

ALLinONE

# CRM



powerful and feature rich tool providing holistic management of all customer interactions including automated workflows thus empowering customer care agents to deliver customer excellence

ALLinONE CRM is a cloud-based platform that enables Customer Care Agents to support and manage all aspects of a customer on-boarding and in life journey via a single application. They can fulfil customer requests for additional sales, update tariffs or product subscriptions as well as action queries or complaints.

Supporting the front end screens used by Agents the ALLinONE CRM has feature rich workflow engines that integrate with a wide range of other Lifecycle and third party applications to deliver seamless provisioning with suppliers, and activation of services. The vast range of automation for on-boarding, in-contract and end-of-contract activities enable businesses to optimise their operations and concentrate on sales and the delivery of great customer service.

## the value



### drives efficiency

Automated workflows initiate, complete and record product provisioning by integrating with suppliers; optimising efficiency and reducing errors caused by manual intervention



### delivers standardisation

Workflows enable gold service standards for all orders to be achieved with proactive monitoring of exceptions and issues



### supports customer excellence

Customer Care Agents have access to all customer information within a single platform and are able to trigger a wide range of actions to deliver an outstanding customer experience



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### reduces financial risks

Use of automated workflows enables financial risks to be managed and minimised e.g. automated suspension for non-payment



### facilitates management of customer care function

Ease of use functionality allows complete visibility and control of the customer experience, across all aspects of the customer journey with a full audit trail and end-user management

Contact us for a full list of features

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## deployment options

The ALLinONE CRM can be deployed within a full ALLinONE suite to deliver an end to end business support system for clients or with a subset of the ALLinONE modules to meet the needs of a business.

Lifecycle provide the ALLinONE product suite as a fully managed, private cloud solution within UK data centres. The infrastructure is specifically designed and proven to support highly available, resilient and scalable environments, capable of processing over 1 billion chargeable events per month. A range for service support options are available to meet the needs of organisations, from new entrants to established providers.

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## Contact us

If you think your business could benefit from Lifecycle's ALLinONE product suite, contact us via [info@lifecycle-software.com](mailto:info@lifecycle-software.com) or call us on 01635 553400 to start the conversation