

Surprise your customers by having all necessary information directly available

Realtime reactions via internet

Technical details

Just an example? Imagine you have been a well-known customer at an advertising agency for the past 5 years. One day you need to have your logo urgently for a partner-campaign. You ring the agency but the person you usually deal with is not available. You are put on hold as the secretary tries to find someone to solve your problem.

10 minutes later you are told that there is nobody in, who might be capable of helping you. You miss out on the campaign and as a **result** of this change the agency.

Situations like this unfortunately do happen daily – but with **Jtheseus**, as a **web-enabled CRM-Solution** situations like this do belong to the past – **at least** in your company.

Why? Because you recognize your customer already at the first ringing of the phone and you have all necessary data directly **on your screen – at any time – from any place!**

How is this possible? Experience shows:

The first thing sales agent Tom Feiler starts in his home office every morning is the internet browser. He opens the homepage **www.jtheseus.com** and logs in by using his individual password.

A screen pops up, counting his working-hours since his login. The next thing he is shown is a reminder list, showing him the 'to do's' of the day. Tom knows at once, which chores have to be fulfilled and has the latest information of the headquarter, being 300 miles away, directly at hand.

He can organize the phone calls he has to make, the e-mails he has to answer to or make appointments for other activities.

Only a few seconds later the phone already starts to ring. This triggers off the popping up of a new screen, showing phone number as well as the name of the customer. Tom is able to welcome him personally and warmly. Another screen appears shortly afterwards, showing him the complete lifetime of the customer

and all contacts having taken place from the very first beginning. As a result of this, Tom has all information that are necessary, to fulfil the customers' expectations. As Tom can read in the documentation, the customer has received a product-offer but still has some open questions. Tom answers them directly and the customer is satisfied. After having answered all questions, Tom saves this new contact and produces a new to do for the secretary in the head-quarters' office. She will send some more information relating to the customer's questions the next day.

Tom leaves his office, in order to visit a new customer. Reaching the office Tom realizes that he has left some important information about product pricing in his homeoffice. Tom asks his customer, if he might use his workstation to get this information. He opens the internet browser and logs himself from the customers office into the data of his headquarter by logging into **www.jtheseus.com**. He prints out the information and hands it out to his customer. The meeting turns out to be more than successful.

- JTheseus is based on the latest Java-technology
- Installation is only done on server
- Servlets run directly on server
- Interfaces to Oracle, MS-SQL-Server and other data-banks using SQL-standard
- Client-Solution runs on Windows 95/98/2000/NT, Linux, Unix, Apple Mac OS
- Server runs on Windows NT/2000, Linux, Unix
- Interface to CTI-functions via TAPI
- Mail-Integration via Pop 3 and SMTP
- Fax-Integration via every fax-system using fax-to-mail-gateway

Chores, JTheseus is able to provide for you:

- Integration of all channels of communication: e-mail + internet + letter + fax + phone and dvs
- Showing up of all customer data in realtime
- Saving and storing of all incoming information directly at the individual contact person
- Reminder list for employees or a selected team
- Transparent organisation of the individual customer information
- Free access to all required information independent of your location
- Interfaces to all well-known office-programmes
- Electronic questionnaire for detailed customer surveys
- Identification of phone number
- Organization of individual marketing activities per customer
- Calling of an individual phone number per mouse-click
- Controlling of all marketing and sales activities

Your advantages when using JTheseus:

- **Short period of amortization** – due to simple use and structured workflow
- **Individual customer service** – your customer always feels at home
- **Web-enabled** – working with JTheseus is possible with every browser
- **Quick reactions** – you know your customer's needs and can react on the spot
- **Individual levels of access** – depending on the employees position
- **Transparence of communication** – all employees have access to the information they have the right to see
- **Cost reduction** – time for reaction is reduced and workflow is optimised
- **Time saving** – all information is via mouse click available
- **Central databasis** – all employees work on the same databasis
- **Success control** – measuring of all activities
- **Option for other languages** – preferred language can be chosen at log in
- **Independent of the operating system**
- **Save investment** – only small technical requirements
- **Short implementation** – solution runs in 24 horus
- **Can be used via ASP**

Pricing:

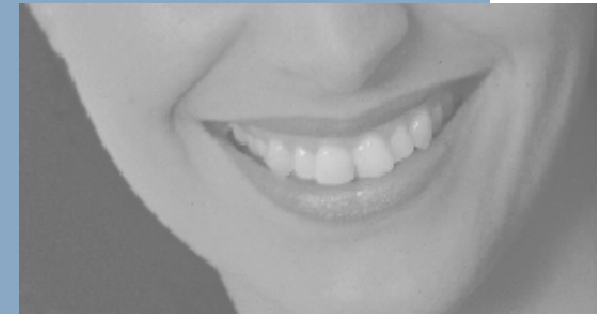
A licence for JTheseus costs roundabout 500 Euro per desktop. In addition to that you have the costs for implementation, depending on the technical environment. Usually 4-5 hours are needed.

Training for employees takes up 1-2 days. Costs per license are reduced proportionally by growing number of licences. You can order JTheseus either via an ASP or rent it for 1 Euro per day and user.

You find the latest price overview at www.jtheseus.com, **prices**
Test this web-enabled CRM-solution for free at www.jtheseus.com.

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JTheseus- web-enabled CRM

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by having all necessary information
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