



# Minotaur Software Ltd.

Reliable Software Solutions

## CRM

### (Customer Relationship Management)

The Minotaur CRM module allows you to manage your business contacts, both prospects and customers, to help you track all interactions for improved customer service. A master record for each contact keeps track of all your key information about that contact. Each Minotaur user can be assigned tasks to complete for a given contact, like preparing quotes, following up on complaints, etc. When that task is complete, the Minotaur user can record the task as finished and add in any related comments in the notes section. All entries are date stamped for an easy chronological showing of events. A prospect can be easily turned into a customer so the entire history of your sales prospecting is retained.

### Highlights

- Individual user task reports
- Complete complaint tracking for ISO quality control
- Your prospects become a customer easily eliminating the need for a separate CRM package
- Up to date information is accessible by all users



### Additional Features

- Unlimited notes section for recording details of customer/prospect interaction
- Management can view all open tasks by user to keep on top of what contacts have issues
- Print labels for mass mailings to prospects/customers
- Contact list reports can be produced showing summarized or detail information
- Assign multiple tasks to different users all relating to a single contact
- Set up multiple people from one company with their individual addresses phone numbers, extensions and direct email addresses
- Staff use one central repository for customer information, thereby avoiding individual staff members from maintaining their own personal databases
- On the road sales staff can connect remotely to manage their prospect and customer accounts through the internet.

**Mino CRM - Minotaur Business Systems**

File Edit Payroll Invoicing/Order Entry Inventory Production Inventory Customers/Receivables Suppliers/Payables General Ledger System Administration  
Advanced Reports/Leads/Time Tools Help

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**DCE - CONTACT MANAGEMENT**

Code:  Name:

Ph#:  Fax:  800#:

Address:

Part 2:

City:  Prov:  Country:

Postal Code:  Customer:  Active?

Website URL:

General Email:

Type 1:  2:  3:  4:  5:  6:  7:  8:  9:

Note:

Task:

Contact:

Notes?  People?  Tasks?  Reports?

Ok Cancel

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