

SMARTPLANNER QUESTIONS

- 1) If a Sales Manager leaves your company, where are all data related to his customers? Are you sure to have all the info collected up to that moment without losing any sensitive data (financial value)?
 - Smartplanner is a central and modular system that allows to review and update all the information in a simple and quick way, available to each company department (sales, marketing, IT, management etc...) through a single intuitive interface.
- 2) How can you maintain your customers' trust in an highly competitive market?
 - Improving communication with customers and keeping under control the SLAs of your services. Smartplanner is the customer oriented platform that integrates all company flows. You are able to extract whatever information about your client and you can understand the reason why they buy from your company and what are the actions to pursue.
- 3) How can you turn from a potential sale into a profitable sale? How can you anticipate the potential opportunity loss?
 - Standardizing the sale processes and managing all the opportunities! The maintenance of a constant flow of opportunities and the achievement of a contract are the main challenge of a company. It is the cornerstone of your business to increase the profitability, the stability and the longevity of your company. To do that you need a standardized system to manage all the opportunities: SmartPlanner. You are able to control and review the whole sales process related to each opportunity and compare it with similar ones already turned into contract to check if you are acting in a proper way. You can monitor all the steps until its closure. You can monitor and review all the opportunities per area, per product etc. , with the analysis of the closure percentage and the profit you understand if you are on the proper way or if you need to make some changes.

4) How can you persuade your customer to invest more on your business?

- By considering all the variables that drive your customer to purchase your product. SmartPlanner's reports give you the possibility to review and analyze the business strategies of your clients.

SMARTPLANNER FAQs

1. What is Smartplanner and who can use it within my company ?

- **SmartPlanner** is the modular platform that integrates all company flows. A voice-video-data gateway (**SmartGate**) transmits information securely to the heart of the system (**SmartSolution**: CRM, **SmartQuality**: TT and SLA). Information is summarized dynamically and made available to decision makers (**SmartAnalysis**: Business Intelligence). Strategic information on clients and internal processes can be correlated through a multitasking interface. **Example**: when a client/prospect/supplier calls, a pop up appears (through SmartSolution CRM integration) will all respective details (legal, open ticket etc...); if the receptionist has an open Ticket, she forward it directly to the customercare department that, through the Smartquality system, has the complete situation under control (TT/SLA); if the customer needs an offer, the receptionist can forward the call directly to the his assigned agent who, through Smartsolution, is able to have a complete overview of the customer (contracts in place, last contract, open offers etc.); if it is a supplier, the call will be directly turned into the purchase department. Through SmartSolution and SmartAnalysis the management will be able to track this call and all the related activities (a new prospect calls and the sales manager makes an offer with a certain value and profit that will be closed with at 90% by the end of the following month, as from the forecast ...; a customer calls to open a ticket that has been solved in 4 hours, as from the SLA). The same information coming from a call (through SmartGate) is managed from each company department (SmartSolution) that will be able to run his report (SmartAnalysis) to analyse all the data. SmartPlanner is a must for all departments in your company!

2. There are some SmartPlanner functions of my interest, but I have already some of them. Can I purchase only some modules?
 - Certainly. SmartPlanner is a modular platform and it is possible to purchase his modules in accordance with your needs. You can purchase the remaining modules at any time.
3. Is SmartPlanner personalisable?
 - Certainly. Our staff will be at your complete disposal to understand your needs, to advice you on the appropriate choice and to package your personal SmartPlanner.
4. Is SmartPlanner integrated with your company's existing systems, including ERPs?
 - Certainly. SmartPlanner is a modular solution that is integrated with your company's existing systems.
5. Is it possible to connect to SmartPlanner through the web?
 - Certainly. SmartPlanner is available in ASP mode (outsourced at the Smartcom web farm in accordance with the security policies and the high-level performance) and it is enough a web connection. The log-in levels are personalizable.
6. Can our agents connect in a remote way to do their offers? Is this possible with SmartPlanner?
 - Certainly. With the "Agent module" (SmartSolution optional function) your agents are able to connect to Smartplanner in a remote way, to use a form to create their offers having at his complete disposal all data related to their customers.
7. Yes, I can be interested in it, but actually I do not have the budget for hardware, software and internal resources to enhance Smartplanner. Is there a solution to save a portion of my budget?

- Certainly. SmartPlanner is available in ASP mode and zero investments in infrastructures will be necessary (no hardware, no software licenses, no back-up, no technical personnel). Your internet connection will be enough and you will pay only your monthly fee (clear costs for the service that you will choose).
8. If Smartplanner would be our choice, is it possible to integrate all the data with our existing CRM?
- Certainly. You can transfer all your data into SmartSolution .
9. If we buy your CRM (SmartSolution), is it possible to import all our customer database from our system to yours?
- Certainly. With a dedicated project you can import all your customer database.
10. Yes I am interested in it, but, being a new system, I would spend too much time to train my people. What can we do?
- Do not worry! SmartPlanner interface is intuitive and really simple to use. Our staff will be at your complete disposal to allow you to use Smartplanner in the proper and better way.
11. Yes, I am interested in it, but it surely needs too much time to be implemented and installed. What can we do?
- Do not worry! Our staff will help you to find your best solution and you could be able to use SmartPlanner in a short time and to enjoy all the benefits and advantages of it.
12. Yes, it could be interesting, but we will need to change our working method and this will create some issues.
- Absolutely not! Your processes will be faster, saving time, costs of resources and efficiency.

13. Yes, it could be interesting, but how can we update the system?

- Thanks to the ASP mode (web based), SmartPlanner is automatically updated each time that you use it.

14. Yes it could be interesting, but we do not have enough internal resources that could follow this service .

- There is no problem, our customer support is available 24 hours per email.

15. There are different solution on the market, why should we choose Smarplanner?

- Because SmartPlanner is the sole modular platform that integrates all company flows (Telephone switchboard, CRM, Quality of Service, Business Intelligence) and with only one service you have all that you need to align your company with the market.

16. Who is already using SmartPlanner in the field?

- All our customers (Industry, PA, Telco, Media,...) consider Smartcom on the cutting edge in the TLC/ICT market (thanks to his long-term experience and his skilled personnel) and helps them to improve and increase their business. Particularly SmartPlanner represents the innovation that our customers from different fileds have immediately appreciated and it is a guarantee of a big success on the market.