

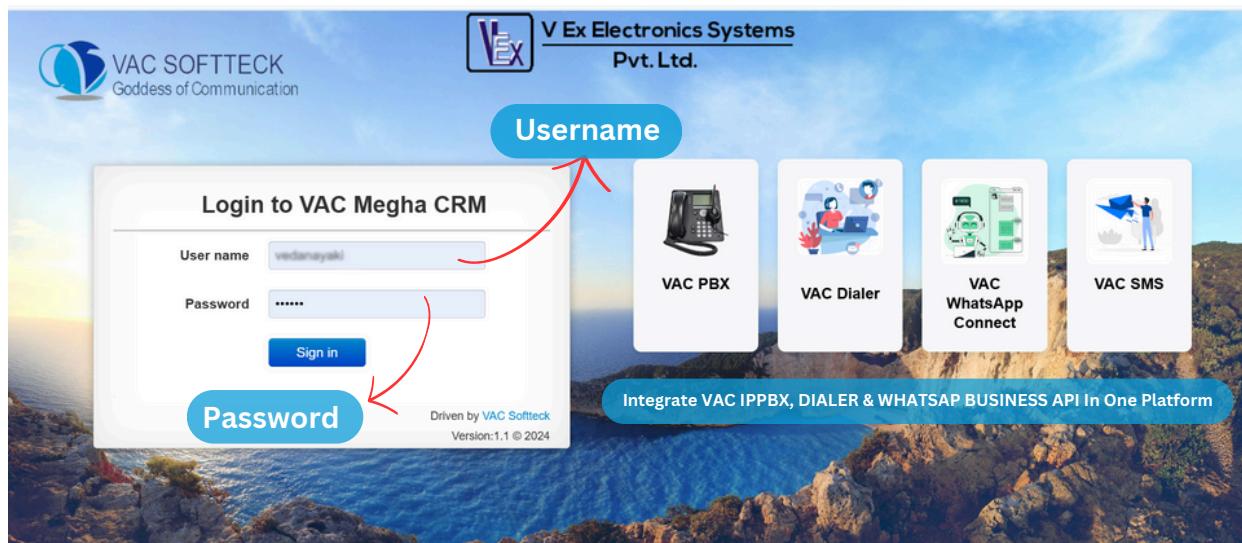


VAC SOFTTECK
Goddess of Communications

“ —
Empower Your Business
with
VAC CRM
— ”

VAC CRM is a powerful tool that captures leads from social media platforms like, Facebook, Linked In, and Google ads. VAC CRM stores all customer details from leads, identifies sales opportunities, manages marketing campaigns, records service issues, and all in one central location.

login Screen:



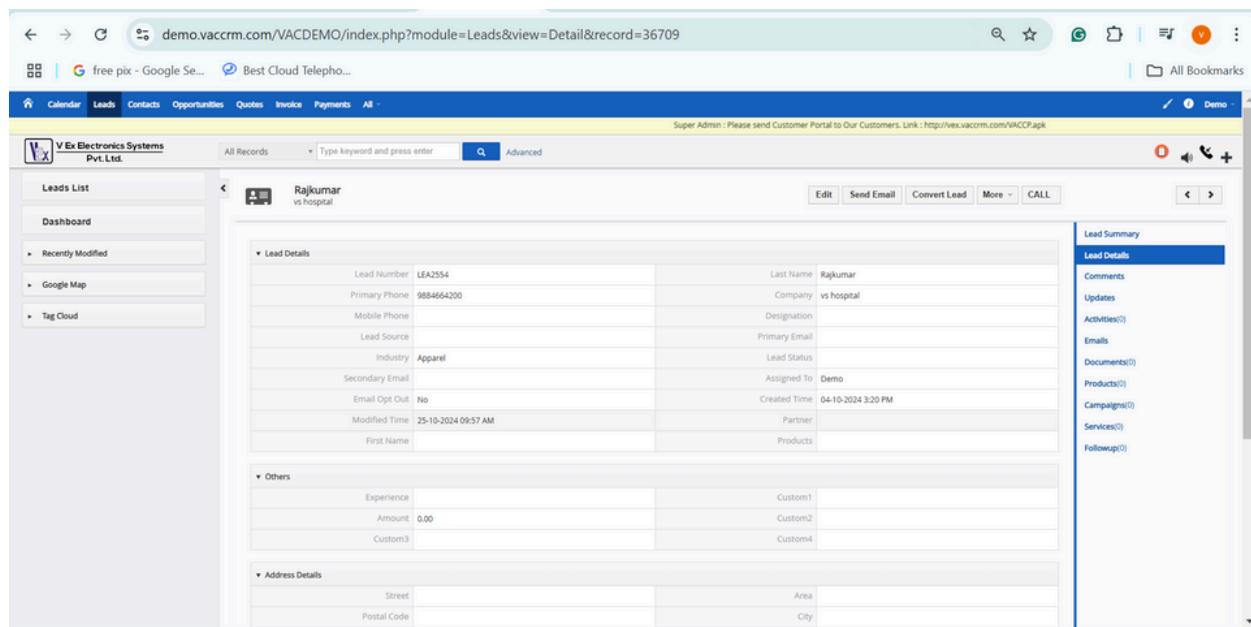
The VAC CRM is a customer relationship management system designed to streamline client interactions and lead management. It includes fields for "Username" and "Password" with a "Sign In" button for secure access. To the right, users can find integration options with VAC PBX, VAC Dialer, VAC WhatsApp Connect, and VAC SMS, enabling seamless communication and enhanced functionality within the CRM.

Lead Module:

Lead Number	Last Name	Company	Assigned To	Lead Source	Lead Status	Primary Phone
LEA2555	dhanraj	vex	Demo			9941435316
LEA2554	Rajkumar	vs hospital	Demo			9884664200
LEA2550	Gayathiri	V3 technis	Demo	India Mart	Attempted to Contact	9807898687
LEA2549	Mr.Abhishek		Demo	Existing Customer	Cold	9807887967
LEA2548	Swathi	Ava.AI technologies	Demo	Self Generated	Hot	
LEA2547	Avinash	Az3 technologies private limited	Demo	Partner	Cold	7305692533
LEA2546	Suresh Kumar		Demo	Other	Contacted	
LEA2545	Rajalakshmi		Demo	Other	Contacted	
LEA2544	Hajal	bluedot.AI	Demo	India Mart		7868697971
LEA2542	Drivu		Demo	Other	Contacted	

VAC CRM is designed to help businesses manage potential customers or "leads" effectively. It allows users to add, view, and organize lead details such as contact information, company, source, status, and assigned representative. The module supports filtering, searching, and sorting, making it easy to prioritize leads based on their status (e.g., Hot, Cold, Contacted) and source (e.g., Partner, Self-Generated). This feature streamlines the lead management process, enhancing sales tracking and follow-up activities within the CRM system.

Lead Module:

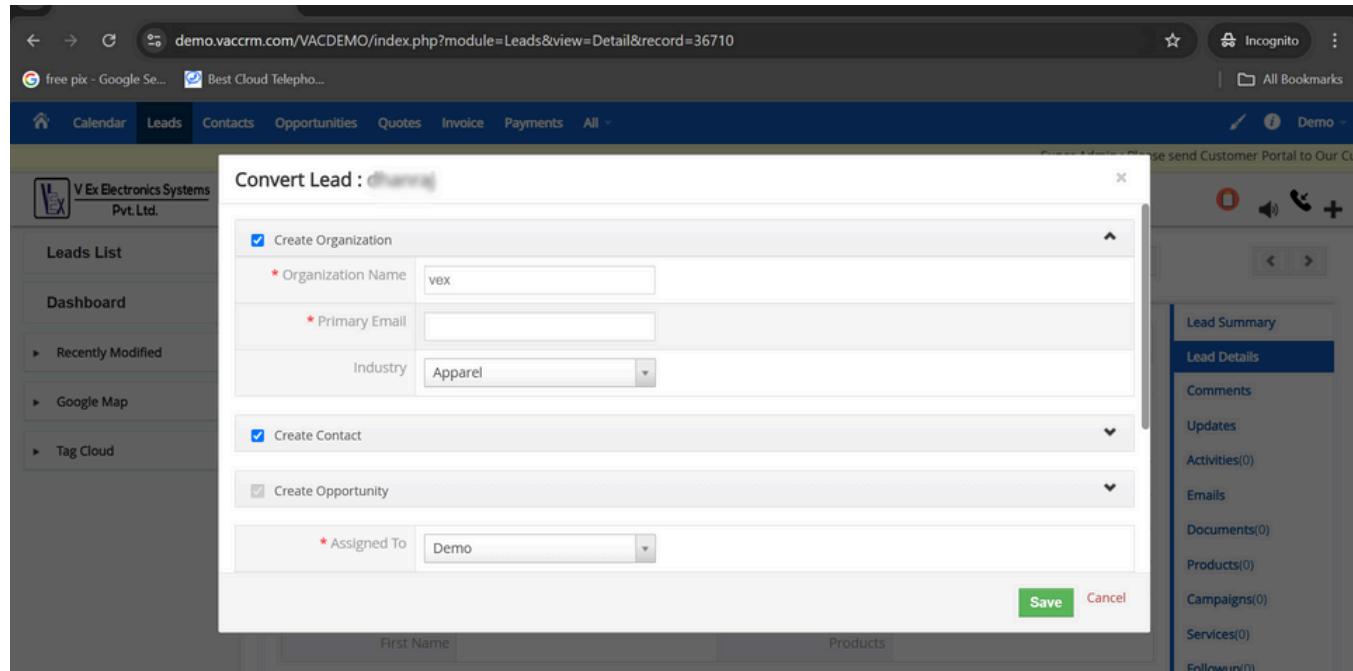


The screenshot shows the VAC CRM Lead Module. The main view displays a lead record for 'Rajkumar' from 'vs hospital'. The lead details include: Lead Number (LEA2554), Primary Phone (9884664200), Last Name (Rajkumar), Company (vs hospital), Designation (Primary Email), Industry (Apparel), Secondary Email, Email Opt Out (No), Modified Time (25-10-2024 09:57 AM), Assigned To (Demo), Created Time (04-10-2024 3:20 PM), Partner, and Products. The sidebar on the left shows navigation links for Leads List, Dashboard, Recently Modified, Google Map, and Tag Cloud. The right sidebar shows a 'Lead Summary' with links for Lead Details, Comments, Updates, Activities(0), Emails, Documents(0), Products(0), Campaigns(0), Services(0), and Followup(0).

VAC CRM's lead management module offers a comprehensive interface to manage and track leads effectively. It includes options for follow-ups and adding comments, allowing users to document each interaction with the lead. The centralized view displays essential lead details, such as contact information, industry, assigned representative, and recent modification dates, making it easy to access and update information as needed.

The right sidebar provides quick access to features like comments, updates, activities, emails, and follow-up actions. This structure enables users to keep a detailed record of interactions, ensuring ongoing communication is tracked and organized. By consolidating all lead information and interaction history in one place, VAC CRM makes it easier to manage, nurture, and convert leads efficiently.

Convert Lead:

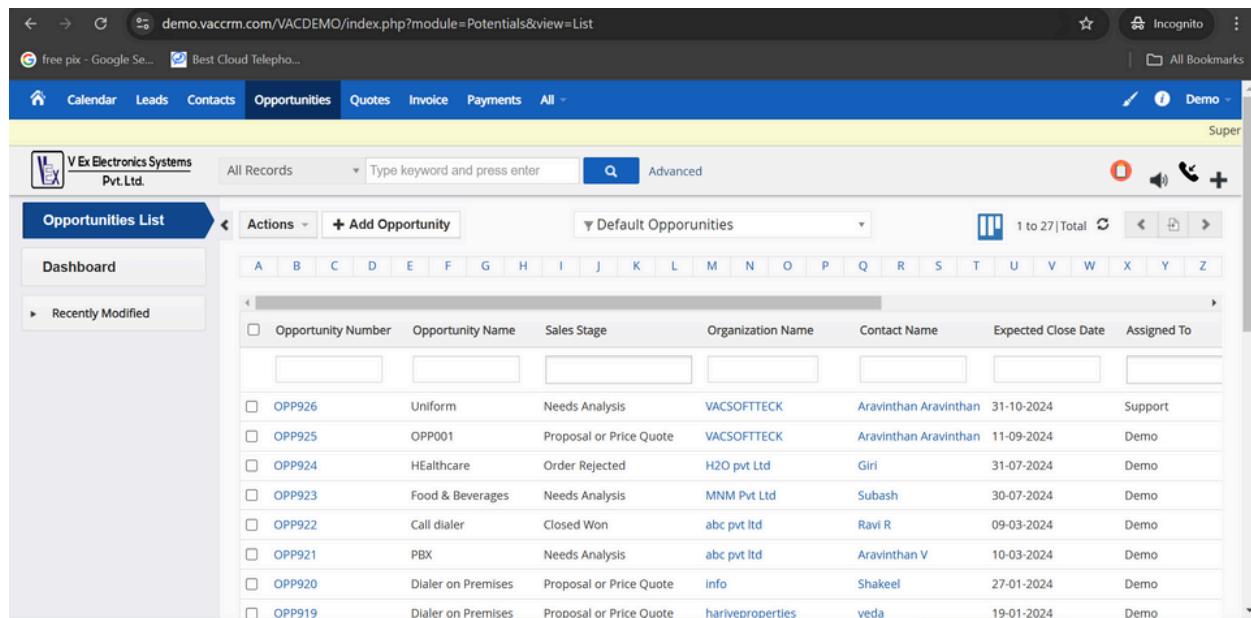


The "**Convert Lead**" pop-up window in **VAC CRM** is designed to simplify the process of converting a lead into an account, contact, and opportunity within the **CRM**.

- **Create Organization:** Allows users to create a new organization with fields for the organization name, primary email, and industry.
- **Create Contact:** Provides a checkbox to create a contact associated with the organization.
- **Create Opportunity:** Includes an option to generate a sales opportunity, with an assignment field to designate the responsible user.

This conversion tool streamlines the transition from lead to formal customer or sales opportunity by automatically generating relevant CRM records and populating them with necessary details, ensuring an organized workflow.

Opportunity Module:



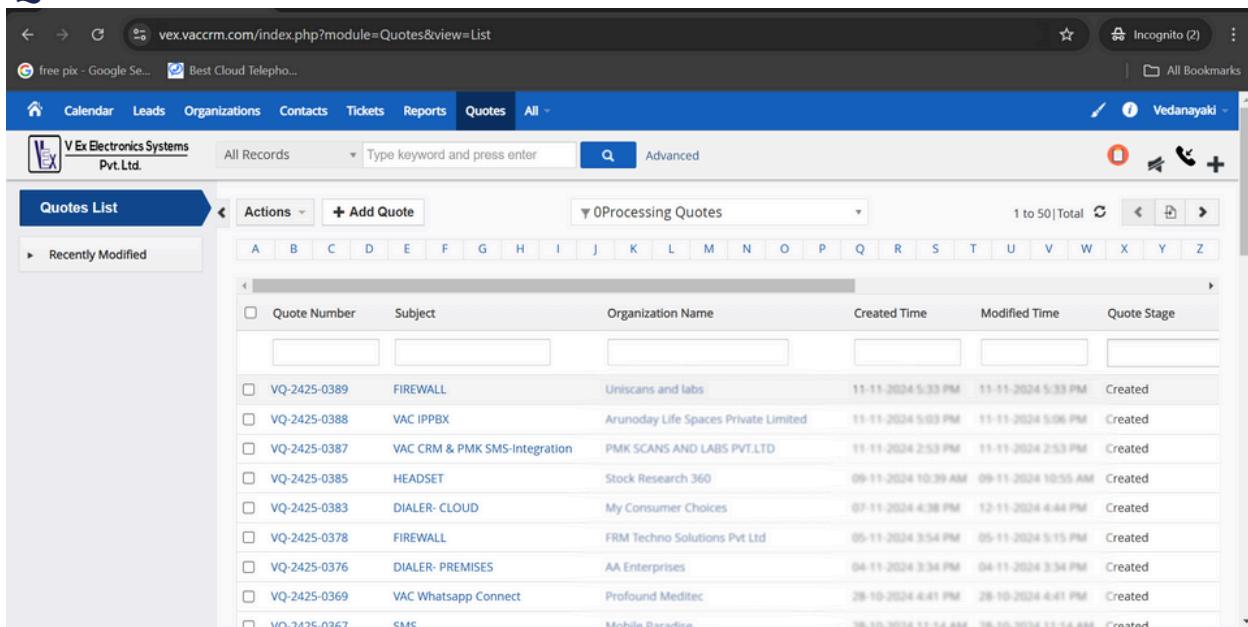
The screenshot shows the 'Opportunities List' module in VAC CRM. The interface includes a top navigation bar with links for Home, Calendar, Leads, Contacts, Opportunities (selected), Quotes, Invoice, Payments, and All. Below the navigation is a search bar with a placeholder 'Type keyword and press enter' and an 'Advanced' link. The main content area displays a table of opportunities with columns for Opportunity Number, Opportunity Name, Sales Stage, Organization Name, Contact Name, Expected Close Date, and Assigned To. The table contains 10 rows of data, each with a checkbox in the first column and a link to the opportunity details in the second column.

	Opportunity Number	Opportunity Name	Sales Stage	Organization Name	Contact Name	Expected Close Date	Assigned To
OPP926	Uniform	Needs Analysis	VACSOFTTECK	Aravinthan Aravinthan	31-10-2024	Support	
OPP925	OPP001	Proposal or Price Quote	VACSOFTTECK	Aravinthan Aravinthan	11-09-2024	Demo	
OPP924	HEalthcare	Order Rejected	H2O pvt Ltd	Giri	31-07-2024	Demo	
OPP923	Food & Beverages	Needs Analysis	MNM Pvt Ltd	Subash	30-07-2024	Demo	
OPP922	Call dialer	Closed Won	abc pvt ltd	Ravi R	09-03-2024	Demo	
OPP921	PBX	Needs Analysis	abc pvt ltd	Aravinthan V	10-03-2024	Demo	
OPP920	Dialer on Premises	Proposal or Price Quote	Info	Shakeel	27-01-2024	Demo	
OPP919	Dialer on Premises	Proposal or Price Quote	hariveproperties	veda	19-01-2024	Demo	

The "**Opportunities**" module in a **VAC CRM** tracks potential deals. Qualified leads are converted into opportunities with details like name, sales stage, organization, contact, expected close date, and assigned team member.

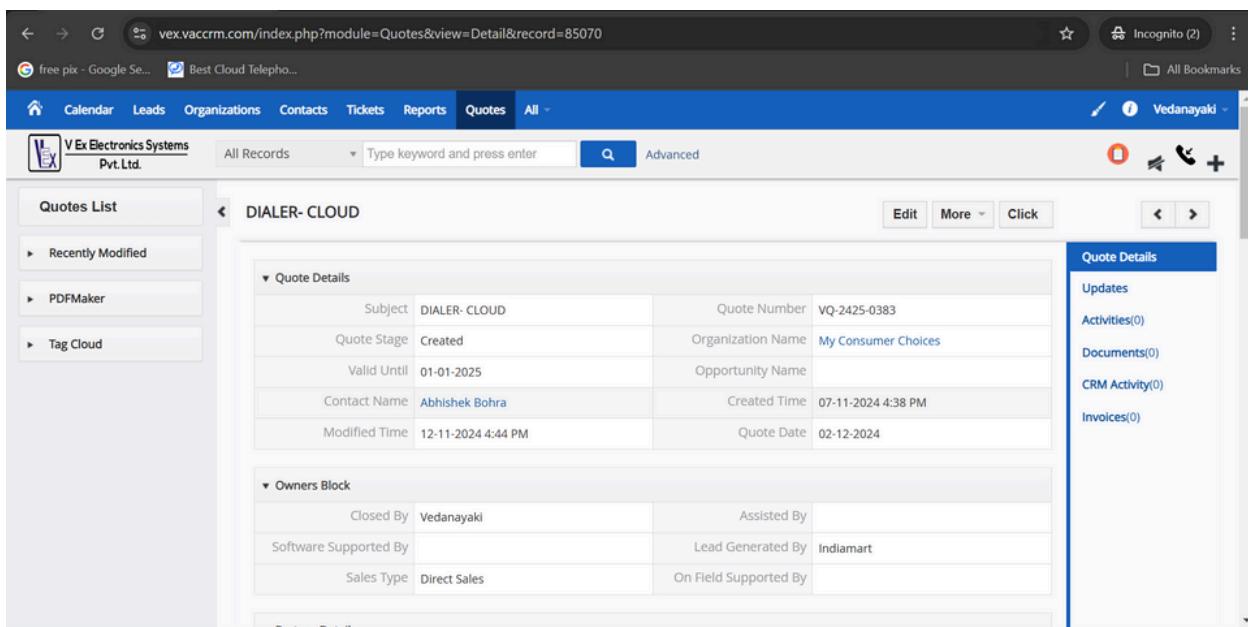
Once in the pipeline, the sales team advances the opportunity through stages (e.g., Needs Analysis, Proposal, Order Won). This module helps monitor progress, prioritize tasks, and manage sales activities effectively. Opportunities are marked "Order Won" for successful deals. Analyzing closed opportunities enhances sales strategy, pipeline management, and revenue forecasting.

Quotes:



Quote Number	Subject	Organization Name	Created Time	Modified Time	Quote Stage
VQ-2425-0389	FIREWALL	Uniscans and labs	11-11-2024 5:33 PM	11-11-2024 5:33 PM	Created
VQ-2425-0388	VAC IPPBX	Arunoday Life Spaces Private Limited	11-11-2024 5:03 PM	11-11-2024 5:06 PM	Created
VQ-2425-0387	VAC CRM & PMK SMS-Integration	PMK SCANS AND LABS PVT.LTD	11-11-2024 2:53 PM	11-11-2024 2:53 PM	Created
VQ-2425-0385	HEADSET	Stock Research 360	09-11-2024 10:39 AM	09-11-2024 10:55 AM	Created
VQ-2425-0383	DIALER- CLOUD	My Consumer Choices	07-11-2024 4:38 PM	12-11-2024 4:44 PM	Created
VQ-2425-0378	FIREWALL	FRM Techno Solutions Pvt Ltd	05-11-2024 3:54 PM	05-11-2024 5:15 PM	Created
VQ-2425-0376	DIALER- PREMISES	AA Enterprises	04-11-2024 3:34 PM	04-11-2024 3:34 PM	Created
VQ-2425-0369	VAC Whatsapp Connect	Profound Meditec	28-10-2024 4:41 PM	28-10-2024 4:41 PM	Created
VQ-2425-0367	SMS	Mnhihle Parastuun	28-10-2024 11:54 AM	28-10-2024 11:54 AM	Created

This list includes details about the quotes, such as the product or service in the Subject column, the client in the Organization Name column, and the creation and modification timestamps. The Quote Stage for each entry is marked as "Created," which likely indicates the initial phase of the quoting process.



Subject	Quote Number
DIALER- CLOUD	VQ-2425-0383

Quote Stage	Organization Name
Created	My Consumer Choices

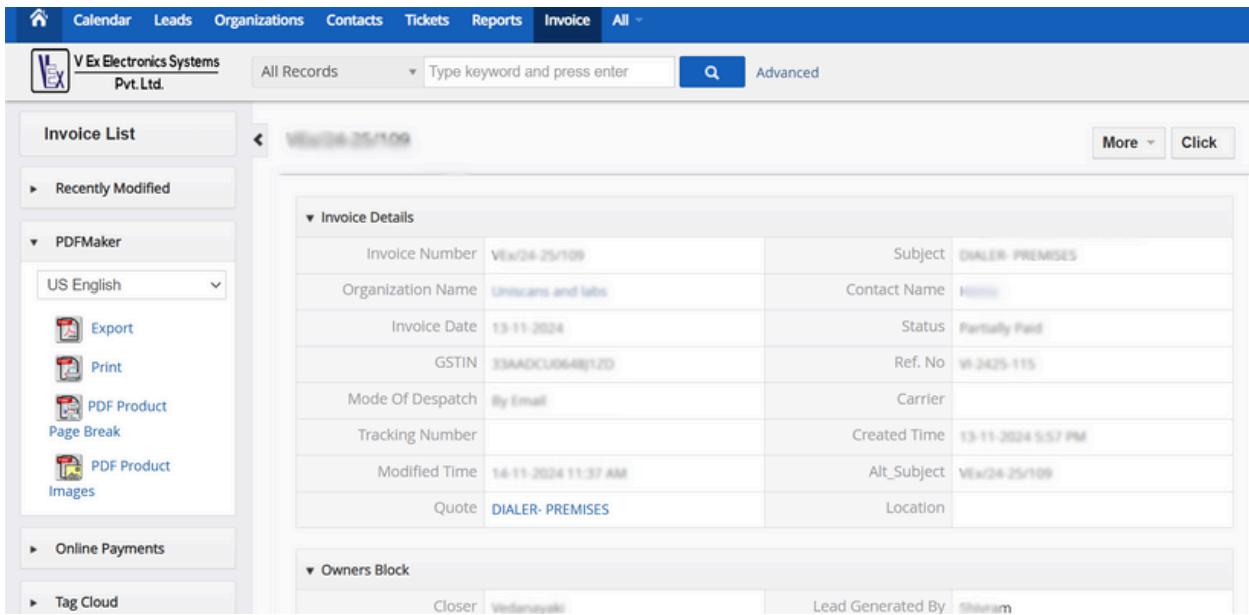
Valid Until	Opportunity Name
01-01-2025	

Contact Name	Created Time
Abhishek Bohra	07-11-2024 4:38 PM

Modified Time	Quote Date
12-11-2024 4:44 PM	02-12-2024

- Create a New Quote:** Sales representatives start by creating a new quote and filling out all necessary details, including customer information, items quoted, and pricing.
- Send Quote to Customer:** Once finalized, the quote is sent to the customer for review.
- Follow Up:** Based on the quote stage, sales reps may follow up with the client if no response is received within a specified time.
- Update Quote Status:** If the customer accepts the quote, it is updated to an "Accepted" stage and may automatically proceed to order processing. If rejected, sales reps may update the stage accordingly.
- Convert to Sales Order:** Accepted quotes can be converted to sales orders, initiating the invoicing and delivery process.
- Create Quote → Send to Customer → Follow Up → Update Status → Convert to Sales Order

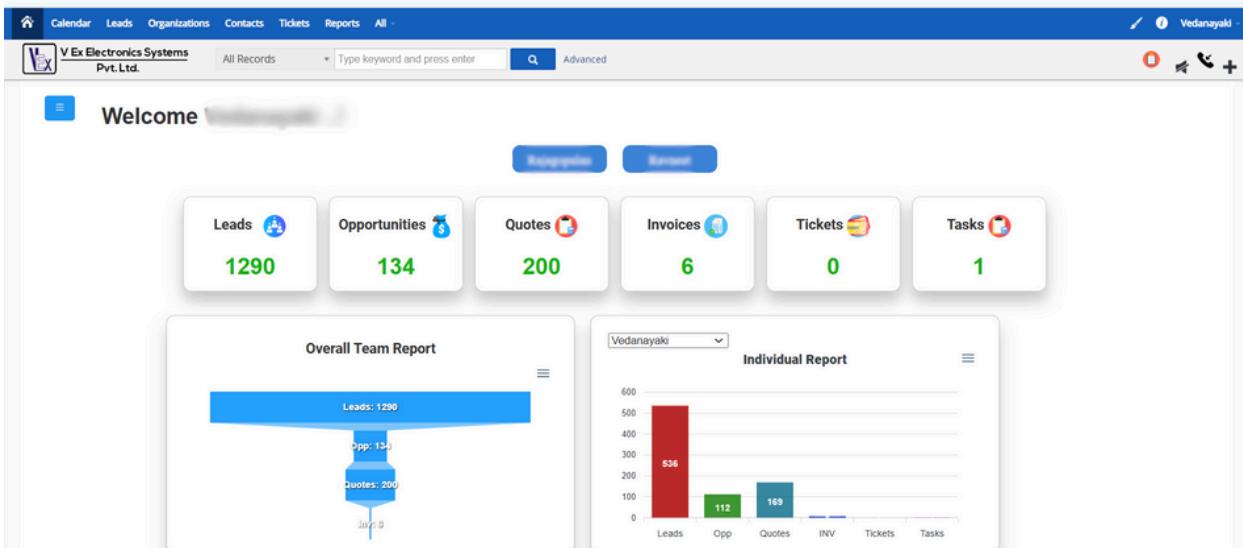
Invoice:



Invoice Number	VEx/24-25/109	Subject	DIALER- PREMISES
Organization Name	Uniscans and labs	Contact Name	Home
Invoice Date	13-11-2024	Status	Partially Paid
GSTIN	33AADCU06481ZD	Ref. No	V6-2425-115
Mode Of Despatch	By Email	Carrier	
Tracking Number		Created Time	13-11-2024 5:57 PM
Modified Time	14-11-2024 11:37 AM	Alt_Subject	VEx/24-25/109
Quote	DIALER- PREMISES	Location	

In a CRM system, the Invoice module is used to generate, manage, and track invoices sent to customers for products or services provided. Once a quote is accepted and converted into a sales order, an invoice can be created with details such as customer information, items purchased, pricing, taxes, discounts, and payment terms. The CRM allows for automated invoice creation, custom templates, and easy tracking of payment statuses (e.g., paid, unpaid, overdue). This streamlines the billing process, helps maintain financial records, and provides visibility into outstanding payments, supporting efficient cash flow management.

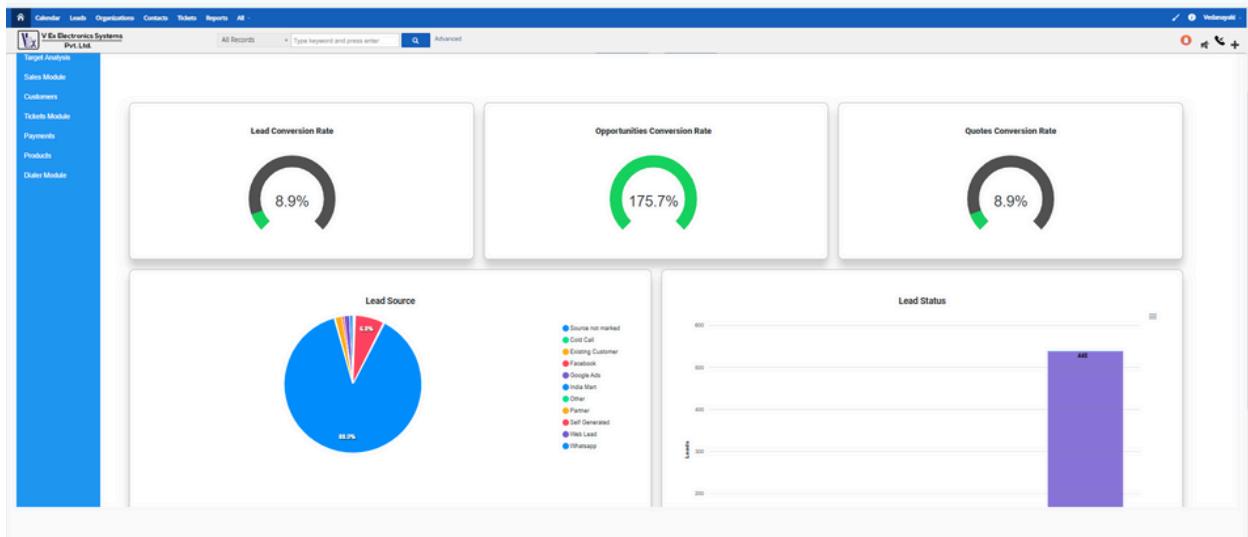
DASHBOARD:



VAC CRM dashboard provides an overview of sales and support metrics, making it easier for users to track performance, manage tasks and monitor client interactions effectively.

Overall Team Report:

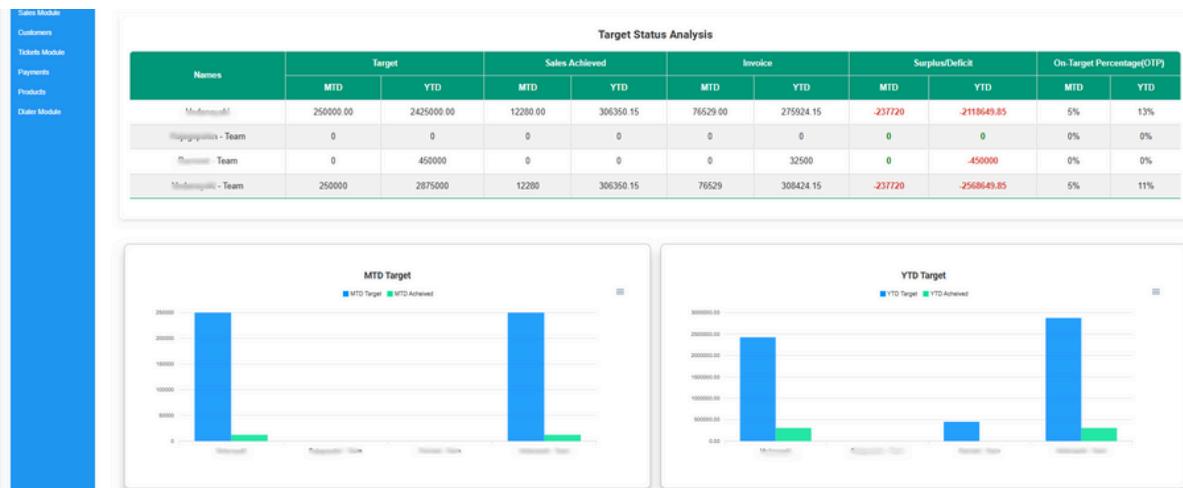
- A funnel chart summarizing the team's activities, including leads, opportunities, quotes, and invoices.
- A bar chart showing individual performance for the user.



The Lead Module is designed to help sales teams manage and track potential customers (leads) efficiently. This module offers valuable insights into lead performance through metrics like lead conversion rates, opportunity conversion rates, and quote conversion rates. It also provides a breakdown of lead sources and tracks the status of each lead.

These insights help sales teams make data-driven decisions to optimize their lead management strategies and improve overall sales effectiveness.

DASHBOARD:

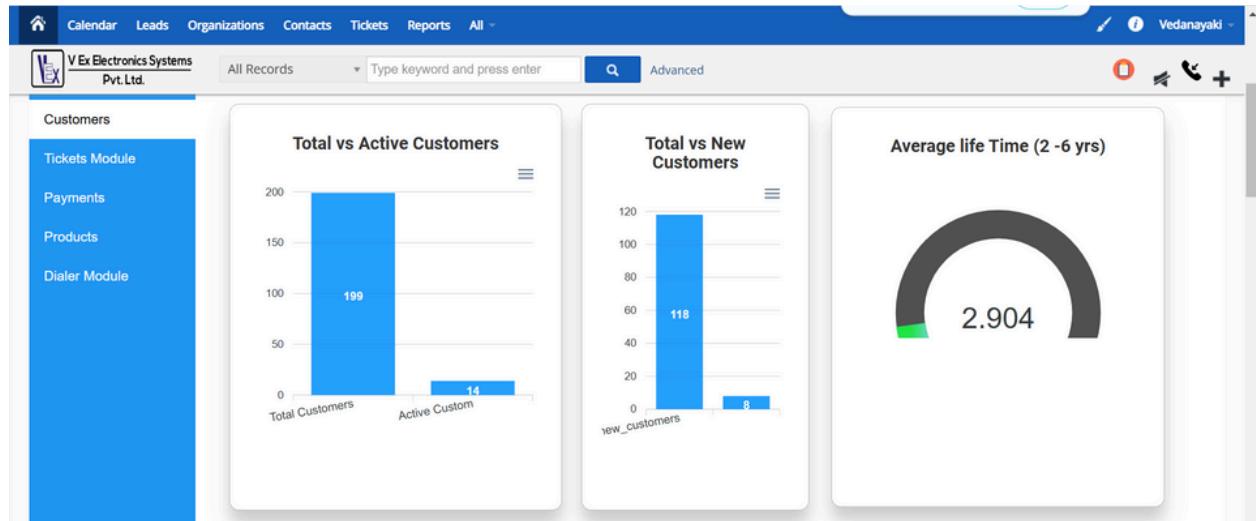


Target Status Analysis for different team members. The table provides data on Monthly Target (MTD) and Yearly Target (YTD) in terms of Target, Sales Achieved, Invoice, Surplus/Deficit, and On-Target Percentage. Below the table, there are bar graphs visualizing the MTD and YTD targets versus achieved figures.

Using these visualizations and metrics:

- The team lead or manager can quickly assess each team member's performance.
- The MTD graph is helpful to monitor immediate, short-term achievements and address any gaps within the month.
- The YTD graph provides a longer-term view of progress toward annual goals.

DASHBOARD:



The dashboard provides a quick overview of customer engagement metrics.

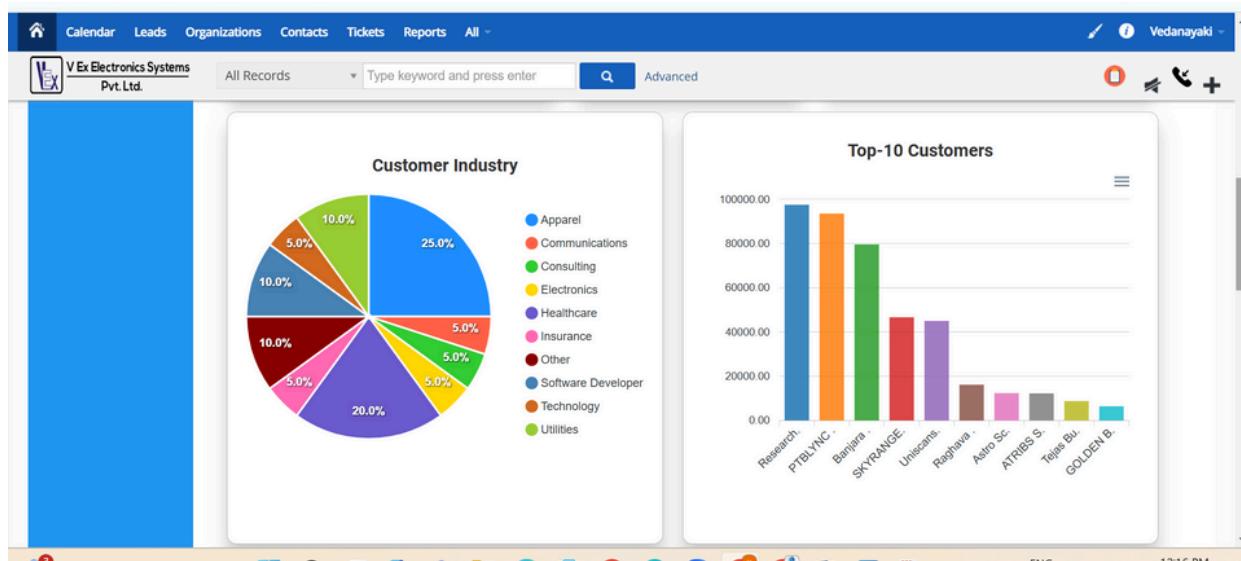
Total vs Active Customers: This metric compares the overall customer base with those who are currently active, offering insight into customer engagement levels.

Total vs New Customers: This metric highlights the number of new customers in relation to the total customer base, providing an understanding of recent customer acquisition trends.

Average Lifetime: This gauge shows the average customer retention time, indicating how long customers typically remain engaged with the company.

Together, these metrics provide valuable insights into customer acquisition, engagement, and retention, supporting strategic decisions in customer relationship management.

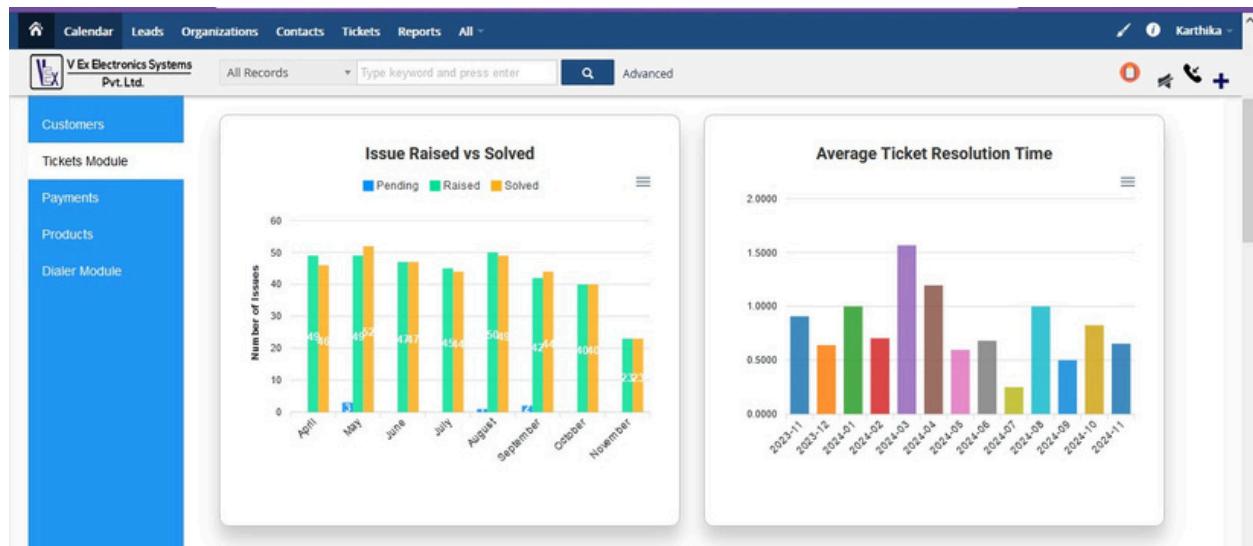
DASHBOARD:



The dashboard's Customer Industry section illustrates a breakdown of customer distribution across various sectors, highlighting key industries that make up the largest segments. This data allows the team to identify priority sectors, enabling targeted marketing and service enhancements. By focusing on specific customer needs within these key industries, the team can develop tailored strategies that improve engagement and satisfaction.

The Top-10 Customers bar chart showcases the highest-value customers based on revenue or engagement. This information is crucial for resource prioritization, allowing the team to invest in nurturing relationships with these top customers. By strengthening connections and exploring strategic partnerships with these high-value clients, the team can drive both growth and customer retention, aligning with broader business goals.

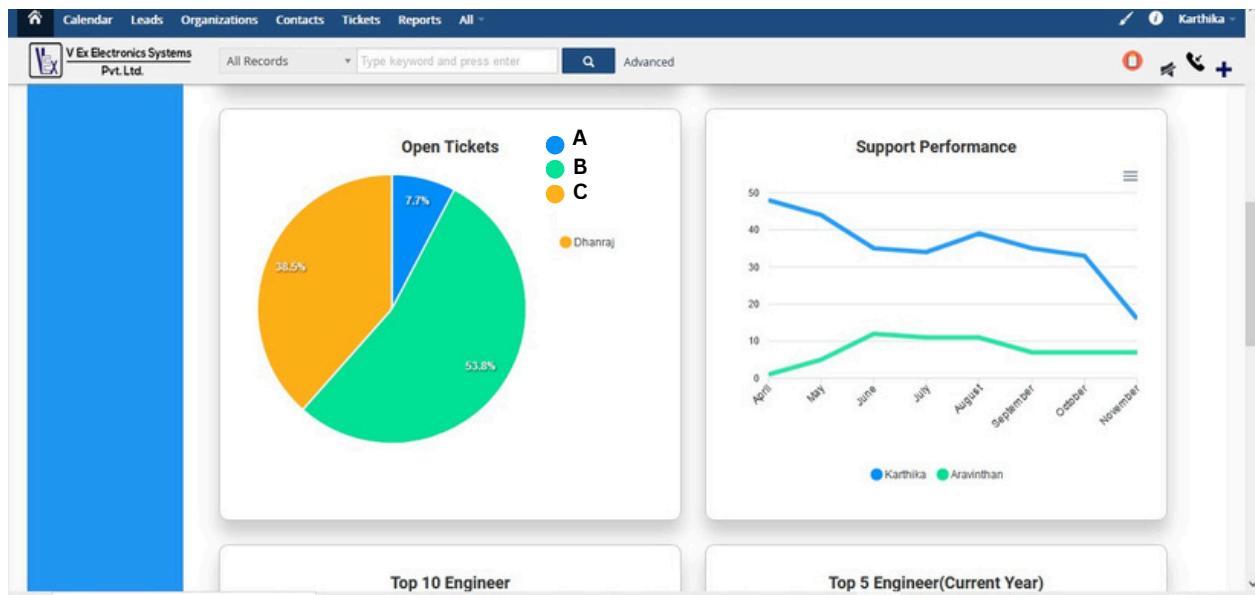
TICKET MODULE:



The dashboard's Issue Raised vs Solved section provides an overview of the ticketing status over several months, showing the number of issues raised, solved, and pending. This data helps the team monitor workload and resolution efficiency, as they can quickly identify if any month has an unusually high number of unresolved issues. A steady count of raised and solved tickets implies consistent performance, while fluctuations may indicate areas that need additional resources or attention.

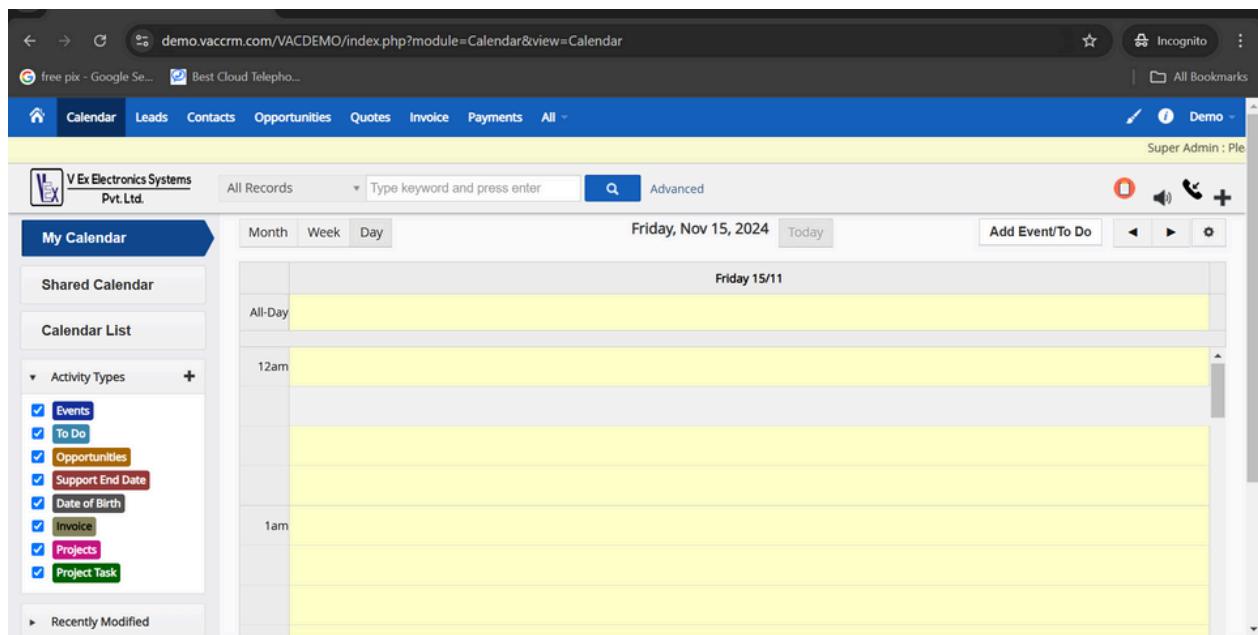
The Average Ticket Resolution Time chart illustrates the average time taken to resolve tickets each month. This metric is crucial for tracking customer service efficiency and identifying any months where the resolution time is significantly higher. Faster resolution times indicate effective support performance, while higher times suggest potential bottlenecks that may require process improvements.

TICKET MODULE:



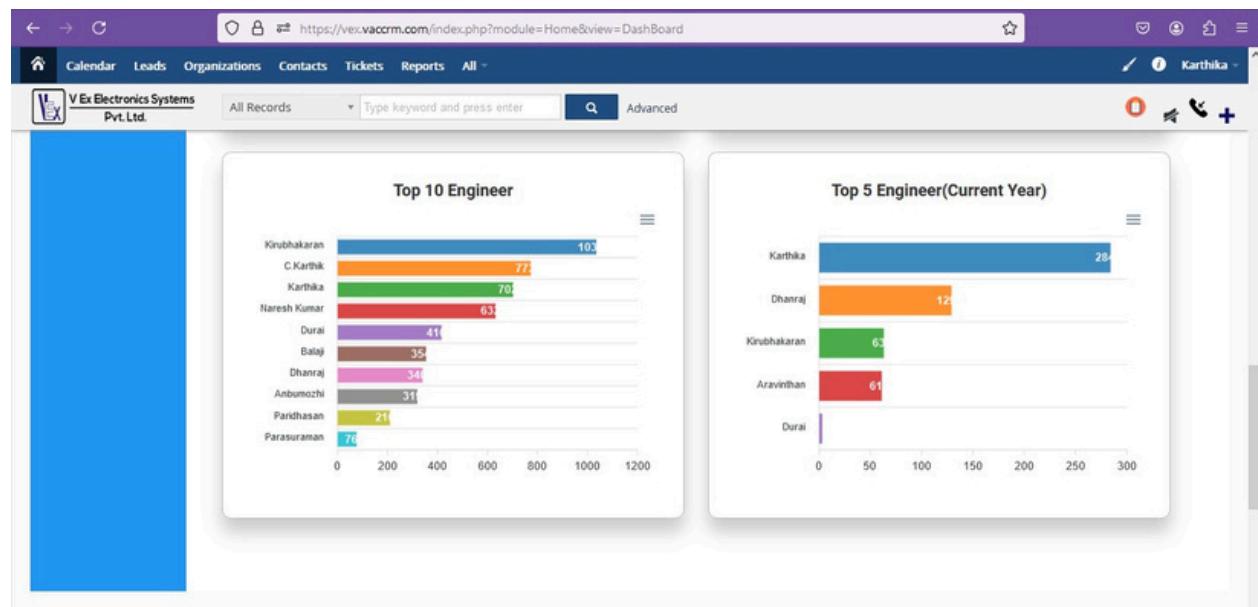
The Open Tickets chart provides a snapshot of current open tickets assigned to various team members, essential for assessing workload distribution. This visual breakdown allows the team to identify which member is managing a higher load, which can help in reallocating tasks for optimal efficiency. For example, Team Member B has the largest portion of open tickets at 53.8%, while Team Member A handles only 7.7%. This information supports better resource allocation, ensuring tickets are resolved promptly. The Support Performance line chart monitors the performance of team members over time, capturing changes in their effectiveness. This chart reveals patterns that can indicate areas needing attention or support improvements. For instance, Team Member B's performance shows a downward trend over the months, while Team Member C maintains a steady level of support. Such insights enable management to make informed decisions on training, resource focus, and performance enhancements to boost team effectiveness.

CALENDAR MODULE:



The screenshot shows the CRM calendar interface. The top navigation bar includes links for Home, Calendar, Leads, Contacts, Opportunities, Quotes, Invoice, Payments, and All. The calendar view is set to 'Day' mode for Friday, Nov 15, 2024. A sidebar on the left lists 'Activity Types' with checkboxes for Events, To Do, Opportunities, Support End Date, Date of Birth, Invoice, Projects, and Project Task. The main calendar grid shows time slots from 12am to 1am.

The CRM calendar interface allows users to manage and track schedules, events, and tasks. It provides options to view calendars by day, week, or month, with customizable activity types like events, to-dos, and projects. Users can add new items, navigate dates, and toggle categories on or off to organize and visualize their tasks efficiently.



The screenshot shows the CRM dashboard with two bar charts. The left chart, titled 'Top 10 Engineer', displays the top 10 engineers with their scores: Kirubakaran (102), C.Karthik (77), Karthika (70), Naresh Kumar (63), Durai (41), Balaji (39), Dhanraj (34), Ambumozhi (31), Paridhasan (21), and Parasuraman (76). The right chart, titled 'Top 5 Engineer (Current Year)', displays the top 5 engineers for the current year with their scores: Karthika (28), Dhanraj (12), Kirubakaran (63), Aravinthan (61), and Durai (5).

It shows two bar charts representing engineer performance metrics:

Top 10 Engineers (left chart): This chart ranks the top 10 engineers based on their overall performance scores.

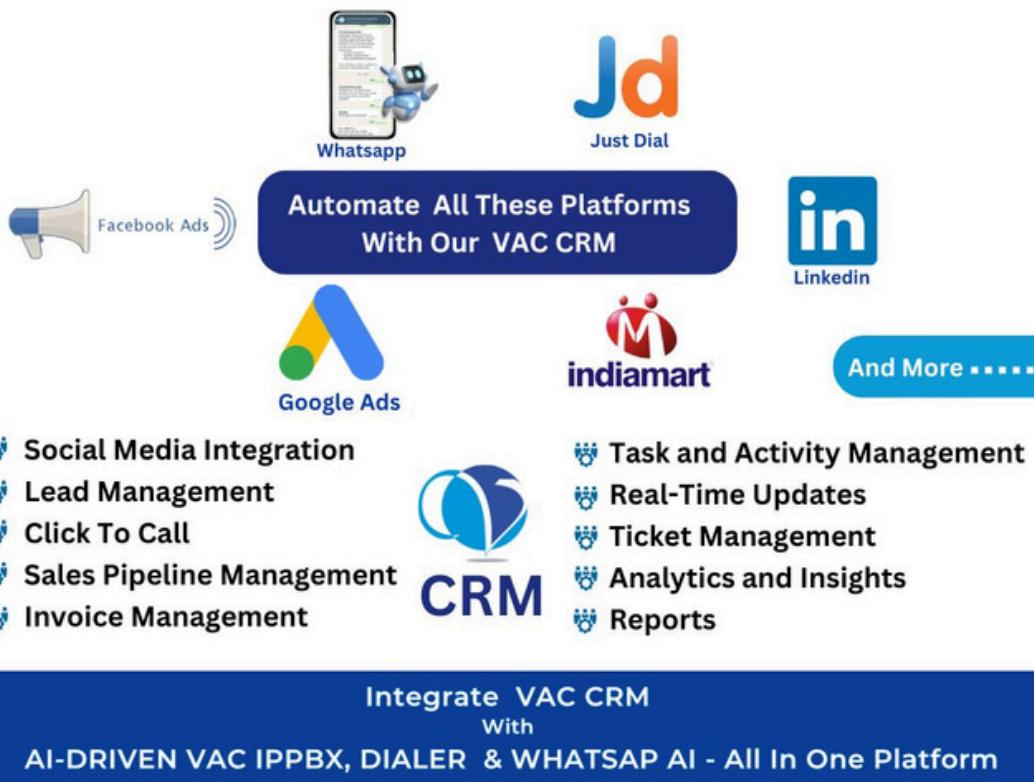
Top 5 Engineers (Current Year) (right chart): This chart highlights the top 5 engineers for the current year based on their performance scores.

Each chart provides a visual comparison of individual contributions, with bars indicating the score achieved by each engineer.

Key features and benefits of VAC Call Center software:

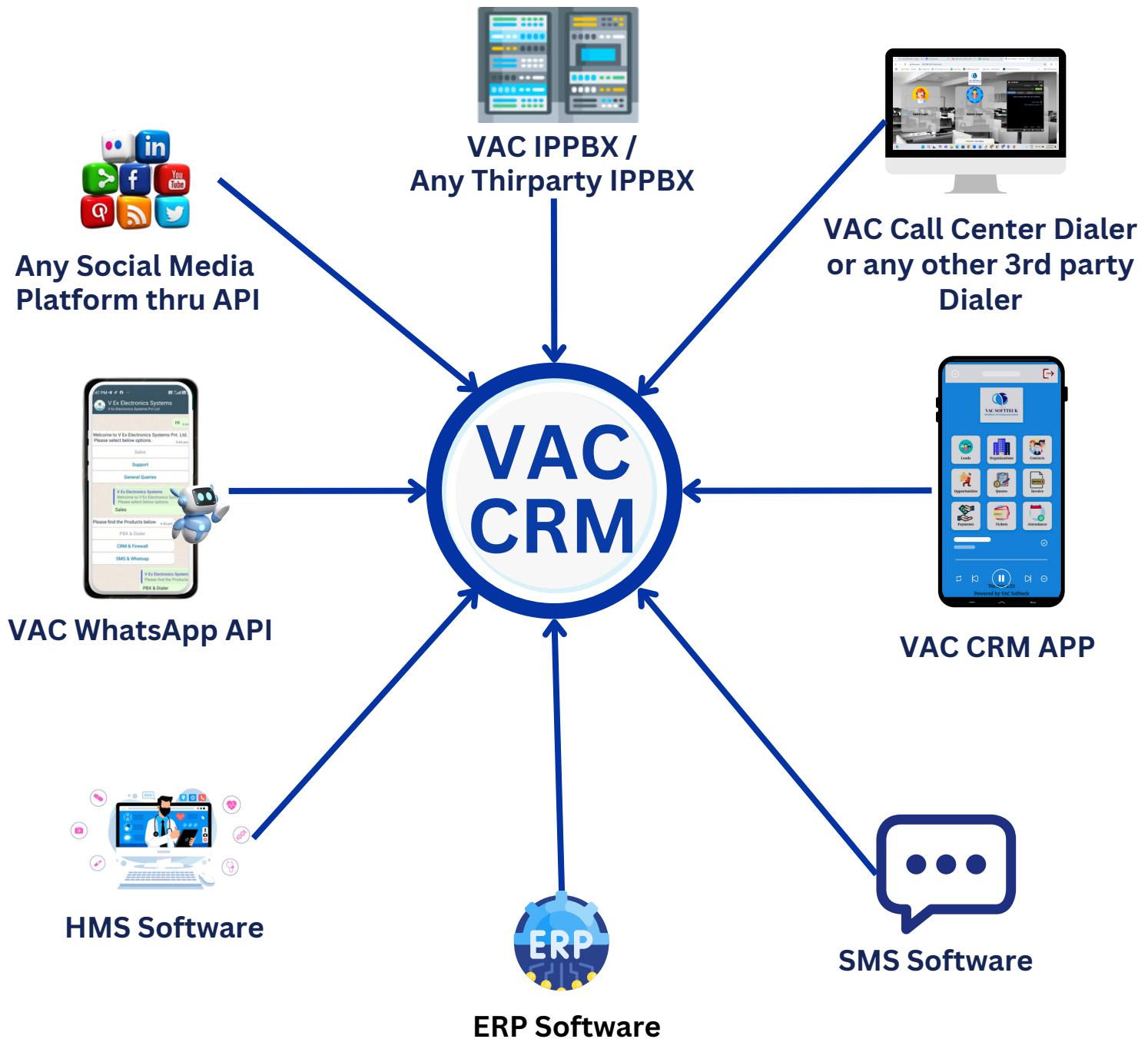


The VAC CRM software is presented as a comprehensive platform that supports both cloud and on-premises deployment options. Additionally, VAC CRM integrates VAC IPPBX, Dialer, and WhatsApp Connect with AI capabilities, providing a unified platform for customer relationship management.



The lead management system is fully integrated with Facebook and Google Ads, Just dial, Indiamart, Instagram, LinkedIn, Sulekha, and more. Get all leads under one roof and get rid of juggling multiple apps.

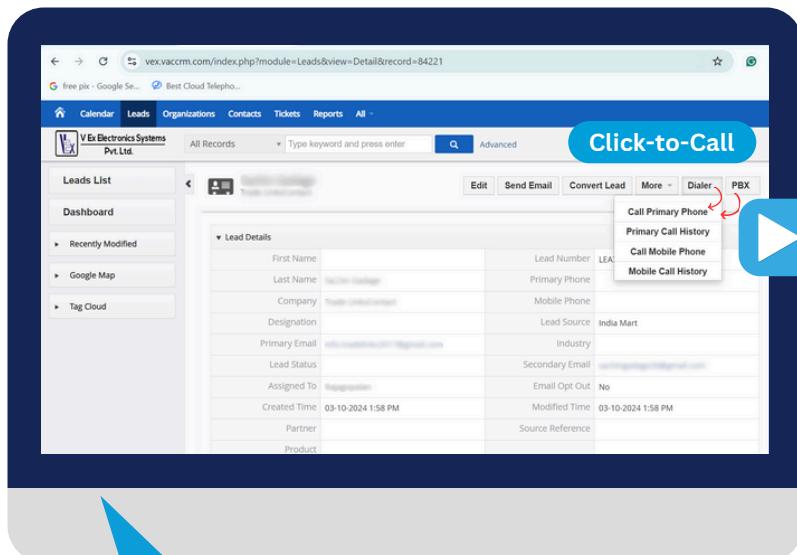
Possible Integration with CRM



VAC CRM is a versatile solution that seamlessly integrates with VAC PBX, VAC Dialer, or any third-party CRM, dialer, and IPPBX. This adaptability ensures smooth communication, efficient lead management, and enhanced productivity, meeting diverse business requirements with ease.

VAC CRM simplifies and streamlines lead management by enabling businesses to track, nurture, and convert leads efficiently.

Click to Call



Call Recording



**Use Click to call
from the contact page. Get call
recordings stored in the same
page for future reference.**

Implementing a "click-to-call" feature with call recording functionality involves several steps, including using a VoIP service or telephony API (like Twilio, Plivo, or Nexmo) that supports click-to-call and call recording.

- Set Up Click-to-Call
- Use API for Click-to-Call
- Handle Call Recording
- Display Recordings on the Contact Page



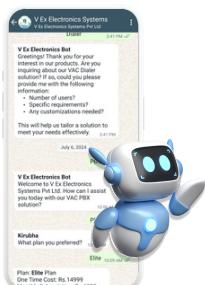
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VAC DIALER



VAC DOC
HOSPITAL MANAGEMENT SOFTWARE



VAC SMARTTICK
WITH AI



VAC IPPBX

*Thank
You*



VAC CRM

Our Valuable Clients



Integrate VAC CRM
With

AI-DRIVEN VAC IPPBX, DIALER & SmartTick - All In One Platform

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