

With Talisma Mobile CEM, your sales force stays nimble and competitive by engaging prospects and customers with the right information and services at the right time.

Talisma Mobile CEM

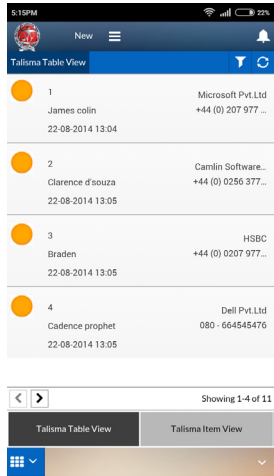
In a world where employees and data are increasingly going mobile, your customer interactions need to be mobile too. Be it sales or service, you need to keep the data flowing, interactions going and service up and running on the go. When every interaction becomes a source for valuable data, your agents should be able to harvest, interact with, and add customer data through mobile devices with ease. If your business is not doing all this already, you might be losing out on opportunities.

Data portability and more

Talisma Mobile CEM from Talisma Corporation is designed to help businesses harness the power of mobile devices and data on the move. Your sales and service agents can meet customers, service their request, add or update data about them, take sales/service feedback and even take a picture of them. Further with the geo tagging facility, site visits can be planned, executed and authenticated with ease.

Talisma Mobile CEM

Talisma Mobile CEM comes with maps allowing sales and service agents to geo tag locations of interest, choose routes and zero in on a prospect/customer's location faster. This also adds a spatial dimension to your institution's relationship with its customers and helps engage stakeholders with better customer experience through up-to-the-minute information.



Talisma CEM takes mobility to a whole new level with on-the-go scheduling. You can schedule meetings and fix appointments from your phone and sync it with Talisma CEM. This facilitates a two-way exchange of information and helps your customer-facing employees plan their day and manage their schedule better.

The solution has advanced profile management feature that allows agents to update customer/prospect and meeting/appointment information on the go. The app provides an overview of information about contacts and allows modification as needed.

Talisma Mobile CEM offers agents advanced reports that can offer a quick snapshot of the status of various interactions and pipeline.

With real-time information that Talisma Mobile CEM offers, your agents are empowered to transact and engage with customers backed by adequate information.

Benefits of Talisma Mobile CEM

- Agents have access to up-to-date information while on the move
- Manage opportunities, modify or update information on the go
- Helps agents develop customer engagement strategies while in transit
- Facilitates better flow of information within your organization
- Locate, contact and manage customer data effectively
- Increases agent productivity, collaboration and efficiency
- Saves time that could be used in interacting with customers and advancing leads
- Accelerates sales and service cycles
- Seek, gather and update customer data

About Talisma Corporation Pvt. Ltd.

Talisma Corporation Pvt. Ltd., is the leading provider of Customer Experience Solutions for a wide range of industries. Talisma Digital Engagement Platform enables organizations to deliver an exceptional customer experience on a global scale across engagement channels and interactions. Our solutions improve customer satisfaction by integrating the power of email, phone, chat, SMS text messaging, portal, social media, instant messaging and Web self-service with a robust and mature Web services platform, comprehensive analytics, and an intelligent CRM solution. Talisma serves a variety of industries through its vertical solutions, including financial services, travel and leisure, government, retail, business process outsourcing (BPO), and manufacturing.

Talisma also delivers a combination of advisory/consulting and services support under one roof to enable enterprise level customer experience transformation initiatives. For more information, visit www.talisma.com



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