



Sales Process Management Application

Eclat delivered a Sales Process Management Application for 360 view of customers on a single platform.



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Client Profile

Our client is a true trail-blazer in the mobile app sphere, leading innovation and setting global industry standards.

Through their cutting-edge software, this company helps online stores transform into dynamic digital businesses in no time. Not only do they provide the technology to build stunning mobile apps with minimal effort and cost - but also drive store engagement and revenue growth.

Challenges



Outdated Methods of Sales and Presales

Outdated methods of sales and presales are holding organizations back, preventing them from taking advantage of automation tools and data to revolutionize their approach.



Superior Customer Experience

The company was determined to drive growth and research new markets, all while strengthening teamwork for a superior customer experience.



Utilizing Automated Alerts

Utilizing automated alerts, this company sought to gain a crystal-clear view of their deals during each stage of the process, arming them with greater insight and accuracy for future predictions.



Solution



Powerful Tools

Eclat achieved a holistic transformation, propelling the company forward with an optimized Salesforce investment. With multiple customizations in their all-encompassing Sales Cloud, they are now compliant and secure – bringing them closer to realizing maximum value from this powerful tool.



Configure Sales Cloud

Configure Sales Cloud to your specific business needs and integrate with HubSpot, Gong, Clearbit, Outreach, Apollo & LinkedIn Sales Navigator.



Real-Time Email Alerts

MAIL ALERTS FOR DEALS WON, NEW LEAD CREATION & CASE GENERATION - get real-time email alerts when deals are won, new leads are created or cases are generated.

Benefits



Strengthening the Vital Connection

Strengthening the vital connection between sales and post-sales teams, communication has been optimized to help ensure exceptional customer service.



360 Insights to Stay Ahead

Get a comprehensive overview of your customers and their needs in one simple, easy-to-access platform. Harness the power of 360 insights to stay ahead of customer trends with minimal effort.



Quick Sales Cycle

Solution designed to support a quick sales cycle of fewer than 10 days.



Departmental Collaboration

Streamline tedious tasks and encourage departmental cooperation for greater efficiency!

Technologies



Salesforce Sales Cloud

This refers to the core CRM platform provided by Salesforce.



Lead management

Track and manage leads generated through marketing campaigns.



Lightning Platform

A platform-as-a-service (PaaS) that provides a flexible and scalable environment for building and deploying custom applications in Salesforce.



Mobile Sales

This allows sales teams to be more productive and responsive, even when they are away from their desk.