ANOUD+

CRM

Anoud+ CRM gives a comprehensive perspective of customer transaction histories and journeys

Anoud+ CRM provides a 360° view of client activities such as:

Quotations	Policy purchases	Claims	Complaints	Telephone calls	Online Interactions

INTEGRATIONS

Cisco IP Telephony	Chatbot	WhatsApp for Business®	MS Outlook®	SMS and Email	Leads from 3rd Party Websites

KEY FEATURES

Customer Perspective

Track customer journeys to ensure responsiveness to customer actions and requests.

Task Management

Allocates tasks to team members based on data from Anoud+ Core Insurance modules.

Smart Marketing

Automated SMS / email marketing platform which delivers customized messages to target new and existing customers to deliver a personalized experience.

ANOUD TECHNOLOGIES
We Ensure. You Insure.

ROBUST ANALYTICS

Cut through noise and data to predict revenue generation and manage team performance through real-time dashboards, which include:

- Call log analysis

- KPI related task analysis

- Revenue generation

- Agent performance analysis

- Emails with peak time analysis

- Lead conversion analysis

CUSTOMER INSIGHT REPORTS

Understand your customers better through reports on:

- Correspondences sent

- Clicks

- Conversion rate

- Subscribes / Unsubscribes.