

Theseus – your new employee
for sales and service

Task list of Theseus:

Additional tasks of Theseus:

I **magine your phone rings and the call is automatically identified. The phone number as well as your customer's name appears directly on your screen.**

In one go you have got your customer's history e.g. last contact, favourite products, product pricing or other individual agreements etc. appears on your screen.

What kind of education does this employee possess, processing all those customer-individual records in a split of a second?

Theseus has an MBA in **Customer Relationship Management.**

All channels of communication like letters, mails, phone calls or faxes are saved under each customer's and contact person's name.

R eference
for Theseus:

- Identification of incoming number
- Pop up of all customer relating data
- Dialling of phone numbers via mouse-click
- Integration of phone + web + fax + e-mail + letters
- Saving of all customer related data at individual contact person
- Quick search for information, contact person and address
- Interfaces to office-software and integration of documents
- Logical organization of customer data
- Controlling and results of marketing-activities
- Electronic reminder for employees
- Connection of remote offices with central headquarter

S

cripting and interviews

Theseus has an additional function for individual project scripting.

All you have to do is name a product and brief Theseus on the questions you wish to have answered. When making a phone call or getting a call, the application for scripting appears and question can be filled together with the customer.

Later on a selection on special answers can be made so that 1:1 marketing activities can take place.

THESEUS AND WWW

Integrate your incoming questions via web directly in Theseus. This is done by a CallMe-application.

If the customer requests a call while visiting your homepage by clicking the button CallMe, the information is directly saved in Theseus and a warning for your sales and service team pops up, to give a call to this customer. It takes round about 3 minutes and the customer will receive his answer.

"We have searched a long time for a solution which makes work for our agents easier and enables us at the same time to get up-to-date reports on every running project. Theseus, a product of Tesla AG offers us a perfect solution and we are working with this software more than one year.

Our agents are happy because Theseus is easy to work with and very ergonomical,"

Gabriele Schumm, management tels@les!/Düsseldorf, www.tels@les.de

Your profit:

- Small investment in a well educated employee
- Short briefing – Theseus is ready to work within 3 days
- Permanent access to all information – Theseus is never sick nor on holiday
- Perfect satisfaction of customer's needs – Theseus treats everybody individually
- Success-control – Theseus shows development of projects and activities

Costs for Theseus:

Theseus only wants a modest wage. On one hand you are going to get 80% of all high-end CRM-applications, but you will only pay 20% of the price.

A single Theseus licence per workstation costs ca. 500 Euro. Additionally Theseus needs an installation taking 2-3 days, depending on your technical environment.

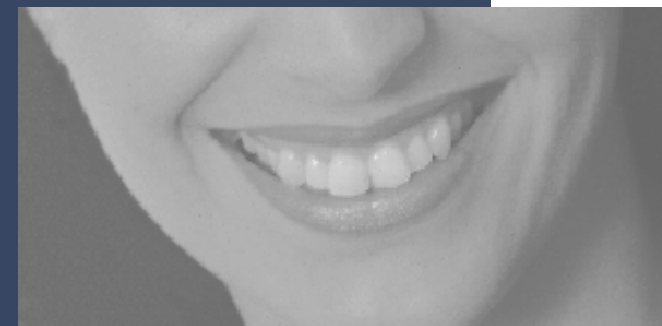
Training for Theseus will take another day or two. A growing number of licences lead automatically to a reduction of the price.

Technical Environment:

Client:	Windows 95, Win NT 4.0 and higher
Server:	Oracle, Microsoft SQL Server
e-mail:	nearly every e-mail programme
Faxserver:	nearly every fax-software with fax-to-mail-gateway
Telephone switch:	nearly every CTI-enabled telephone switch and TAPI enabled phone

TESLA AG · Bockholtstr. 23 · 41460 Neuss
fon +49-21 31-9 51 51-0/fax-8
www.Tesla.de · info@Tesla.de · 0800-TESLAAG

TESLA.



Theseus-

Your new employee for
sales and service