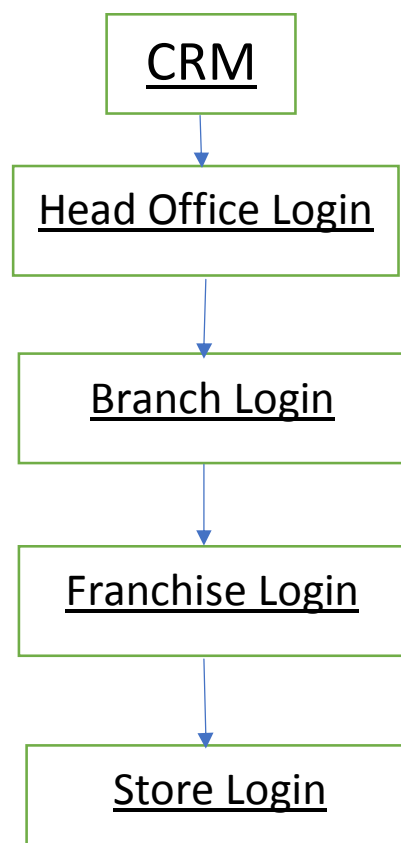


IVR Based CRM

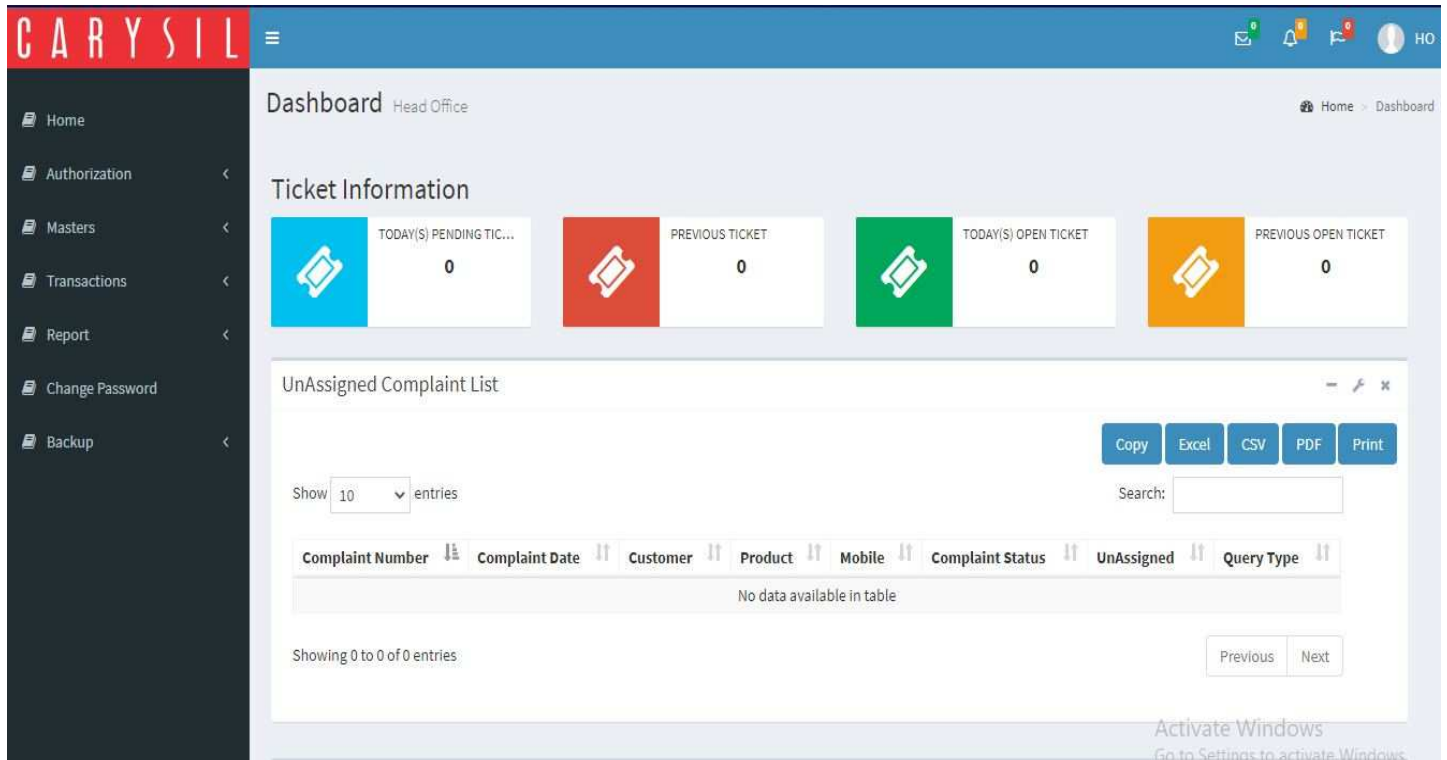
IVR Based CRM: - It's an IVR Based CRM System which is an approach that helps businesses improve existing customer relationships and acquire new customers faster. You can manage your branch, franchise, stores.

The image shows a login interface for CARYSIL German Engineered. The interface includes a logo, a sign-in prompt, and two input fields for username and password. A 'Sign In' button is located at the bottom right. To the right of the login interface is a table titled 'Credentials IVR CRM' which lists four access types: HO Login, Branch Login, Franchise Login, and Store Login, each with corresponding UserId and Password values.

Access Type	UserId	Password
HO Login	ho	ho
Branch Login	branch	branch
Franchise Login	franchise	franchise
Store Login	store	store



Dashboard



CRM Dashboard: - Dashboard consist some icon, shortcuts, counts data realated the main things that are going on in day to day activities. It is cosists to menu such as Authorization, Masters, Transation, Reports, Change password, Backup. Menus vary accourding to the user.

Head office login menu

Authorization

Masters

Transition

Reports

Change password

Authorization > (Pending for Approval)

Pending For Approval

Copy

Excel

CSV

PDF

Print

Show

10

▼

entries

Search:

SN.	Franchise Name	Order Number	Order Date	No Of Items In Bill	Action
No data available in table					

Showing 0 to 0 of 0 entries

Previous

Next

Pending for approval: -It consists list of pending for approval and their details like Franchise name, Order number, Order date, No. of items in bill, and action to edit or delete the data from grid and also have the provision to download list in pdf, excel, csv, print format.

Authorization > (Customer feedback)

Customer Feedback List

CopyExcelCSVPDFPrint

Show 10 entries

Search:

SN.	Name	ContactNo	Feedback	Rating	ComplaintNo	HandleBy
1	Abdul Rahim khatri	9922280367	Nice	Good		
2	Ajay Sharma	9891719058	Work not done till date,	Poor		
3	AJIT SINGH	7838450927	very very good services	Excellent		

Customer Feedback: -It consists list of Customer feedback list and their details like Name, Contact No., Feedback, Rating, Complaint No., Handle By. And also have the provision to download list in pdf, excel, csv, print format.

List of master

Franchise and Pincode List

New Copy Excel CSV PDF Print

Show 10 entries

Search:

ID	Frenchaise	City	Pincode	Action
1092	Punjab Franchise	Gurdaspur	143505	
1093	Punjab Franchise	Gurdaspur	145001	
1094	Punjab Franchise	Gurdaspur	143511	

Provision to Add new

Franchise and Pincode Map

Save Save and Add More Cancel

Frenchaise* KD Enterprises Mumbai

Unmapped List Mapped List

Unmapped List

Country : ---- Select Country - State : City : Search

ID	Pincode	Area	City	State	Action	
						MAP ALL

Masters> (Country)

Country Master: - It consist a list of country and have a provision to edit and delete the country and also can add new country.

Masters> (State)

State Master: - It consist a list of state and country from which that state belongs and have a provision to edit and delete the state and also can add new state.

Masters> (City)

City Master: - It consist a list of City and state and country from which that city belongs and have a provision to edit and delete the city and also can add new city.

Masters> (City)

City Master: - It consist a list of City that can be filtered with the help of state and country from which that city belongs and have a provision to edit and delete the city and also can add new city.

Masters> (Area)

Area Master: - It consist a list of Area that can be filtered with the help of country, state and city from which that area belongs and have a provision to edit and delete the area and also can add new area.

Masters> (Pin code)

Pin code Master: - It consist a list of Area that can be filtered with the help of country, state, city and area from which that Pin code belongs and have a provision to edit and delete the pin code and also can add new pin code.

Masters> (Product)

Product Master: - It consist a list of Products that list contains data such as Product name, Rate, Warranty days, Amc Charges, Stock level, Remarks and have a provision to edit and delete the Products and also can add new Products.

Masters> (User)

User Master: - It consist a list of User the list contains data such as name, mobile, email, login, password, Status and have a provision to edit and delete the User and also can add new User.

Masters> (Branch Office)

Branch office Master: - It consist a list of Branch office the list contains data such as Branch name, Branch code, mobile, email,

City, Area, Pin code, address and have a provision to edit and delete the Branch office and also can add new Branch office.

Masters> (Franchise)

Franchise Master: - It consist a list of Franchise the list contains data such as Franchise name, Franchise code, mobile, email, City, Area, Pin code, address and have a provision to edit and delete the Franchise and also can add new Franchise.

Masters> (Spare part)

Spare part: - It consist a list of Spare part the list contains data such as Spare part name, Spare part rate, product, AMC Charges, Warranty Days and have a provision to edit and delete the Spare part and also can add new Spare part.

Masters> (Supplier)

Supplier Master: - It consist a list of Supplier the list contains data such as Supplier name, mobile, email, address and have a provision to edit and delete the Supplier and also can add new Supplier.

Masters> (Customer Registration)

Customer Registration Master: - It consist a list of Customer listthe list contains data such as Customer name, mobile, phone, email, Branch, Franchise, address and have a provision to edit and delete the Customer and also can add new Customer.

Masters> (Courier)

Courier Master: - It consist a list of Couriers listthe list contains data such as Courier name, Tracking URL and have a provision to edit and delete the Couriersand also can add new Couriers.

Masters> (Courier)

Courier Master: - It consist a list of Couriers listthe list contains data such as Courier name, Tracking URL and have a provision to edit and delete the Couriers and also can add new Couriers.

Masters> (Branch and Franchise map)

Branch and Franchise map Master: - It consist a list of Branch and Franchise map listthe list contains data such as Branch, Franchise and have a provision to edit the Branch and Franchise map and also can add new Branchand Franchise map.

Masters> (Franchise and Customer map)

Franchise and customer map Master: - It consist a list of Franchise and customer map listthe list contains data such as Franchise,

customer and have a provision to edit the Franchise and customer map and also can add new Franchise and customer map.

Masters> (Franchise and Pincode map)

Franchise and Pin Cod map Master: - It consist a list of Franchise and Pin code map listthe list contains data such as Franchise, City, Pin code and have a provision to edit the Franchise and Pin code map and also can add new Franchise and Pin code map.

Transaction > (Stock Entry)

Stock entry: - It consist a list of Head office opening entry Stock listthe list contains data such as Entry Date, Product, Spare parts, Quantity and have a provision to edit and delete the Head office opening entry and also can add new Head office opening entry Stock.

Transaction > (Head office order)

Head office order: - It consist a list of Head office order listthe list contains data such as Supplier, Order No., Delivery Date, Order Date, Order By, No. of items in bill and have a provision to edit and delete the Head office order and also can add new Head office order.

Transaction > (GR Entry)

GR Entry: - It consist a list of GR Entry listthe list contains data such as Supplier, GR No., GR Date, No. of items in bill and have a provision to edit and delete the GR Entry and also can add new GR Entry.

Transaction > (Purchase Return Entry)

Purchase return Entry: - It consist a list of Purchase return Entry listthe list contains data such as Supplier, Return No., Return Date, No. of items and have a provision to edit and delete the Purchase return Entry and also can add new Purchase return Entry.

Transaction > (Order List)

Order List: - It consist a list of Order List the list contains data such as Franchise Name, OrderNo., Order type, OrderDate, Delivery Date, No. of items in bill and have a provision to edit and delete the Order list and also can add new Order list.

Transaction > (Order to dispatch)

Order to dispatch List: - It consist a list of Order to dispatch the list contains data such as Franchise Name, Order No., Ordername, Order Date, No. of items in bill and have filtration of from date to up to date and have a provision to edit and delete the Order to dispatch and also can add new Order to dispatch.

Transaction > (FranchiseOrder List)

Franchise Order: - It consist a list of Franchise Order that first we have to select Franchise than the list of particular Franchise is displayed the list contains data such Ordertype., Order name, Order Date, Complaint No., Customer, No of items in bill and have filtration of from date to up to date and have a provision to edit and delete the Franchise Order and also can add new Franchise Order.

Transaction > (DispatchOrder List)

Dispatch Order: - It consist a list of Dispatch Order that first we have to select From date to upto date than the list of particular Dispatch Order is displayed the list contains data such DispatchDate, Courier Doc. No., Courier date, Courier, Complaint No., Complaint date, Query Type, Problem in details, and have filtration of from date to up to date and have a provision to edit and delete the Dispatch Order and also can add new Dispatch Order.

Transaction > (AMC List)

AMC: - It consist a list of AMC List the list contains data such as AMC Date, Customer, Product, Renew Date, Next due date, Received Amount, Payment Mode.And have a provision to edit and delete the Order list and also can add new Order list.

Transaction > (Complaint List)

Complaint List: - It consist a list of Complaint that first we have to select From date to upto date than the list of particular Complaint is displayed the list contains data such ComplaintDate, Complaint No., Complaint name, Product Name, Mobile, Assign by, and have filtration of from date to up to date and have a provision to edit and delete the ComplaintOrder and also can add new ComplaintOrder.

Report> (AMC List Report)

AMC List Report

Copy Excel CSV PDF Print

Form Date: Upto Date:

Show entries Search:

Amc ID	Amc Date	Customer	Product	Due Amount	Received Amount	Reference Number	Reference Date
No data available in table							
Page Total:				0	0		
Total:				0	0		

Showing 0 to 0 of 0 entries

Previous Next

AMC list Report: - It consist list of AMCs which is filtered using from date to upto date and contain information like AMC Id, AMC Date, Customer, Product, Due Amount, Received Amount, Reference no., Reference date. And contain calculation due amount page total and received amount page total.

Report> (Installation AMC List Report)

Installation AMC List Report: - It consist a list of Installation AMC List Report that first we have to select from date to up to date than the list of particular Installation AMC List Report is displayed the list contains data such as Installation Date, Customer, Product, Due Amount, Remark.

Report> (All Customer AMC Dues List Report)

All Customer AMC Dues List Report: - It consist a list of Installation All Customer AMC Dues List Report that contains information such as Customer Id, Customer, Due Date, Mobile, Phone, Email, Branch, Franchise, Product, Country, State, City.

Report> (Customer wise AMC Dues List Report)

Customer wise AMC Dues List Report: - It consist a list of Customer wise AMC Dues List Report that first we have to select Customer than the list of particular Customer wise AMC Dues is displayed the list that contains information such as Product Id, Invoice No., Invoice Date, Due Amount, Last renewal date, Last received amt, next renewal date.

Report> (AMC Dues List Report)

AMC Dues List Report: - It consist a list of AMC Dues List Report that first we have to select from date to upto date than the list of particular AMC Dues List that contains information such as AMC Id, AMC Date, Customer, Branch, Franchise, Product, Due Amount, Received Amount, Renewal date And has provision for page total of due amount and Received Amount.

Report> (AMC Dues List Report)

AMC Dues List Report: - It consist a list of AMC Dues List Report that first we have to select from date to upto date than the list of particular AMC Dues List that contains information such as AMC Id, AMC Date, Customer, Branch, Franchise, Product, Due Amount, Received Amount, Renual date And has provision for page total of due amount and Received Amount.

Report> (Country wise AMC Dues List Report)

Country wiseAMC Dues List Report: - It consist a list of AMC Dues we have to select Country, State, City than the list is been displayed accordingly List that contains information such as Customer name, Area, Pin Code, AMC Due, Next Due Date And has provision for page total of due amount and Received Amount.

Report> (Year/Month wise AMC Dues List)

Year or monthAMC Dues List Report: - It consist a list of Year or monthAMC Dues List we have to select Year, Month, Franchise than

the list is been displayed accordingly List that contains information such as Customer name, Due Amount, Received Amount And has provision for page total of due amount and Received Amount.

Report> (Order List)

Order List Report: -It consist a list of Order List Report that first we have to select from date to upto date than the list of particular Order List that contains information such as Order id, Order date, Supplier, Order number, Order by, Delivery Date Create by, Items.

Report> (Pending Order List)

Pending Order List Report: - It consist a list of Pending Order List Report contains information such as Order id, Order date, Supplier, Order number, Product, Dispatch date, Order qty., Received qty., Balance qty., Remark And has provision for page total of Order qty., Balance qty. and Received Amount.

Report> (Date wise Pending Order List)

Date wise Pending Order List Report: - It consist a list of Date wise Pending Order List Report that first we have to select from date to upto date than the list of particular Date wise Pending Order List that contains information such as Order id, Order date, Supplier, Order number, Spare parts, Dispatch date, Order qty., Received qty.,

Balance qty., And has provision for page total of due order qty.,
Received qty., and Balance qty.

Report> (Order Level List)

Order level List: - It consist a list of Order level we have to contains information such as Product Id, Spare Parts, Product, Stock level, Current Stock, Order Qty and has provision for page total of Stock level, Current Stock, and Current Stock.

Report> (Unassigned Complaint)

Unassigned Complaint List: - It consist a list of Unassigned Complaint we have to contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Complaint Status, Unassigned, Query type.

Report> (Pending & Open Complaint)

Pending & Open Complaint List: - It consist a list of Pending & Open Complaint we have to contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Complaint Status, Purchase Inv/Date, Warranty Days.

Report> (Open Complaint Report)

Open Complaint Report List: - It consist a list of Open Complaint we have to contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Complaint Status, open by, open remark.

Report> (Complaint Report)

Complaint Report List: - It consist a list of Complaint we have to contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Complaint Status date, pending days.

Report> (Complete Complaint Report)

Complete Complaint Report List: - It consist a list of Complete Complaint Report that first we have to select from date to upto date and franchise than the list of particular Complete Complaint List that contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Complaint Status, Query type, Query in details.

Report> (Stock Report)

Stock Report List: - It consist a list of Stock Report that contains information such as Model, Spare Parts, Stock in, Stock out, Balance Stock.

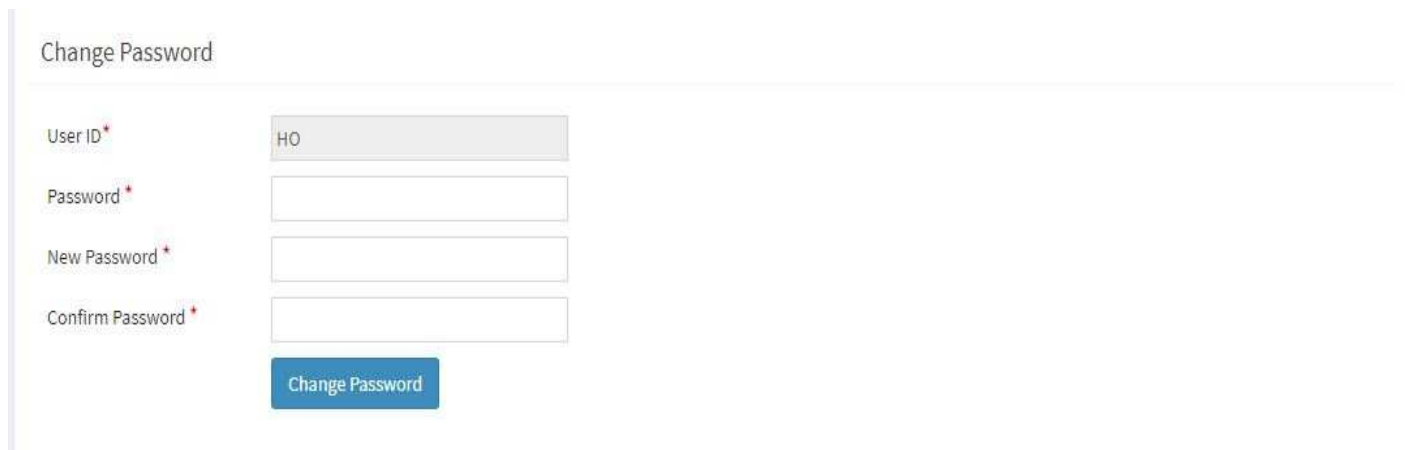
Report> (Stock summary Report)

Stock summary Report List: - It consist a list of Stock summary Report that contains information such as Model, Spare Parts, Stock.

Report> (Pending Amount Report)

Pending Amount Report List: - It consist a list of Pending Amount report that contains information such as Complaint No., Complaint Date, Customer, Product, Mobile, Spare Charge, Spare Received, Labor Charge.

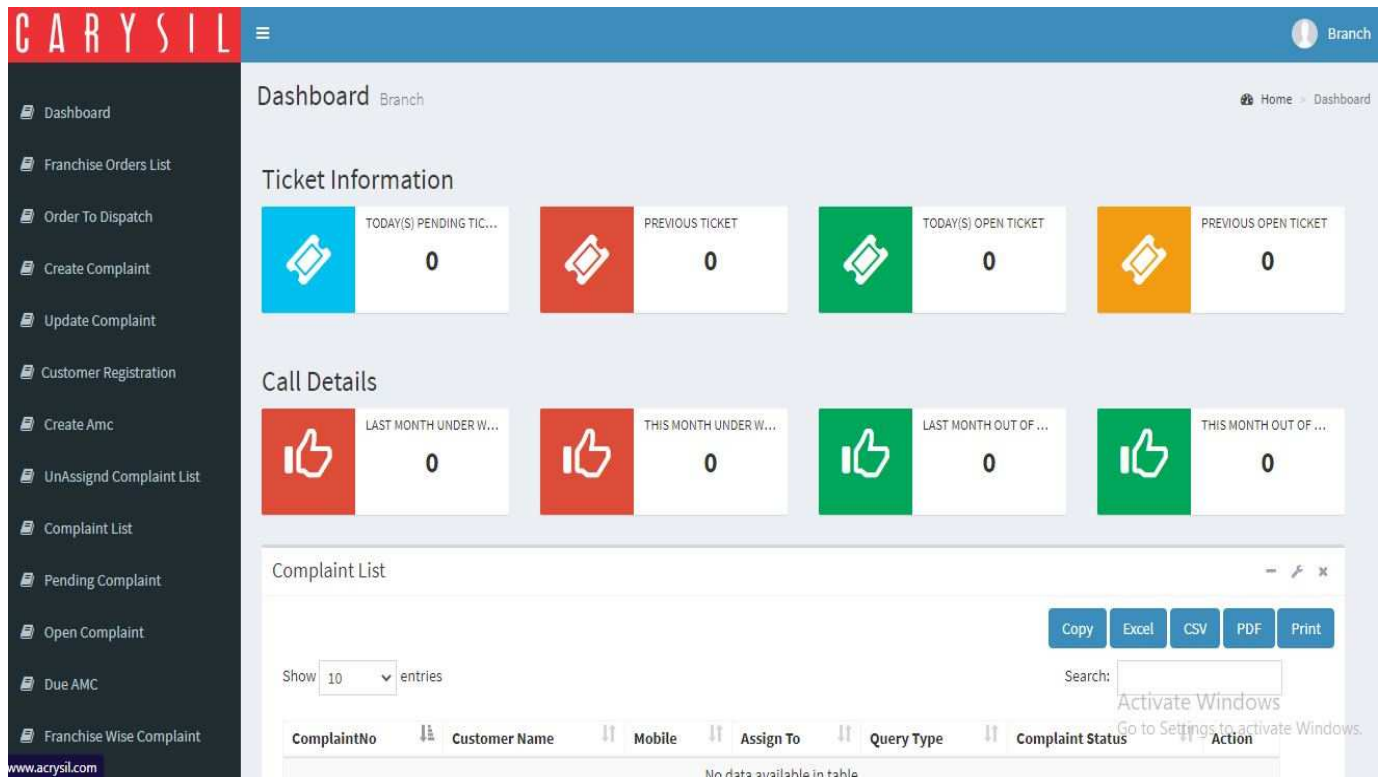
Change Password

A screenshot of a web form titled "Change Password". The form contains four input fields: "User ID" with the value "HO", "Password", "New Password", and "Confirm Password". Each field has a red asterisk indicating it is required. Below the fields is a blue button labeled "Change Password".

Change Password	
User ID *	HO
Password *	
New Password *	
Confirm Password *	
<button>Change Password</button>	

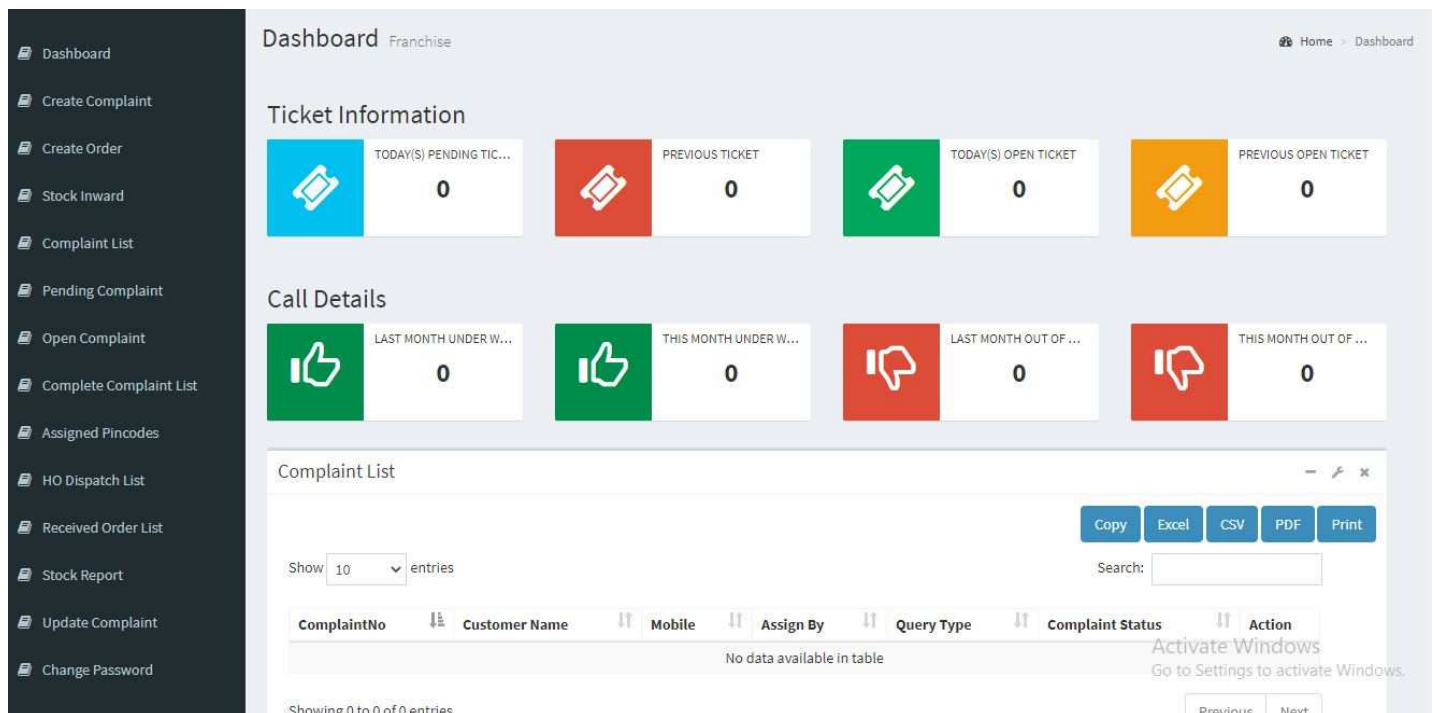
Change password is use to change a password.

Branch Login



Branch Login: - Branch login after head office login the second priority goes to branch login branch login vary from branch to branch different password and login are created by branch and authorize by head office branch login consists of menus to rights and authorize or display the list is such as franchise order list, Order to dispatch, Create Complaint, Update complaint, Customer Registration, Create Amc, Unassigned Complaint list, Pending Complaint list, Opening Complaint list, Franchise Complaint list, Due AMC. All this are further authorizing by head office.

Franchise Login



Franchise Login: - Franchise login after head office login and Branch login the third priority goes to Franchise login it vary from Franchise to Franchise different password and login are created by branch and authorize by head office Franchise login consists of menus to rights and authorize or display the list is such as franchise order list, Order to dispatch, Create Complaint, Update complaint, Customer Registration, Create Amc, Unassigned Complaint list, Pending Complaint list, Opening Complaint list, Opening Complaint list, Stock Report Franchise Complaint list, Due AMC. All this are further authorizing by branch.

Stock Login

CARYSIL

Store

Dashboard

Order To Dispatch

Order To Dispatch Item list

Stock Details Report

Stock Summary Report

Dispatch List

Change Password

Approved Order List

Copy Excel CSV PDF Print

Show 50 entries

Search:

SN.	Franchise Name	Order Number	Order Date	No Of Items In Bill	Action
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next

Activate Windows

Go to Settings to activate Windows.

Stock Login: - Stock login after head office login and Branch login, Franchise login and the fourth and the last priority goes to Stock login it vary from Stock to Stock different password and login are created by franchise and branch and authorize by head office and branch Stocklogin consists of menus to rights and authorize or display the list is such as Order to dispatch, Order to dispatch item list, stock details report, stock summary reports, Dispatch list, change password All this are further authorizing by Franchise.

Thank
you



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[Activate](#)
[Go to Settings](#)