

Please find below the list of offerings from Crrux Digital Ecosystem

- **Crrux is a seamless software that offers a single solution to manage your business digitally across your entire ecosystem. It enables organizations to market, sell, support, and manage their business with just one software.**
- **From setting up a website and getting traffic to taking & fulfilling orders to supporting customers, the entire life cycle of a customer can be managed, tracked and documented making it simple and highly productive. Enabling you to do more business with less software, fewer people and less cost.**

1) Market and Sell (Products and / or Services)

- Set up a website in no time / within a day (no coding required) and market your business with blogs and share them across a variety of social media channels or B2B networks.
- Setup an eStore (catalog) and start selling your products/service online.
- You may choose whether you would like to generate inquiries or take orders with payments.
- You would either generate inquiries or if you have products with a defined price you can directly sell it (eCommerce) and take online payments via payment gateway integration

B2B Sales (Sell your products and manage your sales pipeline)

- Manage your sales pipeline
 - create your deals , take them through the flow from initial contacting to deal closure at each stage of the sales pipeline
 - Capture proposals and manage the process
 - Capture and share your sales and product collateral
- By just pushing emails via deals you can tag and keep track of all customer interactions and flows at one single place
 - Through email the clients can respond wherein you would receive all of these in your email inbox as a notification and details in your crrux pipeline
- For businesses where direct selling is not possible, negotiations on price and quantity are required
 - You can take orders , contact your customers , generate invoices (invoices with payment links as well in order to accept online payments via the platform itself)

2) Customer Service & Support + Internal Helpdesk

- Self Service Knowledge Base: You can create a repository of all self-help articles(knowledge base) and FAQs (frequently asked questions) which can be used by customers to self-service themselves, for internal training and onboarding as well as for your customers SOPs (standard operating procedures)
- If requests are raised by customers/prospects, you can service them as per SLAs (service level agreements) for client contracts
- Clients or prospects (buyers) can raise questions / tickets from the website via help button or from their emails
- In the backend you can design your teams for various departments to handle all interactions and provide assistance to the customers

3) Manage (manage all your business processes)

- On getting orders you may need to work on the delivery of the service / delivery of the product or enhance the product itself,
 - You can have work distributed across teams and employees and have it tracked to keep check if it is being done on time or not (project and task management helps here)
- All your information with regards to your competitors can be tracked and documented and shared with your internal teams or management heads in order to stay ahead and know how to design and plan your next steps. (you can put all your product documentations , ISO documentations all in one place)
- Initiate Online meetings (video conferencing) from within Crrux UI. Zoom and Jitsi two free options available. Google Meet to come soon.
- Capture and share all knowledge related to your products, processes, learning and market intelligence at one place with easy search and discovery
- Communicate and collaborate across your teams and external partners