## 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



- 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

**ETRI**CRM

- 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



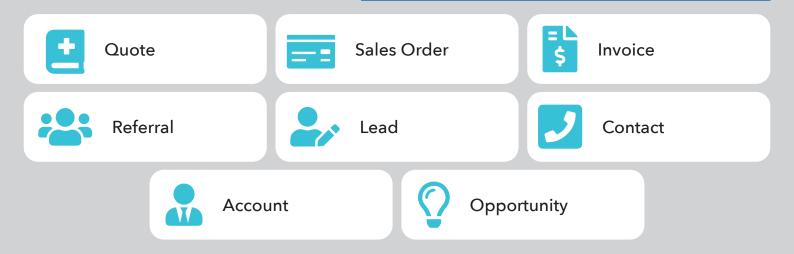
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## Sales Pipeline Management Module



- 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

**ETRI**CRM

- 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

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



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