

Notchcx

Product Overview



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Business Growth on steroids!

NotchCX is a **Customer Experience platform** that simplifies, automates, and nurtures business growth. It is equipped with features, integrations, and plugins that improve customer service, increase customer retention, boost sales, and drive business success.



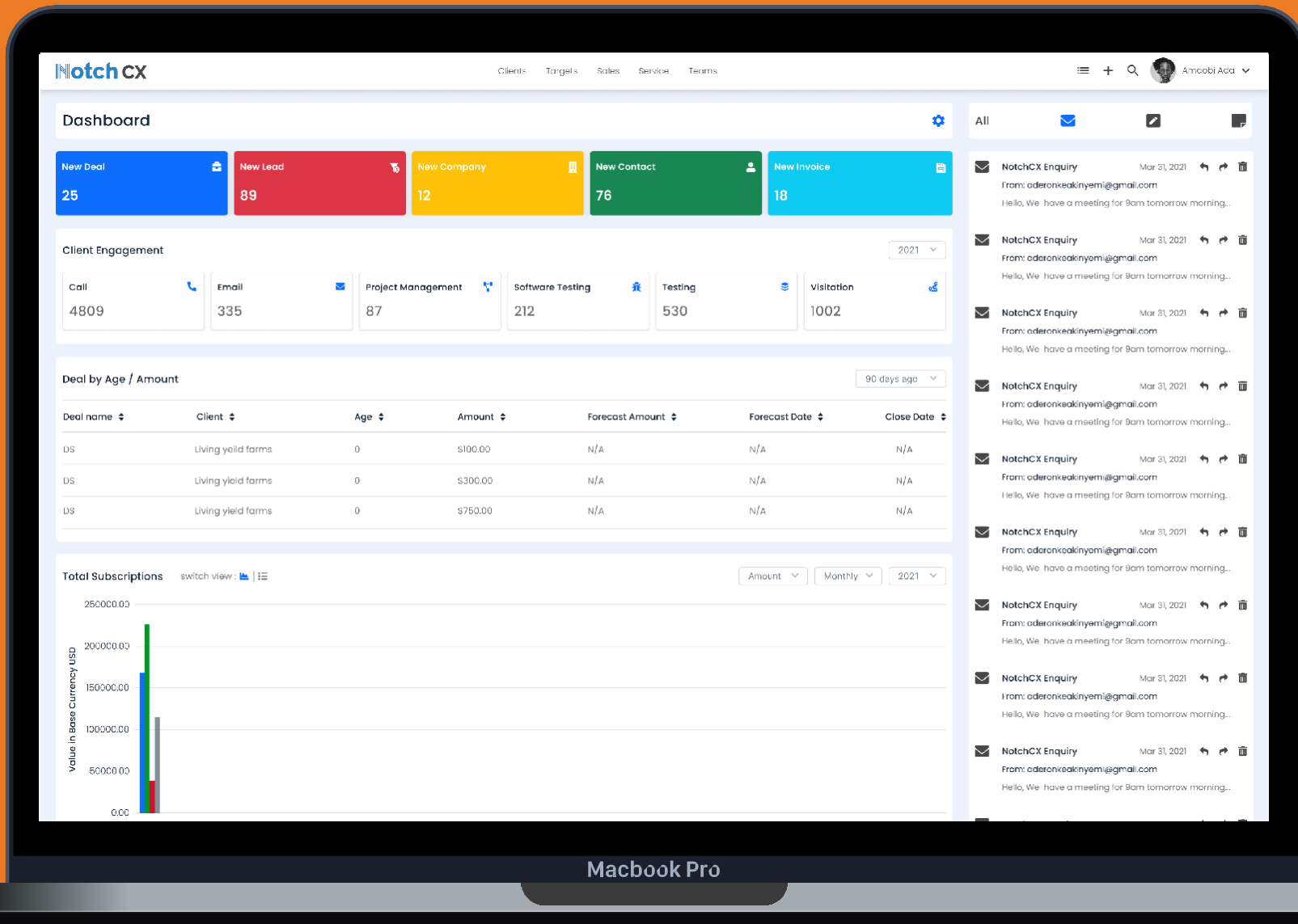
Our CRM is built to suit any industry and manage any team, be it Marketing, Sales, Accounting, Customer Service & Ticketing, or even Creative Production. It helps you manage existing clients, run marketing campaigns, issue invoices, generate, nurture, convert leads, and much more.

Flexible and highly customizable, NotchCX guarantees ease of use and integration with your favourite tools, so your teams can work in sync in one collaborative space.

Are you looking to boost customer satisfaction and sales? NotchCX is the CRM software for you.

[Start Your Free Trial](#)





Sales

Sales tools to help you automate tasks and close deals faster using easy sales workflows.

Features

- Deals
- Invoice
- Sales Order
- Quotation
- Sales Planner
- Subscription

Service Center

Deliver the best experience for your clients, increase client retention, and turn them into promoters who grow your business.

Features

- Omnichannel Tickets
- Social Media Listening
- Customer Feedback
- Knowledge Base
- Reports

Client Center

Pull your client management efforts to accelerate growth and profitability, and get marketing insights

Features

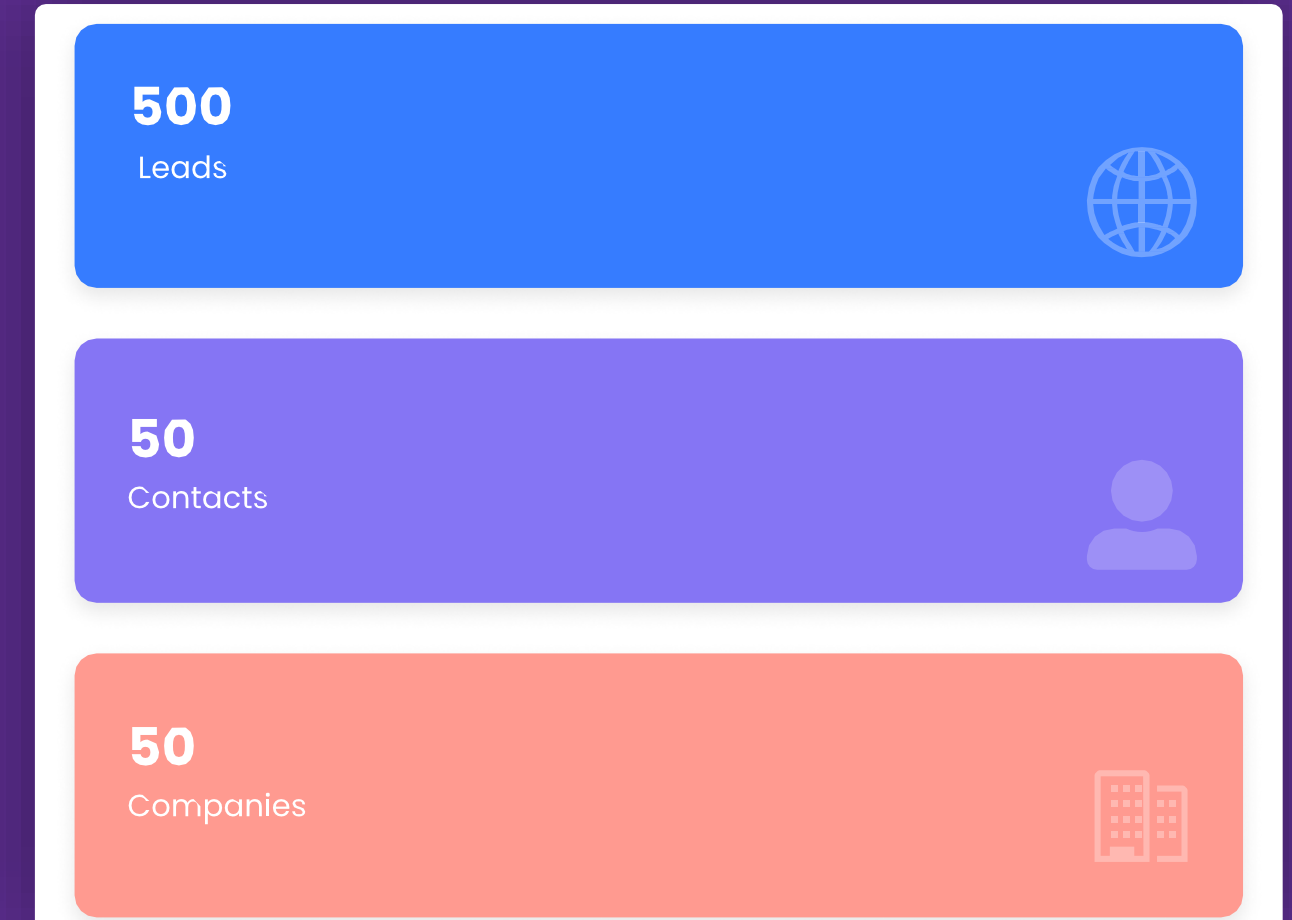
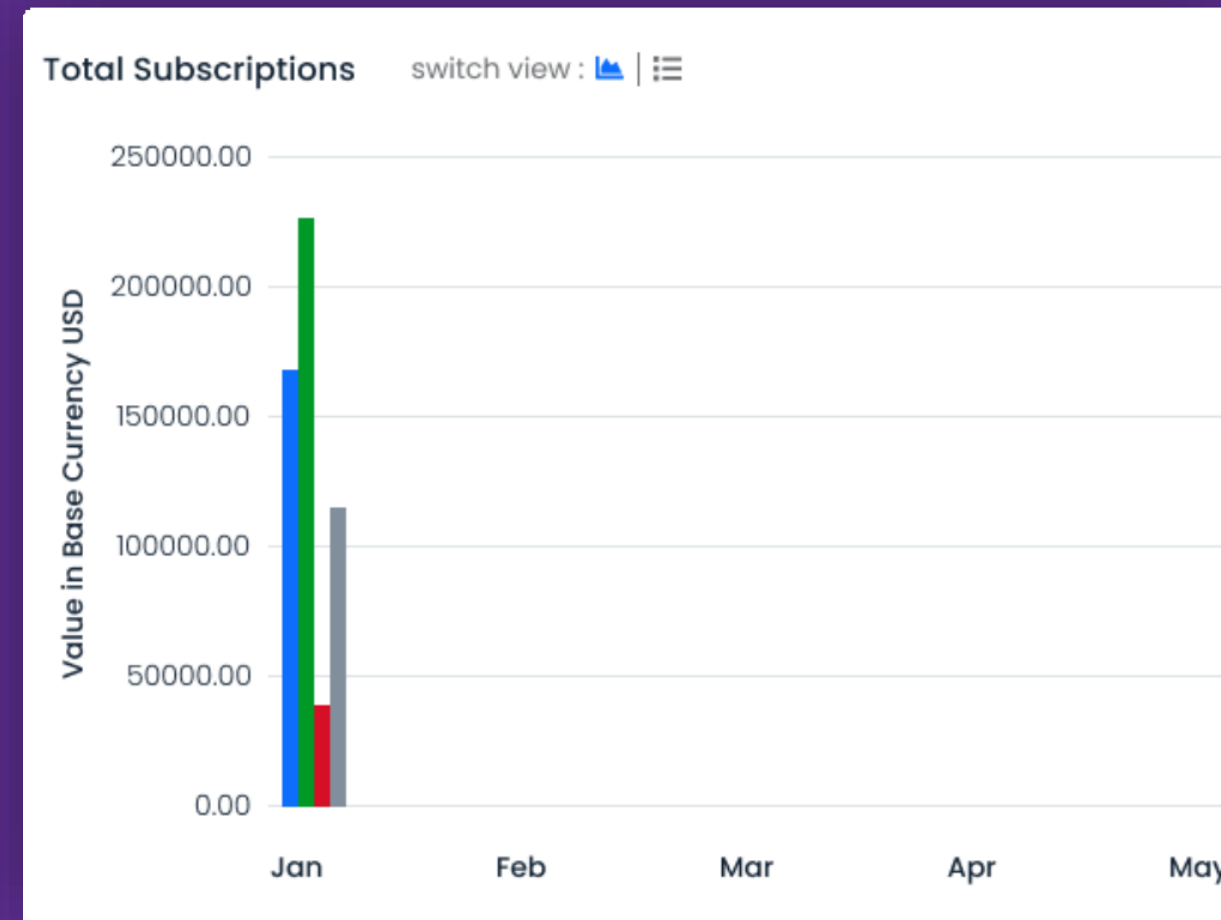
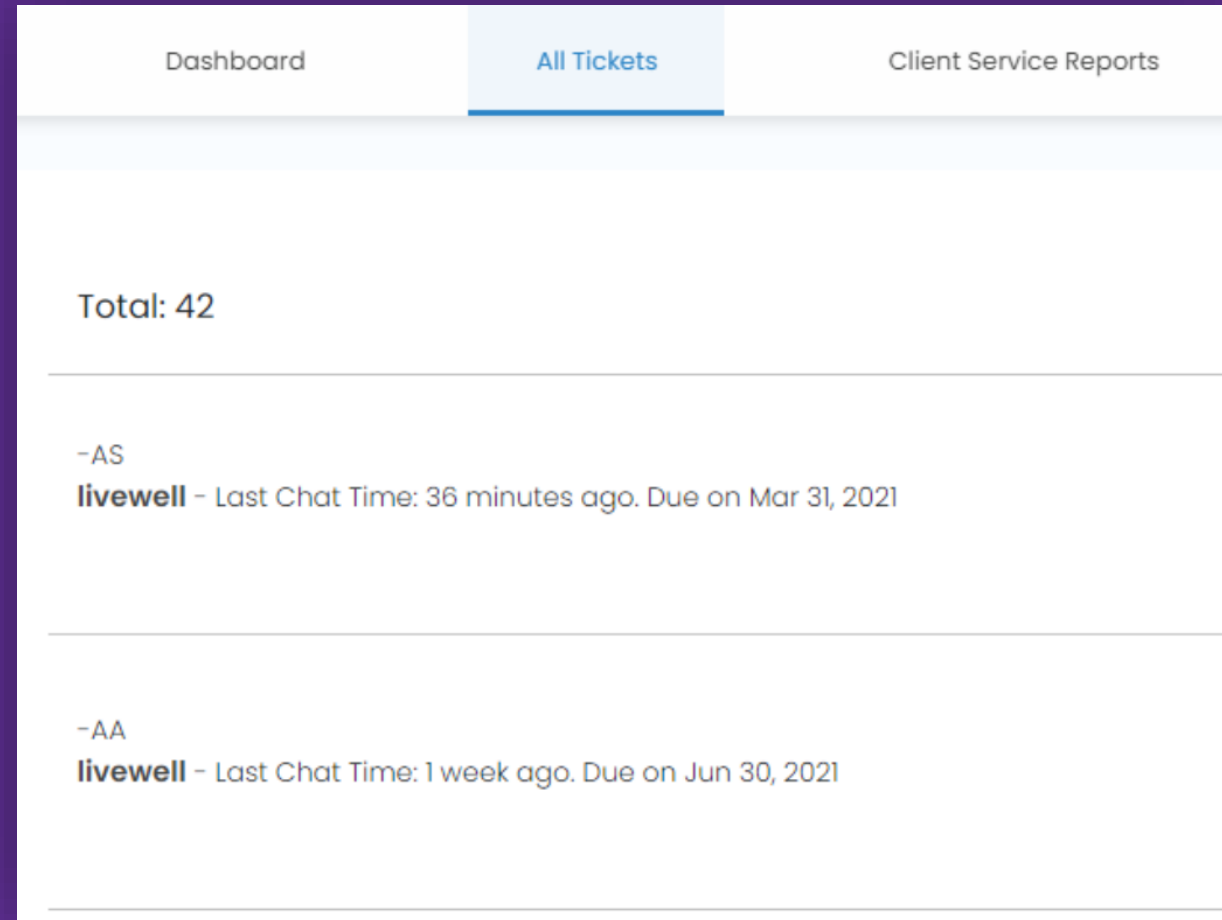
- Leads
- Company
- Contacts

Target & Commission

Encourage your teams with healthy competition by setting goals that propel them

Features

- Periodic Targets
- Team and individual Targets
- Track target vs performance
- Generate performance-based commission



Manage Leads & customers with an omnichannel ticketing system

Every communication via various channels is registered as a ticket with its unique ticket number. Every ticket number is peculiar and affords the customer or prospect access to the same experience across every channel.

Boost your revenue with more sales

Close more deals and speed up your company's growth. Automate sales and marketing, and manage relationships better and smarter for improved results. Automate repetitive and time-intensive tasks for more productivity and business success.

Access leads & customer data, all in one place

You need all the data you can get to make better business decisions. With NotchCX, you can get insights into notes, files, tasks and pipeline information of your leads and customers. Also, our simple search feature allows you to easily locate customers by just entering related keyword such as name, location and so on.

Sell more & smile to the bank

The sales module on NotchCX is designed to boost sales and ease its processes. Features include:

Sales Planner

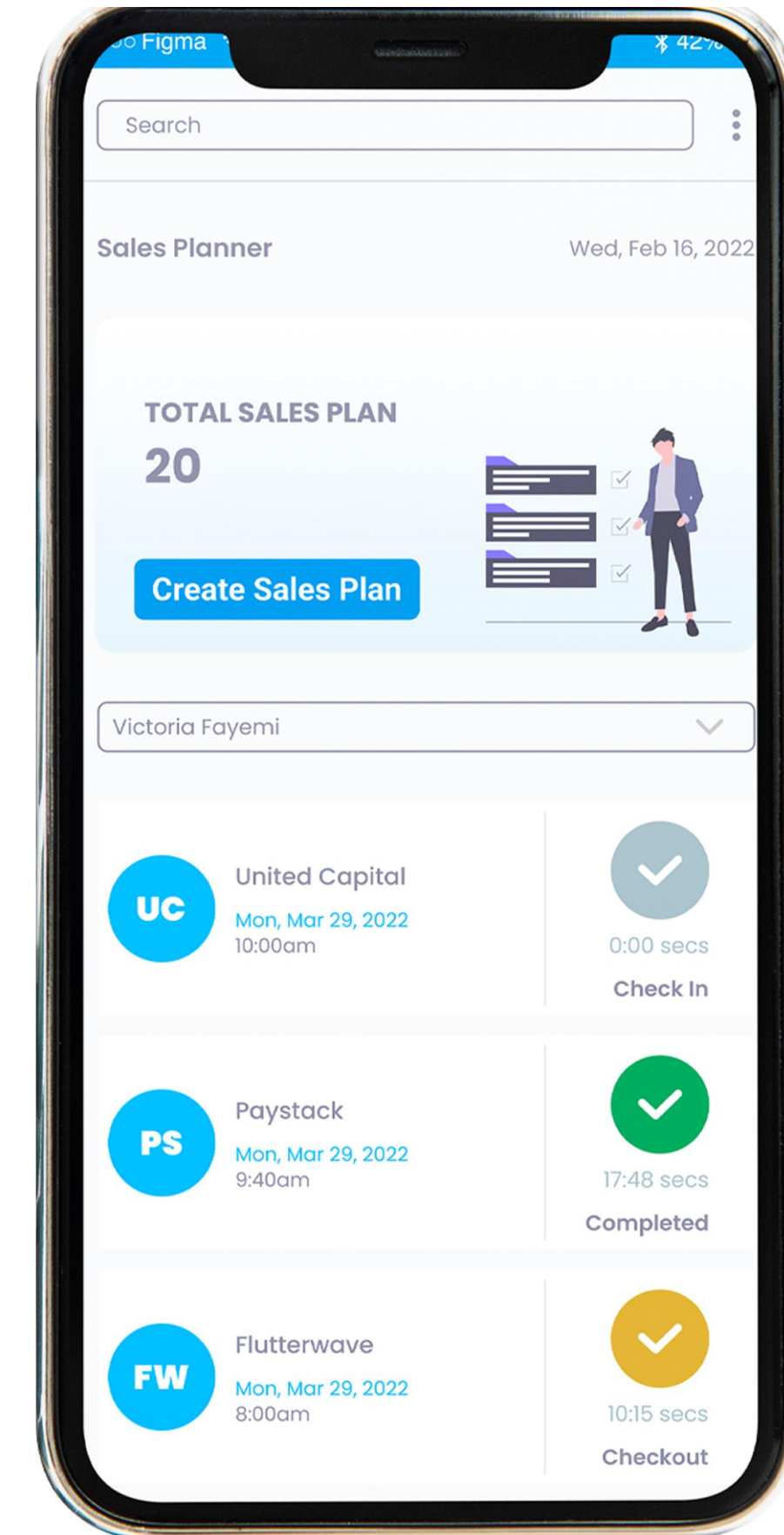
Plan schedules, get insights into client visits and meetings, and monitor sales rep activities. With Sales Planner you can accurately track sales visits; know when each meeting starts and ends; and get notes, pictures, and reports of meetings.

Schedule

A personal calendar, but better. Make it easier for prospects and clients to schedule meeting with you with just a few clicks.

Sales Process Automation

Easily use a default sales process or design your own sales process templates. Know what works and stick to it to repeat business success. i.e If a template works with client A, it might just work with Client B as well.



Pipeline Visibility

Get a bird-eye view of companywide sales performance, identify loopholes and use insights to predict future sales.

Subscription

Manage client subscriptions seamlessly via Notch and automatic reminders and invoices for renewals can be generated for you.

Sales Workflow Order

Easily manage transitions involved in the financial execution of sales via sales order workflow automation on Notch.

Invoice

Seamlessly create and share invoices on NotchCX. Whether one-off deal or recurring, NotchCX lets you design Invoice templates that you can easily update per new client. You no longer need separate software for Invoicing.





Periodic Targets

Effortlessly set periodic company-wide or employee-specific target and assign to individual salespersons and teams.



Target vs Performance

Easily track and view your teams' performances per KPI on NotchCX. You can know who needs help and identify the bottlenecks for solution.



Performance-Based Commission

Reward your teams and salespersons based on performance. Boost morale with corresponding commissions as seamlessly calculated by NotchCX.



Turn customers to brand ambassadors with excellent customer service!

Omnichannel Customer Service

Easily reach all your customers on one platform, irrespective of the channel they contact you from; be it Facebook, WhatsApp, email, SMS, or calls. Give customers the freedom to seamlessly migrate from one channel to another, while getting the same quality experience.

Reports

Review customer satisfaction survey, agents and agents' team performances, resolution time, ticket volume, etc. Your team can also improve their performances with this insight and align with organizational goals.

Knowledge Base

Give wings to your customers and they will be able to resolve technical issues with the support knowledge provided to them and you can reduce your tickets and overhead cost on customer service.





Customer Feedback

NotchCX gathers customer feedback from your preferred support channels. Your agents will be able to handle feedback on a support environment. This also gives you insight into which channel is most utilized and which to focus on.



Social Media Listening

Monitor mentions and hashtags for your company from multiple social media effortlessly. Your social media feed will be available and updating live on NotchCX.



Client Relationship

Effectively build stronger client relationship by managing their complaints and inquiries with a unique ticketing system.



Easily streamline client management, credit & operations



Credit Management

Create and manage clients' credit profiles, credit types & categories. Assign credits to clients, define their credit limit and easily track for collection.



Credit Groups

Categorize customer cohorts into the same credit profile groups. Each customer only gets to be in one credit group at a time to eliminate any confusion for you and your team.



Credit Risk Management

Get insights from NotchCX on client credit limits and categories to minimize business credit risks for your business, as you cannot create invoices for customers with exceeded limit or receivable period.



Companies & Contacts

Your marketing and sales team will love this. Securely store companies and contacts and make inferences from the potential of their verticals for well-directed marketing efforts to enable you to close more deals in a shorter timeframe.

Lead Intelligence

Get insights on your Leads for proper segmentation. Make better business decisions and allot your efforts and resources to the right leads.



Be in charge and empower your team

User Management

Assign individual salespersons, teams, supervisors, etc. roles and permissions to enable them to create and view data that is vital for their productivity.

Integrations

Tools and applications to get you going at work are seamlessly integrated with NotchCX. One software packed with everything you need in CRM and more - A CRM, but better.

Task Automation

Create and manage tasks for your team via various integrations on NotchCX web and Mobile app; keep track of activities and easily send reminders via channels of choice.

Teams & Salespeople

Manage teams and individual performances, activities and pipelines in the simplest way via NotchCX.





Team's Activities

Get insight into the impact of every team member on the business. View their periodic activities and track progress towards business goals.



Mobile Application

NotchCX is available on iOS and Android. Not in the office? Still get the job done from your smartphone. Access and manage vital sales information on the go with your smart devices in real-time.



Document Library

Safely keep a business document repository for individuals and teams on NotchCX.



NotchCX



Let's talk!

 www.notchcx.io

 hello@notchcx.io

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