ReMAP LMS™

ReMAP
Software for the Digital Enterprise

ReMAP™ is a SaaS portfolio of solutions designed to transform a business into the Digital economy. It has three basic tenets – **BUILD**, **OPERATE** and **MEASURE**

ReMAP BUILD establishes a company's digital infrastructure with the setup of products and services, master data, campaigns and commerce online.

ReMAP OPERATE, covers all aspects Lead acquisition, Lead Management, Sales Presentation , Pricing and Selling and Fulfillment of Materials and Labor to complete projects. It addresses entire business operational workflows.

ReMAP MEASURE facilitates ongoing measurement of business performance through specific metrics and dashboards.

PORTFOLIO

Build

Master Data Management
Digital Presence
Product Catalog
Campaign Management
Product Advisor
Visualizer/Designer
Ecommerce Framework

OPERATE

Lead Management
Sales Management
Pricer And Configurator
Fulfillment Management
Foreign Trade Management

MEASURE

Operational Analytics
Marketing Analytics
Loyalty Management
Customer Segmentation
Predictive Modeling

BENEFITS

DRIVE LEAD FLOW
INCREASE CONVERSION
GROW SALES
FULFILL EFFICIENTLY
ANALYZE BUSINESS

www.remapweb.com

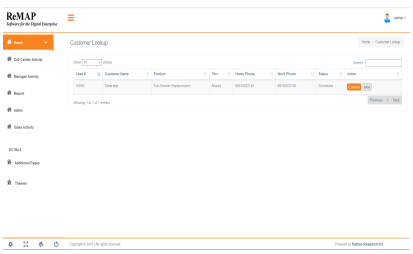
ReMAP Lead Management (LMS)™ – manages flow of leads from different channels through a scripted call center solution (including 3rd party dialer APIs), to qualify leads, set up appointments etc.

Features/Functions

- Acquire leads from multiple lead sources and channels (Call Centers, CRM systems, Storefronts – Physical and On-line, Scheduling systems, Affiliate Marketing sites), through direct interfaces with these sources
- Complete call center management with inbound and outbound configurable calling flows
- Receive leads through inbound calls and enter into system through schedulers
- Configurable scripting workflow to assist agents to handle calls in a step by step fashion
- Scheduling, confirmation, re-scheduling of appointments by outbound calling based on a set of configurable business rules
- Lead issue to the field
- Agent management by role, by skill level, by market
- Ease of extension to multiple call centers
- Lead scheduling prioritization based on market needs
- Various types of reporting to measure agent productivity, lead efficiency and quality, and throughput
- Integration with IVR (Five9)
- APIs for lead sourcing from external sources
- App/Adapter to Salesforce
- *Capacity Management, Auto-assignment of leads to sales reps (based on sales reps' calendars and based on store,market, product*
- *Lead value maximization by source, by market, by issue target*
- *Lead scoring, optimization (storefront, online/web, inbound calls, third party agencies), forecasting and resource planning (call center staff, sales)*

Value

More Leads, Greater Throughput/Efficiency, Higher Lead Value



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