









We know how important business data is to you so let **MetriCRM** help you.



▶ A data-driven system that helps client company to manage their customer data with state-of-the-art and Artificial Intelligence (AI) technology.

Support Ticketing Management Module

-  Auto-routing
-  Aging Tracking
-  Ticket Escalation
-  Ticket Comment
-  Numerous Status
-  SLA Management
-  Ticket History & Logs
-  Customized Ticket Entry Field

- Dashboard
- Real-time Analytic View
- OTD Report in Excel
- Historical Report in Excel
- User Activity Log
- SLA Tracking
- Password Policy
- Self-reset Password
- Searching Algorithm
- Basic Ticketing Function (Open, Close, Update, View, Delete)
- Skill-Based Routing
- Escalation

- Customized Status
- Account Management
- Contact Management
- Configurable User Role & Permission
- Desktop Notification
- Email Reply-only automations
- HTTP GET/POST API Integration
- User Management
- Operations Hour Management
- Knowledge Management**
- Branch Management
- Change System Logo
- Email Integration
- Skill-based Routing for Email**

- Yeastar Screenpop
- Second Escalation Routing when SLA breached
- Taskboard
- Event Calendar
- CSAT Survey
- Integrate with Messaging such as WhatsApp, Facebook, Telegram, Web Chat**
- Wallboard
- File Upload
- Landing Page
- Customization**

**Add on subscription

Sales Pipeline Management Module



Quote



Sales Order



Invoice



Referral



Lead



Contact



Account



Opportunity

- Dashboard
- Real-time Analytics View
- OTD Report in Excel
- Historical Report in Excel
- User Activity Log
- Password Policy
- Self-reset Password
- Searching Algorithm
- Account Management
- Lead Management
- Contact Management
- Opportunity Management
- Quotation Management
- Sales Order Management

- Invoice Management
- Product Price List Management
- Product Supplier Management
- Product Inventory Management
- Configurable User Role & Permission
- Desktop Notification
- HTTP GET/POST API Integration
- User Management
- Service Contract Management
- Branch Management
- PDF Download
- Change System Logo
- Email Integration
- Skill-based Routing for Email**

- Yeastar Screenpop
- Quote, Sales Order, Escalation Auto Routing
- Second Escalation Routing when SLA breached
- Taskboard
- Event Calendar
- CSAT Survey
- Integrate with Messaging such as WhatsApp, Facebook, Telegram, Web Chat**
- Scheduled Invoice (Auto Billing)
- Wallboard
- File Upload
- Landing Page
- Customization**

**Add on subscription



METRI CRM

Want to try it yourself?
We are giving 1 Month
FREE Trial for
Maximum 5 Seats/Module.

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