

Avolin

Onyx CRM

Deliver Personalized, Differentiated Customer Experiences

Onyx CRM is a unified enterprise application with a customer-centric design that coordinates all data, processes, and interactions around the customer. The results are consistent communication and collaboration across the enterprise through easy-to-use interfaces and clearly designed CRM processes. Onyx gives organizations of all sizes a full suite of functionality, empowering them to provide the best possible customer experience.



Enhancing the Customer Experience

Because the CRM industry grew up delivering process technology to specific departments, namely sales and marketing, most CRM vendors still have difficulty delivering on the promise of customer relationship management that dissolves organizational barriers. Onyx CRM stands out from the crowd because it truly can put your customers at the center of all your operations—across your enterprise and all your channels.

- **Full Visibility** - Get a 360-degree view of every customer and prospect, with information, insights, and automated workflows. From customer details, hierarchies, and support incidents to sales opportunities, campaigns, and contact history, Onyx provides you with a holistic platform with a unique customer-centric design.
- **Sales Execution** - Onyx provides all the tools necessary to automate and manage the sales process so that leads can be tracked all the way from the prospect to the customer stage. With the quoting, forecasting, and flexible workflow, orchestrating the sales process takes the headache away from sales people so they can focus on selling.
- **Customer Support** - Manage customer service, support, and incident ticketing process from start to finish. Support incidents can include any number of discrete tasks assigned to specific individuals or groups as part of the workflow to orchestrate the support process to a successful end.

Benefits

- Single customer screen to organize customer details, contacts, relationships, history, incidents, email communication, appointments, surveys, campaigns and scripts
- Configurable process and scripted workflows
- Ability to manage different users' roles using configuration tools
- Open standards-based architecture to allow for the integration to transactional systems

Key Features

- **Productivity Tools** – Keep staff working productively and efficiently with powerful configurable tools, including data import, record locking, audit logging and more
- **Onyx Mobile** – Allows users on both Android and Apple devices to enjoy a full suite of features such as advanced search, mapping integration, click to call and email, signature capture, and more
- **Onyx Insight** – Provides a solution for managing and searching the scattered data as well as advanced search capability for its users. It offers increased visibility into Onyx CRM for service tickets, sales opportunities, contacts, accounts and much more
- **Dashboards and Reporting** – Utilize pre-built reports or build customized reports for better insight driving more informed decisions
- **Microsoft Outlook Integration** – Enables users to interact with Onyx CRM records directly from Outlook to increase productivity

More About Onyx

Onyx is built on a simple design philosophy: life is complicated, customer management should not be. Usability and productivity are key. Onyx leverages modern Web 2.0 technologies and user paradigms and is optimized for flexibility. Onyx provides a full toolbox of administration tools including UI Configuration Workbench, Object Designer, SQL Generation, Business Rules Manager, and more to support the ever-changing business requirements that a dynamic organization faces with simple configurations rather than customizations. And integration with social media technologies and the ability to access the system anywhere from any mobile device ensures that you stay up-to-date with all the information about your customers.

To find out more about how Onyx CRM can help your organization, please contact us at info@avolin.com.

The Avolin logo features the word "Avolin" in a bold, sans-serif font. The letter "A" is black, while the "v" and "i" are purple, and the "n" is black. The "o" is a solid purple circle.

Avolin provides critical software solutions to enterprises around the world, specializing in Customer Relationship Management, Knowledge Management, IT Support and Supply Chain Management. Over 1,400 customers in more than 50 countries use our portfolio of solutions to help them provide outstanding customer service, keep their day-to-day operations running smoothly and make intelligent decisions based on relevant and real-time data. Our customers are at the center of everything we do and our singular goal is to deliver the right solutions for their industry-specific workflows helping to keep them at the forefront of their industries. For more information, visit www.avolin.com.