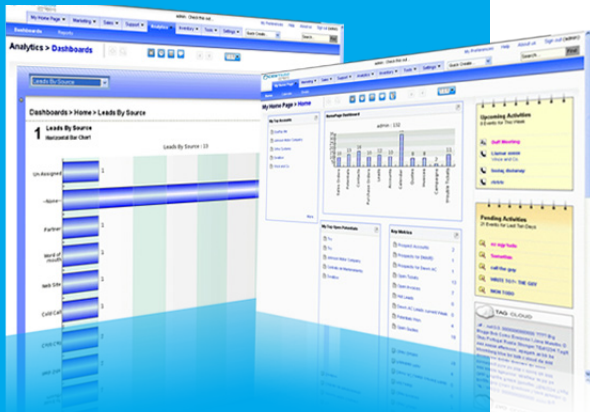
## Activity management

- Add all important customer related e-mails to Centium CRM for quick reference in future
- Store all the details of customer meetings and calls in a n intuitive calendar
- Manage daily tasks of the Centium CRM users to have a streamlined sales process

## Security management

- Centium CRM supports advanced security management functions including roles, hierarchies, profiles and groups.

This enables flexible access control to view and edit functions based on role, management hierarchy and group membership





No. 7-1, Jalan Damai Niaga, Persiaran Alam Damai, Alam Damai, 56000 Kuala Lumpur  
TEL : +(6013)-3832122 | E : sales@centiumsuite.com

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