

Exact Event Manager: Multiple Uses

Effectively monitor your business in real-time.

Customer Relationship Management (CRM)



Do you:

- Have important activities that go uncompleted?
- Have managers who are unaware of specific sales opportunities?
- Wish you knew in advance about the state of a salesrep's pipeline?
- Want to know about prospects who haven't been contacted in 'x' days?
- Need to send staff new literature or alert them about new competitors?
- Have staff who are unaware when their accounts are modified by someone else?
- Wish you could alert salesreps who don't synchronize on a timely basis?
- Want to know about sales or support reps with greater than (or less than) 'x' calls, appointments, or sales?
- Need to know about clients whose average sale price is greater than 'x'?
- Wish you could alert staff about activities due for completion within the next 'x' days?
- Need to compare pending order total for a specific item to the quantity you have in stock and on order?

E-Mail (The Universal Application)



Do you:

- Wish you could determine if an incoming e-mail is from a client?
- Want to send automated replies in response to incoming e-mail?
- Have "generic" mail accounts that are like a black hole for messages?
- Wish that you could automatically add the contents of an incoming message to a contact's record?
- Need to schedule intelligent and timely follow-up actions based on the receipt of certain e-mail?
- Wish you could monitor the quantity of e-mail that you get from various clients?
- Have a way to turn incoming e-mail leads into actionable database records?
- Know when your best clients e-mail you?
- Have a way to forward critical mail messages to an employee's pager, PDA, or cell phone?
- Allow clients to update their own support calls via e-mail?
- Simply ignore undeliverables?

Financial Management Applications



Do you:

- Have salesreps who are unaware of a client on credit hold?
- Wish you could send alerts the instant a client's account reaches a certain level?
- Need to send order confirmations?
- Want to know about stock that is nearing its re-order level?
- Need to tell customers about orders shipped later than expected?
- Want to alert customers about purchase bonus programs?
- Wish that you could prevent orders with un-approved discounts?
- Lose money when you miss out on early payment discounts?
- Wish you could spot customers who haven't ordered in over 'x' days?
- Need to automatically e-mail dunning notices or client statements?
- Have a way to match incoming stock with outstanding backorders?
- Need to alert staff to stock surpluses that will be written off if not sold immediately?



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Customer Service & Help Desk



Do you:

- Need to know about support reps overwhelmed with open calls?
- Want to be alerted if you are about to miss meeting a service level agreement?
- Know about service contracts about to expire?
- Need instant awareness of delays to field service technicians?
- Want to know when a key client logs a high priority support call?
- Have a way to immediately spot problem “hot spots” based on call trends?
- Need to notify the salesrep linked to a client logging a call?
- Wish you could identify reps spending an average of more than ‘x’ minutes per call?
- Know when there are more than ‘x’ high priority calls assigned to a single service rep?
- Know which clients generate the least revenue and most support calls?
- Wish you could automatically send a survey back to clients for certain types of closed calls?
- Need to know about specific calls that have not been worked on in over ‘x’ hours or days?
- Need to alert field technicians about delays to delivery of critically-needed parts?
- Have a way to notify a support rep that an incoming call is for a client with pending sales opportunities?

Report Generation & Distribution



Do you:

- Wish that you could automatically generate and distribute frequently-needed reports?
- Have a way to trigger a sales report only if revenues are above or below a certain level?
- Need to enable users to request and receive support call reports without bothering a service rep?
- Wish that everyday at 5 pm your users could each receive a report of their overdue activities?
- Want to avoid sending a blank report to people if there is no data to report on?
- Need to e-mail or fax important reports to remote or off-site personnel?
- Wish that you had a way to post reports to a website for easy access by business partners?
- Wish that you could automatically distribute new literature in PDF format?
- Need a way to automatically distribute newsletters to clients?
- Wish that you could record the fact that a report was sent to a person within his/her contact record?
- Have a way to empower users to use e-mail to request the receipt of a specific report?
- Need a way to FTP a report to specific recipients?
- Have a way to automatically generate and distribute a report based on activities that occurred “today,” “Yesterday,” “last week,” or “last month”?

Supply Chain (MRP/ERP)



Do you:

- Wish you knew if the delivery of a specific component needed for a project was delayed?
- Need to identify orders with configuration errors (such as missing parts)?
- Have a way to monitor product cost and price variances?
- Know about suppliers who have a higher than average amount of damaged or defective items?
- Have a way to balance stock overages and shortages across multiple locations?
- Need to notify staff about project approvals or disapprovals?
- Wish you could be alerted about personnel who won't be available for certain projects?
- Have a way to automatically issue standing orders to your vendors?
- Need to be notified about scheduled maintenance on manufacturing machines?
- Have a way to instantly identify substantial drops in product margin?
- Wish you could send an alert about abnormal stock utilization?
- Need to alert staff and clients about defects discovered and/or fixed in your products?
- Have a way to send an alert about excessive hours logged against a specific project?
- Know immediately when exchange rates fluctuate and impact international shipments?

