



CRM TEAM

CUSTOMER RELATIONSHIP MANAGEMENT TEAM

Who we are

Number of team members

15 consultants / engineers

Operating since

2006

Projects

10+ successfully implemented projects

Areas of expertise

Telco domain knowledge, omni channel/multi channel, customer information management, sales force automation, campaign management, customer order management, customer care

Technology expertise

Oracle CX – CRM cloud solution
Oracle Siebel CRM
Microsoft Dynamics CRM
SD Pro – internally developed CRM solution

TEAM CERTIFICATIONS

- › Certified Scrum Master
- › Azure for Data Analytics and Data Platform Solutions
- › Microsoft Azure for Datacenter Solutions
- › Microsoft Azure for Application Development
- › CCNA (Cisco Certified Network Associate)
- › MCP (Microsoft Certified Professional)
- › Certified Project Management Professional – PMP
- › Certified PMI Professional in Business Analysis - PMI-PBA
- › Certified Business Analysis Professional - CBAP
- › Certified PMI Agile Practitioner - PMI-ACP
- › Certified Scrum Master - CSM
- › Certified Scrum Product Owner – CSPO

OVERVIEW OF PRODUCTS AND SERVICES

Product

Oracle Siebel

Oracle CX

SD Pro

MS Dynamics CRM

Services

-
- Installation, configuration and administration
 - Customization compliant with TM Forum SID standard
 - Integration with other systems
-

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BUSINESS REQUIREMENTS

- › Creating, assigning, tracking and managing leads and opportunities
- › Forecasting and metric reporting
- › Creating and managing campaigns; ability to adapt campaigns to the evolving customer lifecycles with targeted marketing strategies
- › Managing end-to-end lifecycle of customers' purchases, covering all touch points- call center, retail, self-service, dealers, affiliates, etc.
- › Understand customers' behaviour, meet individual customer's needs throughout their lifecycle and provide a seamless and personalized experience across all channels and devices

TEAM CERTIFICATIONS

Client	Solutions
 <p>Telekom Srbija www.telekom.rs</p>	› SD Pro
 <p>Telenor Montenegro www.telenor.rs</p>	› Oracle Siebel
 <p>Mtel Montenegro www.mtel.me</p>	› SD Pro