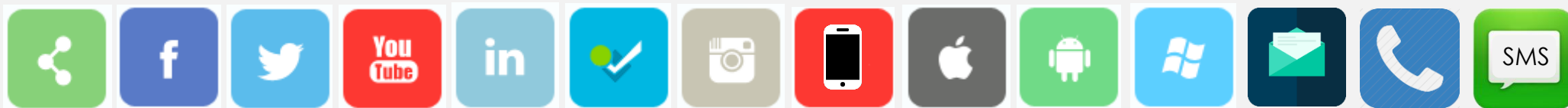


CRM



Me GalaxyCRM ju ndihmojmë
që klientët tuaj t'ju duan



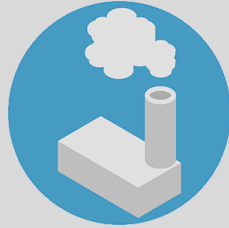
Omnichannel Sales/Marketing & Decision Making



Retailers



Wholesalers



Suppliers



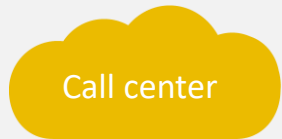
Customers



Professionals



Internal Customers



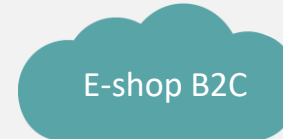
Call center



Social CRM



Newsletters



E-shop B2C



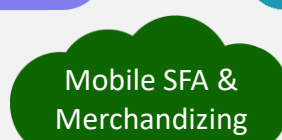
M-coupons



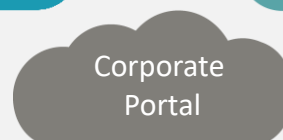
Mobile apps



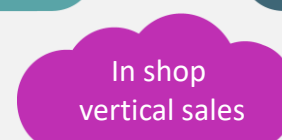
E-commerce
B2B



Mobile SFA &
Merchandizing



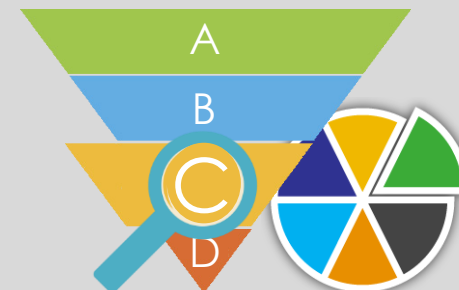
Corporate
Portal



In shop
vertical sales

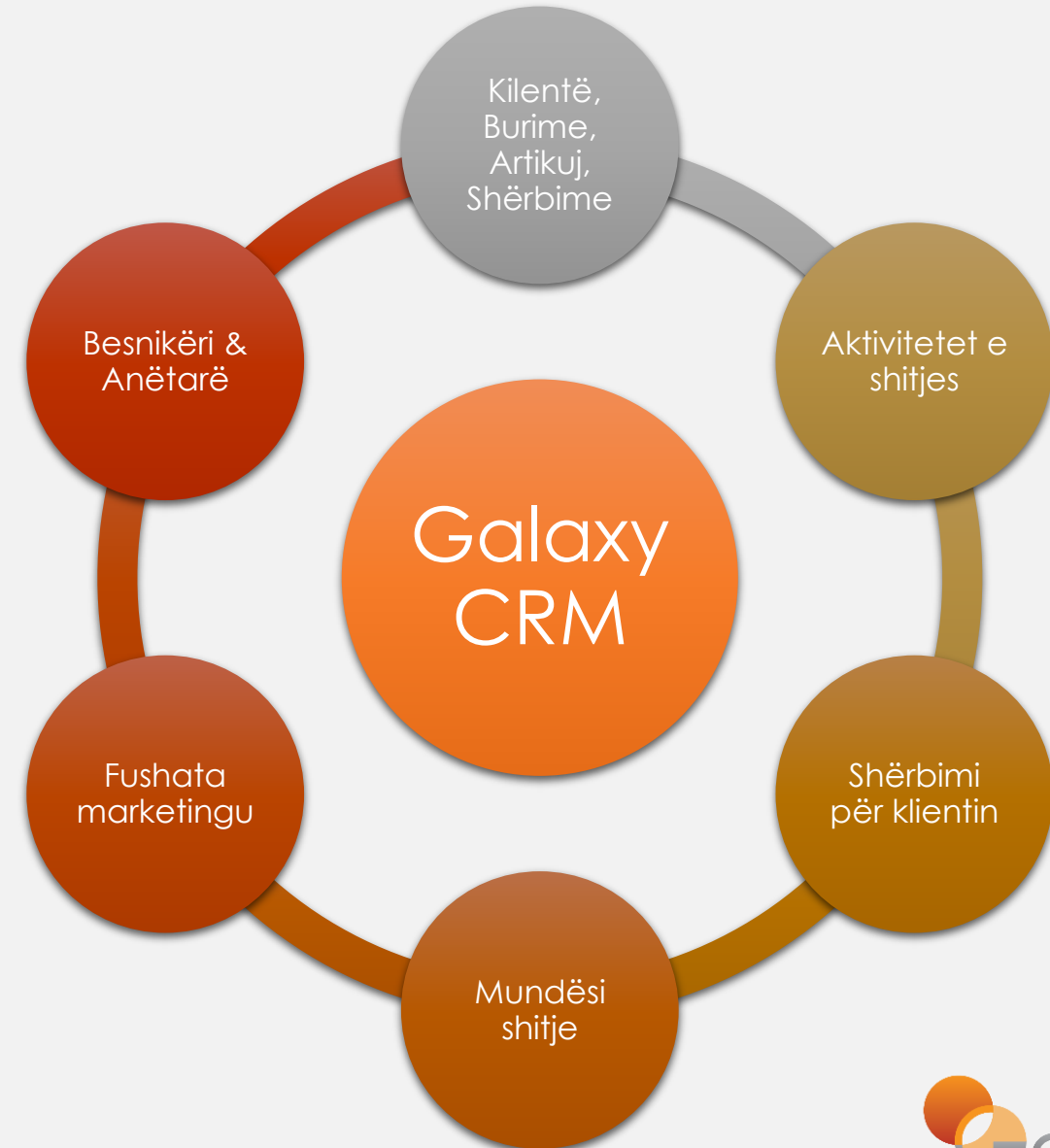
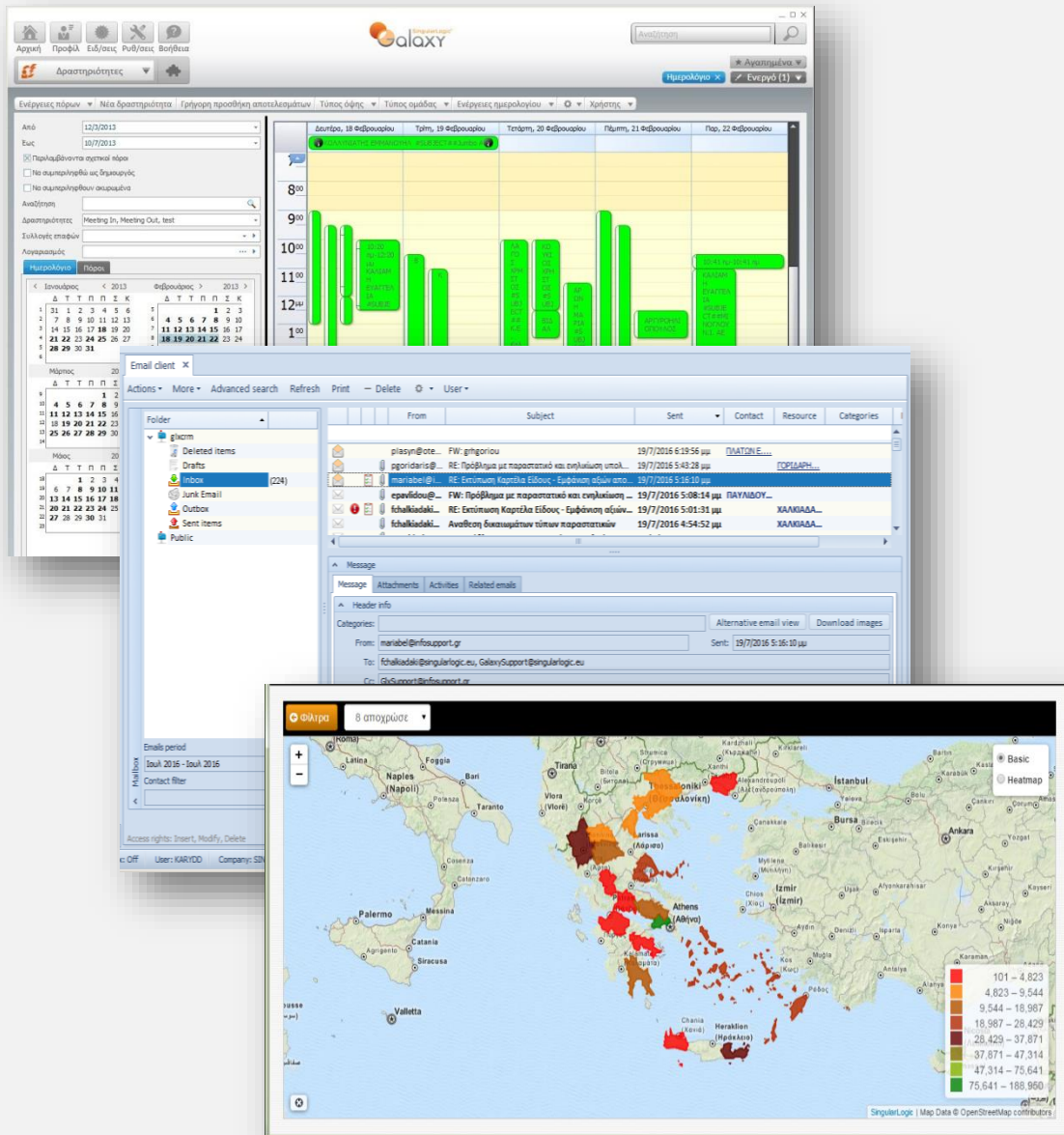


Data Analysis – B.I.

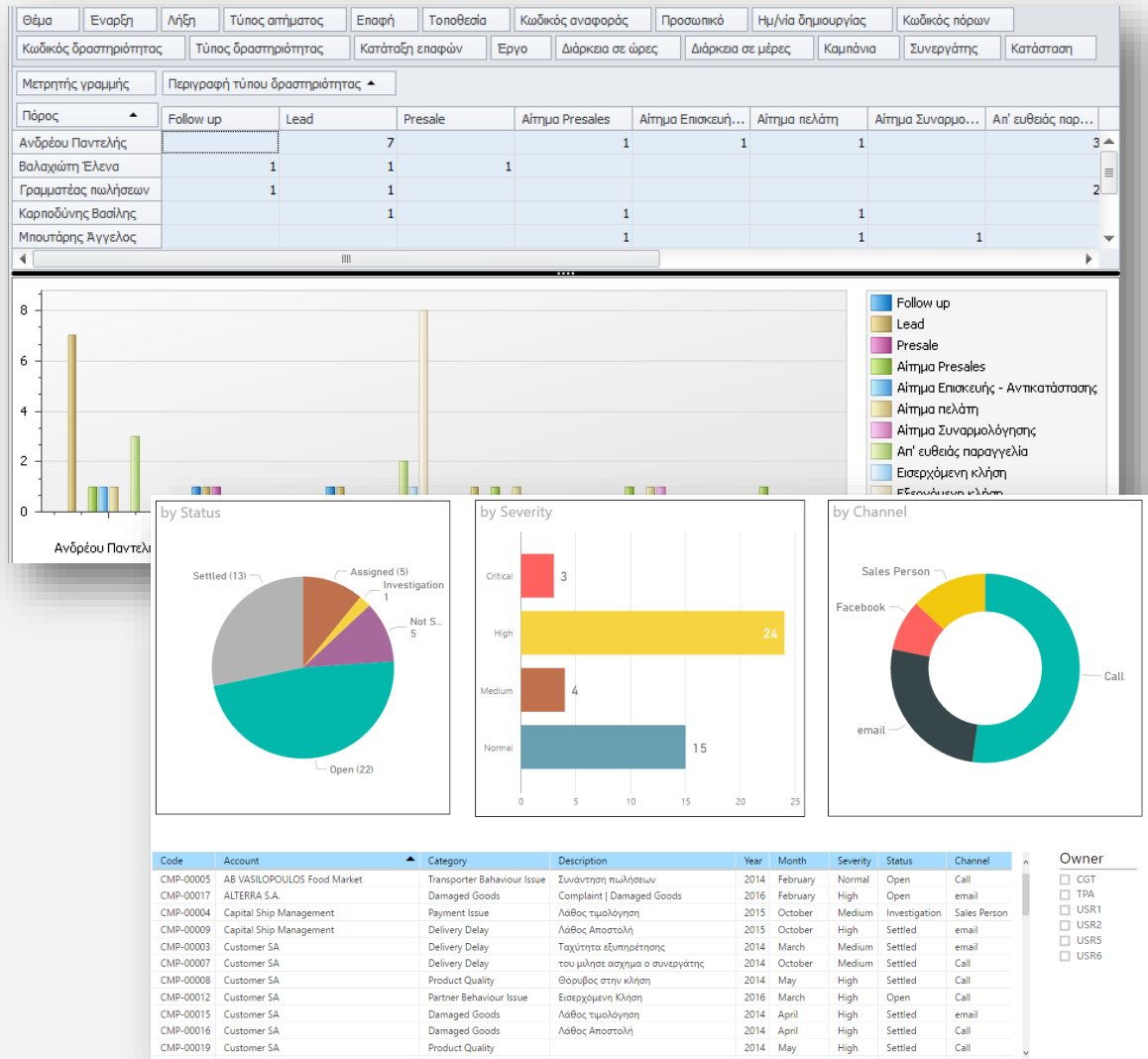


Segmentation Tools

Galaxy CRM | Modulet & FunkSIONaliteti



Galaxy CRM | Karakteristika të tjera



Menaxhimi i llogarive

- Llogari Tregtare, Grupe, Persona Juridikë, Individë;
- Marrëdhënie me klientin/Monitorimi
- Burimet / Ekipet / Menaxhimi i përdoruesve
- Menaxhimi i Konkurrencës

Aktivitetet Shitjesh

- Aktivitetet
- Takime / Kalendar i Shitjeve
- Komunikimi (telefonatat, fax, email, sms)
- Monitorimi i Aktiviteteve Inteligjenca e Biznesit (BI)

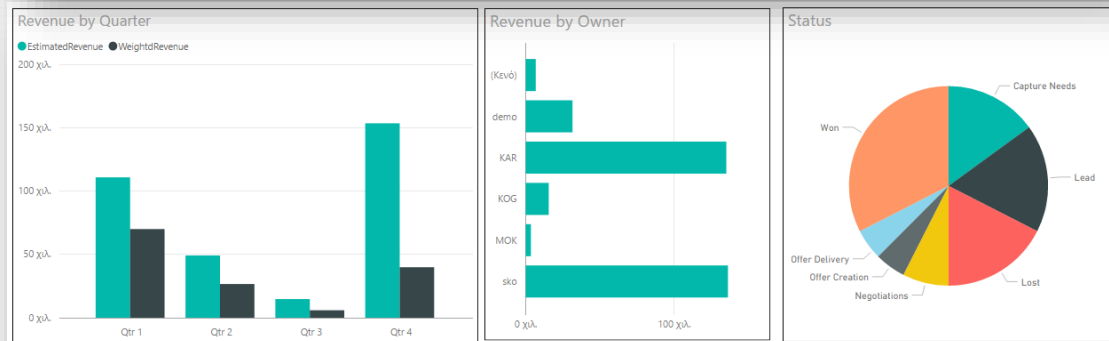
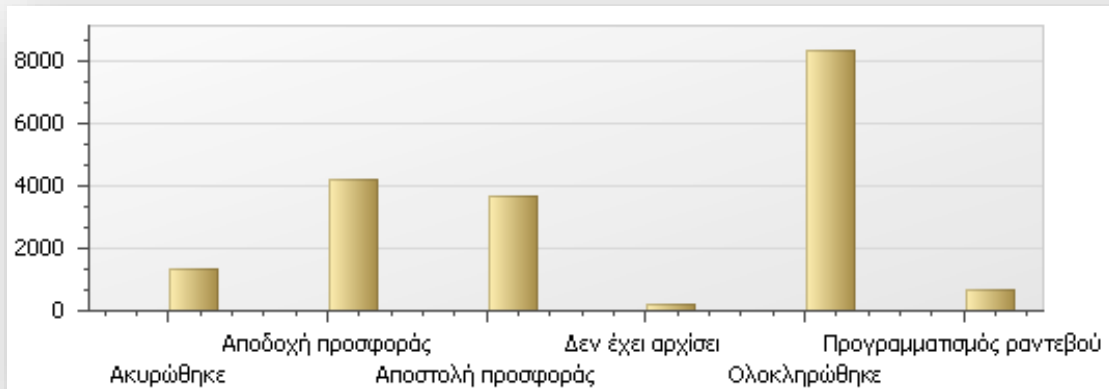
Njësi produkt / Shërbime

- Menaxhimi i Inventarit
- Lidhja midis produkteve
- Barcode / Numrat Seriale / LOT
- Produkt i lidhur për Klient/Konkurenca

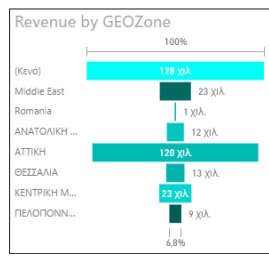
Shërbimi i Klientit

- Monitorimi i Ankesave
- Menaxhimi i Kërkesave
- Databazë Informacioni/ Numër serial ankesë (Ticketing)
- Historik i detajuar
- Email Klienti / Integrim në Outlook

Galaxy CRM | Paraqitje grafike e shitjeve



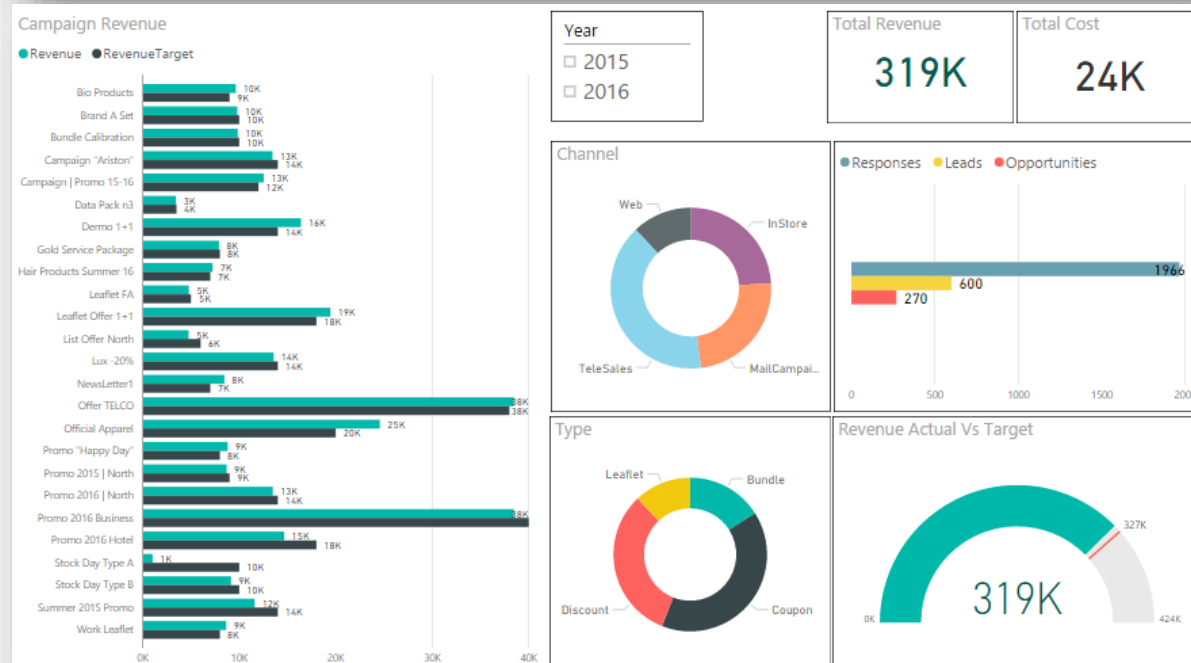
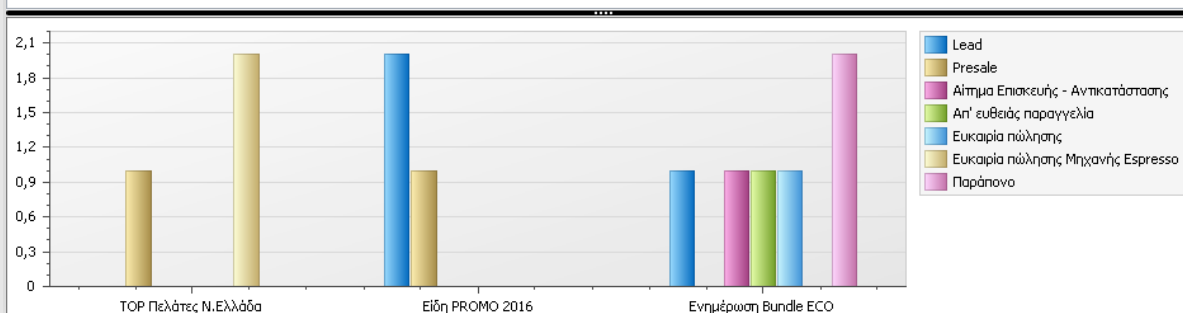
Opportunity Details							
Owner	Prospect	Status	EstimatedRevenue	Month	Lead Source	Lead Quality	GEOZone
demo	BAKIPAKH (QANNH)	Won	6200	January	Personal Contact	1-High	ATTIKH
demo	Holiday Moments Tourism LLC	Lost	12500	February			Middle East
demo	World Wide Journeys Contract Renewed	Lost	10000	February			Middle East
KAR	ZACKRET	Won	22000	February	Marketing Action	1-High	ATTIKH
KAR	ΔΗΜΗΤΡΙΑΔΗΣ ΟΜ. ΝΙΚΟΛΑΟΣ	Won	2500	February	Personal Contact	1-High	ATTIKH
KAR	ΣΧΟΙΝΑΣ ΔΗΜΗΤΡΙΟΣ & ΣΙΑ ΕΕ	Lost	0	February	Campaign Intra	2-Medium	ΘΕΣΣΑΛΙΑ
KAR	ΦΛΩΡΟΥ ΧΡΙΣΤΙΝΑ & ΣΙΑ ΕΕ	Offer Delivery	18000	February	Marketing Action	1-High	ATTIKH
KOG	Factory Outlet	Lost	4500	February	Internet	2-Medium	ATTIKH
siko	ΧΡΥΣΑΦΗΣ ΔΗΜΗΤΡΙΟΣ	Won	6500	February	Marketing Action	2-Medium	KENTRIKH MAKEDONIA
KAR	Capital Ship Management	Offer Creation	4500	March	1-YVH/H		
KAR	Customer SA	Offer Creation	8400	March	Campaign Other	2-Medium	ATTIKH
Σύνολο			328520				



- Menaxhimi i gjenerimit të kërkesës/ Mundësi shitjesh
- Monitoron klientët potencialë
- Monitoron Konkurencën
- Buxhetimi I shitjeve në nivele të ndryshme
- Kuotimi automatik (ulje; oferta; up-sell; cross sell)
- Formularë të gatshëm / ndjekje të proceseve
- Raportim i avancuar i kërkesës paraprake (pipeline)

Galaxy CRM | Manaxhimi i fushatave

Kampania	Lead	Presale	Aίτημα Επισκευής...	Απ' ευθείας παρ...	Ευκαιρία πώλησης	Ευκαιρία πώλησ...	Παράπονο	Grand Total
TOP Πελάτες Ν.Ελλάδα		1				2		3
Είδη PROMO 2016	2	1						3
Ενημέρωση Bundle ECO	1		1	1	1		2	6
Grand Total	3	2	1	1	1	2	2	12



Monitorim i planit të marketingut

Përkufizon Target Grupin

Paraqitje dinamike e përmbajtjes

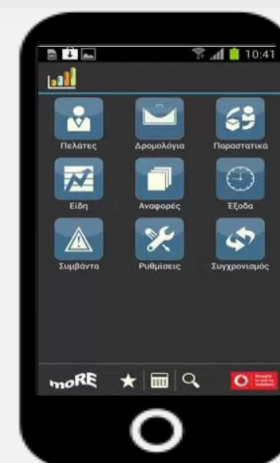
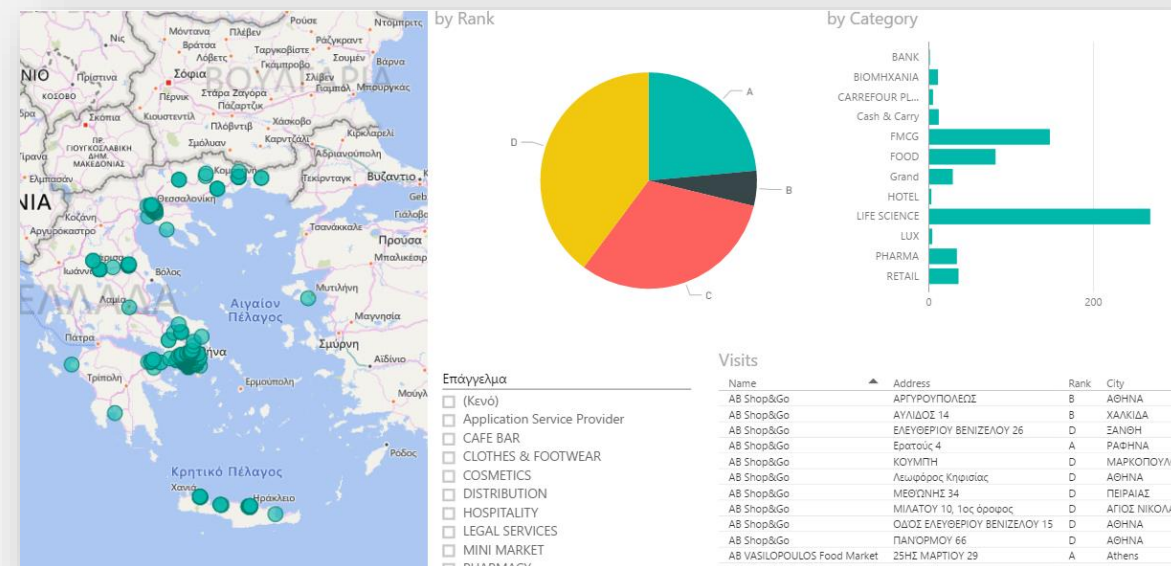
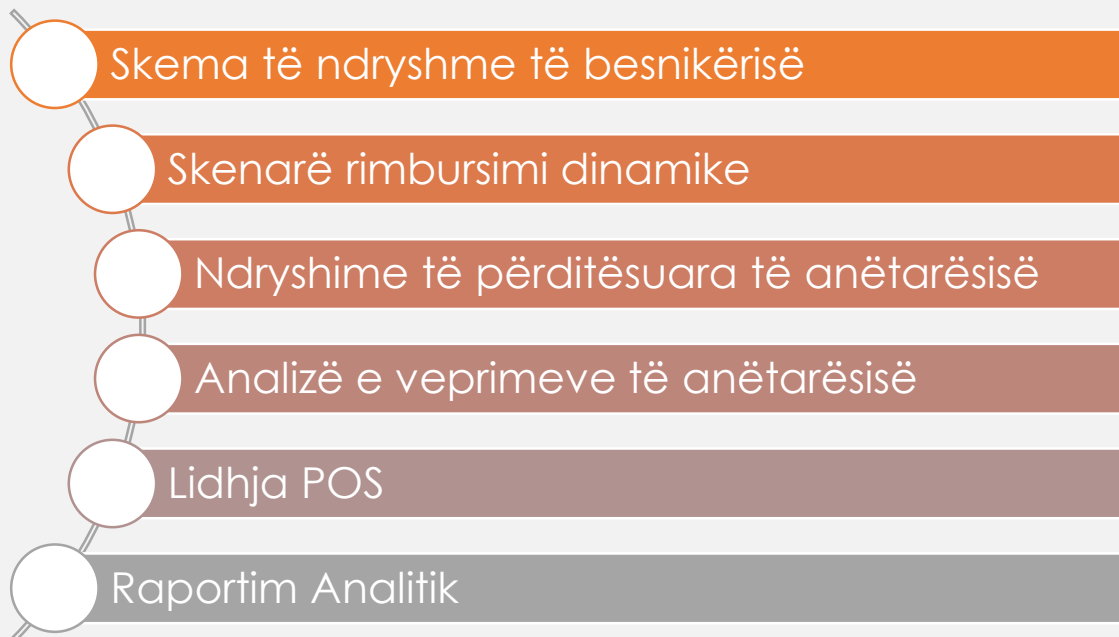
Kanale të shumta komunikimi

Buxheti i fushatës / Objektivat

Rregullat e ekzekutimit të fushatës

Raporte analitike

Galaxy CRM | Manaxhimi i besnikërisë



Galaxy CRM | CTI & Telemarketing

zgjdhje të zgjuar dhe të integruara të komunikimit që kombinojnë Telefoni, LAN, internet dhe ndërlidhjen VPN me Galaxy CRM ose çdo aplikim tjetër software të biznesit.



Galaxy CRM | Manaxhimi i procedurave të brendshme



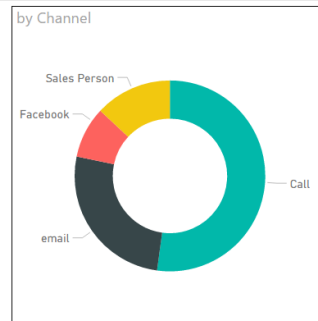
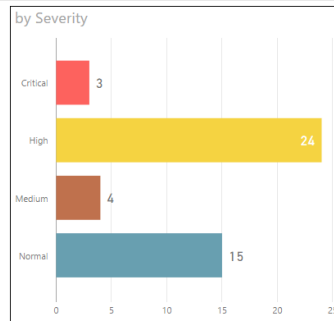
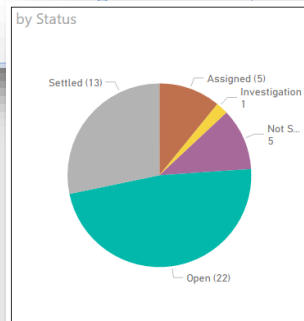
Expense Forms & Travel

Εργασίες - Σε εξέλιξη

Φίλτρα

	Κωδ.	Κλιμάκωση	Τύπος	Ημερομηνία	Κατηγορία	Έτος	Μήνας	Ποσό	Νόμισμα	Έργο	Χιλιόμετρα
	48778		Δαπάνες	04/08/2016	Parking / Διόδια	2016	Αύγουστος	2,80	EUR Ευρώ (€)	PC (GEN9201-9998) CRM ...	0,00
	48777		Δαπάνες	03/08/2016	Parking / Διόδια	2016	Αύγουστος	5,60	EUR Ευρώ (€)	PC (GEN9201-9998) CRM ...	0,00
	48776		Δαπάνες	24/08/2016	Καύσιμα (Μετρητά ΟΠΙΟ)	2016	Αύγουστος	20,00	EUR Ευρώ (€)	PC (GEN9201-9998) CRM ...	0,00
	48775		Δαπάνες	12/08/2016	Καύσιμα (Μετρητά ΟΠΙΟ)	2016	Αύγουστος	20,00	EUR Ευρώ (€)	PC (GEN9201-9998) CRM ...	0,00
	48774		Δαπάνες	04/08/2016	Καύσιμα (Μετρητά ΟΠΙΟ)	2016	Αύγουστος	30,00	EUR Ευρώ (€)	PC (GEN9201-9998) CRM ...	0,00

Εγγραφές 1



Code	Account	Category	Description	Year	Month	Severity	Status	Channel	Owner
CMP-00005	AB VASIOPOULOS Food Market	Transporter Behaviour Issue	Συνάντηση πωλησιών	2014	February	Normal	Open	Call	
CMP-00017	ALTERRA S.A.	Damaged Goods	Complaint Damaged Goods	2016	February	High	Open	email	
CMP-00004	Capital Ship Management	Payment Issue	Λάθος τιμολόγηση	2015	October	Medium	Investigation	Sales Person	
CMP-00009	Capital Ship Management	Delivery Delay	Λάθος Αποστολή	2015	October	High	Settled	email	
CMP-00003	Customer SA	Delivery Delay	Ταχύτητα εξυπηρέτησης	2014	March	Medium	Settled	email	
CMP-00007	Customer SA	Delivery Delay	του μιλίσε ασχία ο συνταγής	2014	October	Medium	Settled	Call	
CMP-00008	Customer SA	Product Quality	Θαυμάς στην κλίση	2014	May	High	Settled	Call	
CMP-00012	Customer SA	Partner Behaviour Issue	Εισαγόμενα Ιούλη	2016	March	High	Open	Call	
CMP-00015	Customer SA	Damaged Goods	Λάθος τιμολόγηση	2014	April	High	Settled	email	
CMP-00016	Customer SA	Damaged Goods	Λάθος Αποστολή	2014	April	High	Settled	Call	
CMP-00019	Customer SA	Product Quality		2014	May	High	Settled	Call	

Κατηγορι të shumllojshme kërkesash

Skenare aprovimi për kategori / Shpenzime / Përdorues

Prioritete & Data skadence

Sqarime / Komente

Histori Ndryshimesh

Kërkesa dinamike procesesh me nivele të shumëfishta

Lidhje me qendrën e kostove / Projekte / Divisione

Kërkesë për shpenzime

Shpenzim

Urdhër pagese I brendshëm

Galaxy CRM | BI – Business Intelligence



Raportim analitik i shitjeve

Indikatoret bazë të performances (KPI) sipas Industrisë

Paraqitje dinamike

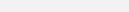
Paraqitje të thjeshta të Paraqitjes Automatik Online (OLAPs)

Analizë grafike të shitjeve

2D – GEO Dashboards

Raportim Analitik Menaxherial





myGalaxyview SingularLogic®

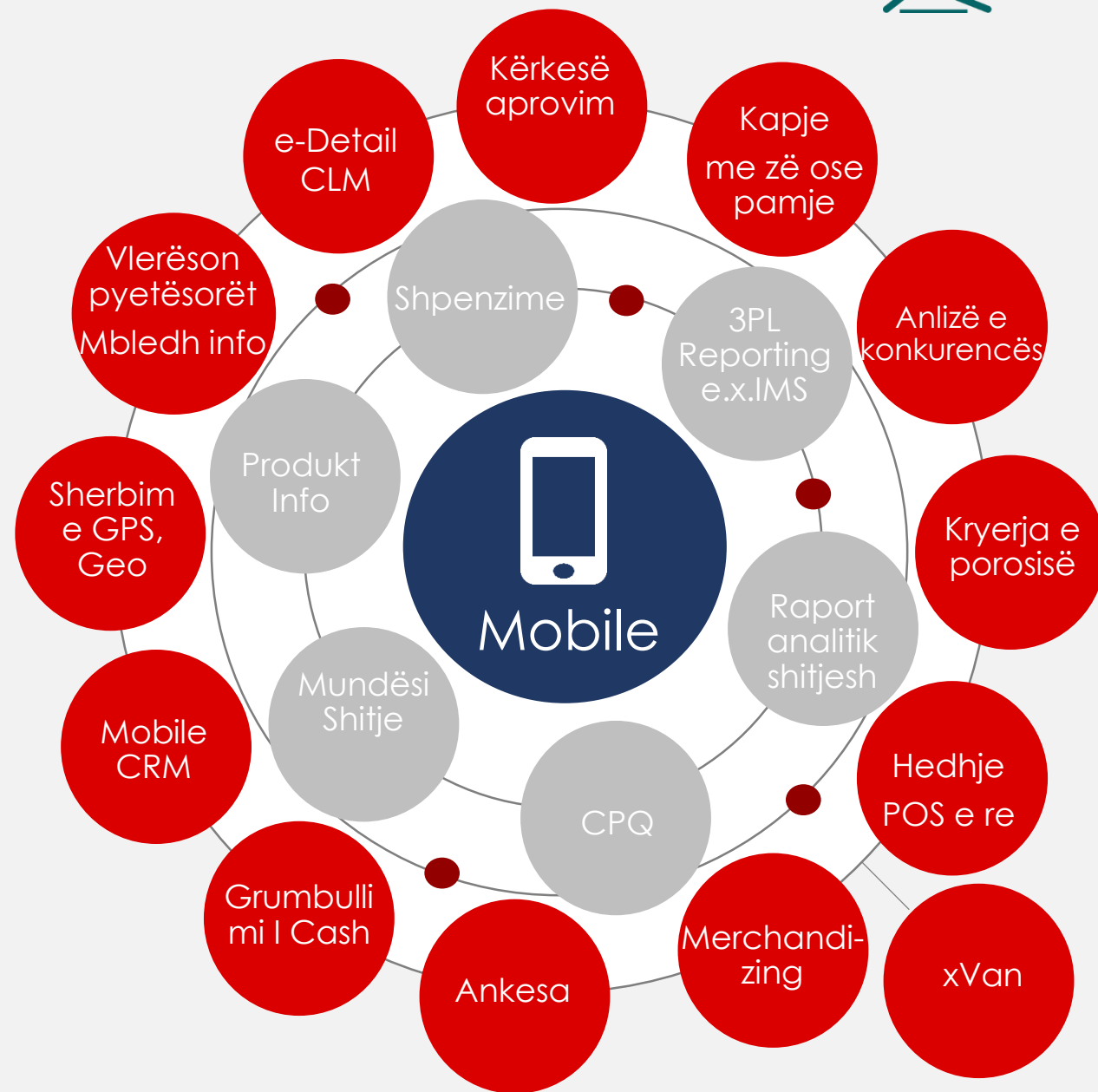
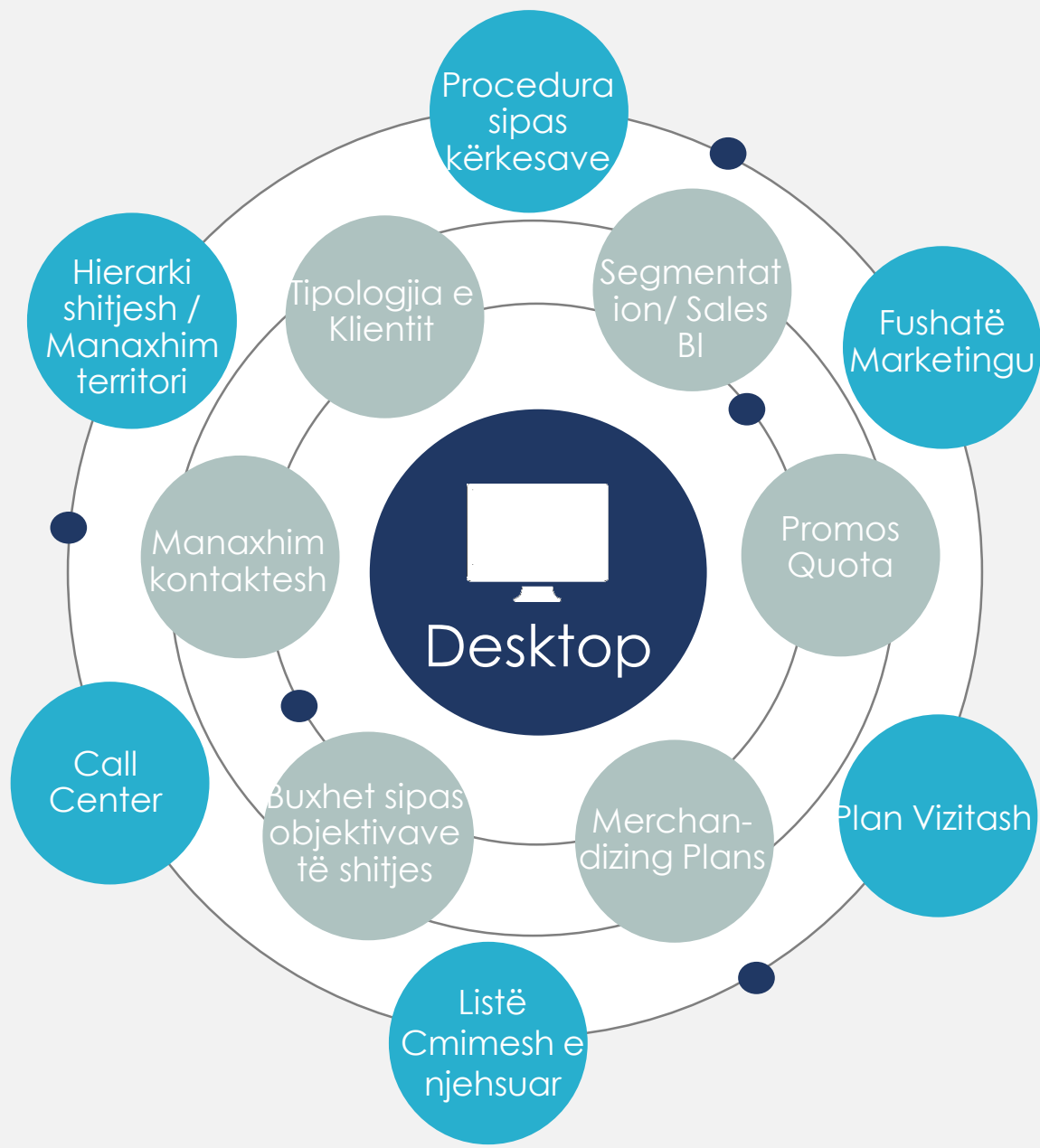
The collage consists of three overlapping screenshots from various web-based dashboards.

- Top Screenshot:** A browser window displaying "myGalaxy View". It features a sidebar with navigation links like "Είδη ανά προμηθευτή", "Κατάσταση συσχέτισης οδών", and "Έλεγχος Υπολοίπων ανά ΑΧ". The main area is titled "Available Reports" and includes a search bar and a list of report categories.
- Middle Screenshot:** A dashboard titled "Πωλήσεις vs Εισπράξεις ανά Νομό". It contains two charts: a bar chart comparing "Πωλήσεις" (Sales) and "Εισπράξεις" (Collections) across regions, and a donut chart titled "Ποσοστιαία ανάλυση Πωλήσεων" (Percentage analysis of Sales) showing the distribution of sales by region, with "Αττική" being the largest at 31.9%.
- Bottom Screenshot:** A dark-themed application window listing several entities with their corresponding numerical values:
 - Autoriteti Portual Dures: 9,580,757
 - Facile.it - Broker di Assicurazioni S.r.l Albania Branch: 3,759,675
 - NL7-Cisco Systems Internat.BV: 2,970,003
 - Albtelekom Sha: 2,201,202
 - ALBANIAN FERRY TERMINAL OPERATOR shpk: 1,096,501
 - Klient Online: 696,860
 - Operatori i Sistemit te Transmetimit: 436,362

ERP 15 Klientët më të mirë (Krahasimi 2-U)

Klient	Shërbime	Shërbime
Autoriteti Portual Dures	9,580,757	
Facile.it - Broker di Assicurazioni S.r.l Albania Branch	3,759,675	
NL7-Cisco Systems Internat.BV	2,970,003	
Albtelekom Sha	2,201,202	
ALBANIAN FERRY TERMINAL OPERATOR shpk	1,096,501	
Klient Online	696,860	
Operatori i Sistemit te Transmetimit	436,362	

Galaxy CRM | Ecosystem





SingularLogic[™]



CRM
solutions