

EMPOWERING ORGANIZATIONS

to be more responsive to their customers

service 007
SEEK OUTSTANDING SERVICE

www.service007.com



Customer Broadcast is a full-service ITES solution provider. We take pride in being able to work with our clients as a business growth enabler. We help organizations create and sustain their competitive advantage by offering technology-backed, need-specific, industry-appropriate business process services. We help achieve enhanced customer retention, superior operational efficiency and growing profits.



Call Centre & Customized CRM Support



Service Management CRM



Sales and Distribution Management CRM



Dealer Management CRM



Mobile Application & CRM Development



Loyalty Management CRM



Hospital Management CRM

Supported by a strong team and state-of-the-art infrastructure, Customer Broadcast has the capability to rapidly scale-up resources on demand. We bring forth our collective strengths to ensure that our customers' get value with every penny they spend with us.

A Call That Will Enhance Your Brand Recall

Customer Broadcast offers a Call Centre with customizable CRM systems to manage Sales, Marketing and Customer Support Activities. We help organisations achieve enhanced customer satisfaction, operational efficiency and increased revenues.



Key Differentiators

- Multilingual support covering all major languages in India
- Sales enquiry / AMC reminder / service requests / emergency / payment follow up etc
- Qualified, experienced and well-trained staff are deployed to handle calls
- Can be integrated with your existing ERP / CRM systems for real time updates / reports
- Mobile apps enabled CRM support

Customized Support

- Inbound calls / Outbound calls
- Single / Multiple Unit Support
- Call Management & CRM customization

Connect With Your Customers On The Go!

At Customer Broadcast, we develop CRM and mobile Apps for any business requirement, for instant tracking of business processes, continuous customer engagement and providing instant services on the go. We can develop apps compatible with Android and iOS applications



Key Differentiators

- Capable of developing customized CRM and Mobile Apps for all of your business needs
- Customized CRM &/or Mobile Apps that can be used alone or integrated as required
- Can be linked with all business functions such as Sales, Marketing, Finance, HR, Logistics, Customer Support, ERP / Accounting Software etc
- Customer responses can be tracked instantly and reports can be generated on a hourly / daily / weekly or at desired frequency
- Track the performance of Employees & Service Partners; Guarantee Customer Satisfaction
- Cost effective and 24x7 support

Render Flywheel Momentum To Your Business

Our Dealer Management CRM is perfect for managing your dealer network diligently. You can track every sale, check how service queries are attended to, see whether the customer is in AMC and narrow down customer queries to ensure dealers provide required services with minimal lead time and cost.

Scenario

Water Purifier sold and serviced through an Authorized Dealer Network



Customer Enquiry / Demo / Quote acceptance / Delivery / Installation



Customer makes a service request



Based on customer no., identify product AMC/ Warranty type & initiate service payment quote



Service person can collect the payment or render free service based on customer



For AMC customers, service team gets preventive maintenance schedule and customers get services done periodically



Daily / weekly service reports / complaints gets generated automatically

Key Differentiators

- Developing CRM & Mobile Apps suitable for all types of businesses
- CRM & Mobile Apps can be used for quick and Instant customer profiling based on date of purchase / AMC contract etc
- Generation of hourly / daily / weekly / monthly reports
- Capability and performance of service team / dealer can be tracked
- Can be instantly scaled up as the business grows
- Complaints Redressal Management

Delight Your Customer With Outstanding Service and Support

Our Service Management CRM is a comprehensive CRM designed to meet every service need of a demanding customer. This CRM comes with customized features that can be integrated with various departments such as Accounts, Marketing and Operations.

Scenario

Service Management needs of a washing machine



Customer makes a SOS call complaining about a faulty washing machine



The location of the washing machine is identified as soon as the customer reads out the unique customer ID or registered phone number



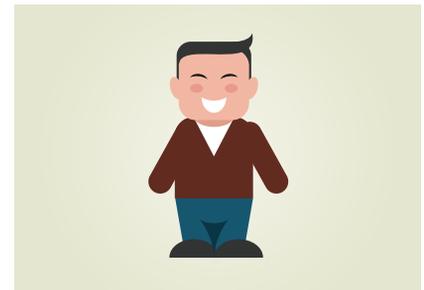
Automatic alert sent to specific service engineers with alert acceptance feedback loop



When the service call is not attended within 30 min, it gets escalated automatically



Mobile App for immediate and on the go updates from service engineers / technicians



Satisfied customer

Service 007 CRM is ideal for

- Service Automation
- Customer Support Management
- Equipment / Product Service / AMC Management
- Tracking productivity / service quality and performance of service personnel / team - Branch wise, Dealer wise
- Complaints Redressal Management
- Can be integrated with call center for 360° service management



Watch our video

Reward Your Loyal Customers

At Customer Broadcast, we have customizable software with call centre support that allows you to keep track of your customers' purchase frequency and offer rewards. We have been handling Loyalty Program Management for our clients in diverse industry verticals successfully.

Scenario

FMCG Business



Works in sync with Marketing plan of the client



Constantly in touch with loyal customers and their purchase history is intimated



Rewards will be conveyed to loyal customers



More purchases leading to more loyal customers which translates into more profits for the organization



Push the customers to buy more to get the rewards or incentive



We study the customer purchasing pattern and identify loyal customers

Advantages of running loyalty programs

- To seize long term benefits of consistently building customer base
- Reduced cost of customer acquisition as loyal customers are likely to make referrals
- Can create customized promotional programs to maximize returns for any point in the supply chain
- More value for the time, investment and energy spent on acquiring a customer
- Enhanced last mile influencer retention and profits
- Suitable for FMCG / Consumer Electronics / Manufacturing / Construction industries

Race Ahead with a Well-oiled Machine

At Customer Broadcast, we have a well structured operational framework and software support to allow you to track your customers' purchase frequency and quality of your supply chain. This helps you manage multiple Sales teams across diverse product lines and locations.

Scenario

FMCG Business



Sales Exec books orders / sends the confirmed orders of the day to his distributor and immediate boss



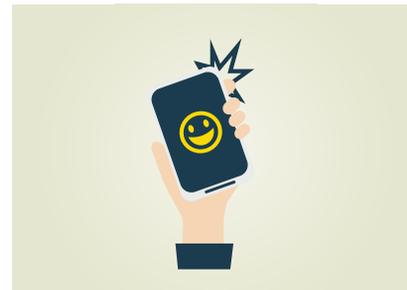
Distributor supplies the product / Organisation can view distributor's stock position / products supply status / payment collection



The complete Sales cycle can be tracked



Daily / weekly Sales reports get generated automatically



Customer enjoys quality product and delightful service

Key Differentiators

- Product wise, area wise, executive wise, distributor wise, campaign wise data analysis is possible
- Real time tracking of performance of Sales force / dealers / distributors / stockists
- Generation of hourly / daily / weekly / monthly order reports
- Beat-wise response of new product launches / Marketing campaigns can be tracked
- Not visited areas / outlets can also be tracked
- Credit / Payment Tracking
- Expenses management of Sales team
- All these can be delivered as a mobile app

We Serve ✓



Healthcare



Home Appliances



Realty



Automobile



Manufacturing



FMCG



Publishing



Information Technology



Education



Construction and others



Visit Our Website
www.service007.com

A division of
 **Ultramarine &
Pigments Ltd.,**



RR Tower IV, 5th Floor, RR Chamber,
TVK Industrial Estate,
Guindy, Chennai - 600 032
☎ 1860 - 425 - 4007
✉ enquiry@service007.com