

zz Obsolete CRM - User Guide (Classic Version)



CRM First Steps

Introduction to CRM

00. Navigation & Collaboration Tools



From Prospect to Sales

01. Account & Contact Management

02. Sales Planning & Account Plan

03. Opportunity Management

04. Quotation

05. Market Segmentation

06. Sales Reporting & Analytics

07. Commercial Roadmap



Managing Customer Needs

08. Complaint Management

09. Sample Request Management

10. Customer Request Management

11. Mobility

12. Voice of the Customer

13. Webforms

14. Transactional Pricing

15. User Creation Template

16. Contract Management

17. Novecare Price Advisor

18. Customer Specific Requirement

19. Competitive Insights & Competitors

20. Cross BU Leads

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