

CRM ON DEMAND SUCCESS STORY

KEY SUCCESS POINTS

- World-leading Business Information supplier deploys CRM On Demand to 80 sales and service personnel
- InFact Group provides expert consulting and integration
- Deployment of ReAssignment Tool
- Deployment of custom Pricing and Quote module
- Deployment of custom rule validation module

InFact Group delivers Oracle CRM On Demand success to customers by providing unrivalled experience and recognized project expertise.

InFact Group has delivered complex, highly business-focused services and integration to the worlds leading business information service. These services help drive the implementation of CRM On Demand for 80 staff. The uniquely challenging business processes were implemented using a combination of InFact Group experience and deployment of a number of accelerators and Tools from the growing family of successful Tools for CRM On Demand.

ReAssignment Tool

Maintaining the customer focus is vital, especially when changes are implemented in sales force organization or when optimization is required. The [ReAssignment Tool](#) from InFact Group has been deployed to provide a smart, simple graphical interface to manage all the tasks related to reassignment

Quote and Pricing Engine

The Pricing features of CRM On Demand were extended by the implementation of a custom Pricing and Quote implementation, specifically providing new automatic repricing and Quote updating features, implemented directly into the User Interface for transparency.

Custom Rule Validation Engine

To optimize the user interface and avoid lengthy server round-trips, a custom client-side rules module was implemented to dynamically adjust conditions and validation messages.

To find out how InFact Group and our Oracle CRM On Demand team can help you and your business, please contact us at contact@infactgroup.com or go directly to our Website at <http://www.infactgroup.com> where you can send a message directly to our pre-sales team.

