

# CRM & IVR Solutions

**{KG} CRM Solutions**

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## **KG CRM Solutions LLP**

### **INTRODUCTION:**

KG CRM Solutions is a growing CRM Solutions provider in North India. We started our services in early 2015 as sub contractor and then gained experience by time and served Clients around the globe. Now we are working as a team to provide our services around the globe as well as in India. We are a Zoho Authorized Partners in India. We have been committed to providing customers with high-quality CRM solutions from Zoho.

### **A SOLUTION FOR EVERY BUSINESS NEED:**

Over the span of 7+ years, we have slowly and steadily broadened our horizons and gained multiple specializations based on our clients' needs. At KG CRM, we understand that not every client is the same and their business needs are also different. That's why we have added versatility to our services to cater to every business need, be it an insurance company, healthcare, constructions, law firm, transportation, hospitality, education institute or real estate. We have customized Zoho CRM for real estate, educations institutions, immigration firms.

### **WHAT MAKES US STAND APART:**

Mr. Parveen Kumar, Founder of this company, was a developer since 2015 and have rich experience of these technologies. This journey ended up in 2020 and We got registered under MSME in March 2020 with Only one team member. Then we got our LLP registration in May 2021 and become an Authorized Zoho Partners in August 2021. Being a Zoho Partner, we strive to provide professional consulting, implementation, support, sales, and maintenance solutions to our clients. Our specializations are:

- CRM Consultation and Implementation
- Business flow Automation Consultation and Implementation
- Portal implementation for Customers, Clients, Students, etc...
- Centralized Business Database
- Third party and Website integration
- Business analytics



**Zoho**

## **What Is Zoho CRM?**

Zoho CRM is an award winning CRM which is trusted by a global network of over 250,000 businesses in 180 countries to convert more leads, engage with customers, and grow their revenue. Zoho CRM acts as a single repository to bring your sales, marketing, and customer support activities together, and streamline your process, policy, and people in one platform.

## **Why Zoho CRM?**

Zoho CRM can be easily customized to meet the specific needs of any business type and size. Modern CRM systems such as Zoho CRM are used by start-ups, large enterprises, and verticals like real-estate, healthcare, insurance, legal, media, restaurants, travel, banking, tax, freelancers, and non-profits to increase their sales, marketing, and customer support efforts.

- Trusted by more than 80 million users globally
- Trusted by 250,000 businesses worldwide
- Users from 100+ Countries, using Zoho
- Sales Force Automation
- Stay on top of business everywhere, with Zoho CRM Mobile Edition

## **What is Zoho Partner?**

Zoho Consulting Partners enable customer success by identifying the right set of Zoho tools to address the unique needs of each business. These qualified implementation experts aim to provide a unified customer experience and deliver outstanding business scoping, implementation, sales and support services.

### Our Areas of Expertise:

Let's say you have thought of an idea- something that can bring a change. But you don't have the resources or the execution plan for it. We, at KG CRM, will give a vision to that idea and make it come true. From consultation and implementation to Business automation, we will take care of everything to make your idea come to life.

Our areas of expertise in the Zoho One are following:



#### Zoho CRM

(Sales & Marketing Software)  
Customer Relationship Management.  
Workflows, Automation, Marketing, etc....



#### Zoho Campaigns

(Email Marketing Software)  
Email Campaigns, Email series, Lead generation, Follow-ups



#### Zoho Books

(Accounting Software)  
Organization Configuration, Account setup, Sales graphs, Bookkeeping



#### Zoho Analytics

(Business Intelligence & Analytics)  
Graphs, Reports, Dashboards



#### Zoho Creator

(Creator in you build, Integrate, Extend)  
Custom business Applications, Databases, Reports, Workflows, Integration



#### Zoho Forms

(Simplify data collection)  
Form Integration, API Integration, Form Automation



#### Zoho People

(Team Management System)  
Management of Team, Attendance, Geo Tracking, etc....



#### Zoho Bookings

(scheduler for consultations)  
Online Bookings, Event Booking, Classes bookings, etc....



#### Zoho Sites

(Build Websites)  
Designing Landing page, Business website, Product pages, etc....



#### Zoho voice

(IVR, PBX)  
Call Centre Setup, IVR, PBX, Virtual number, etc...



#### Zoho one

(Package of Applications)  
Package of applications to meet every need of a business

## Plans and Pricing:

Zoho have a variety of different plans and we know comparing these plans is a time-consuming process. So, we have prepared 4 plans, which are best for your business.

Features	Zoho CRM Free	Begin Express	Zoho CRM Standard	Zoho One
Billed Yearly	Free for 3 users	₹ 400	₹ 800	₹ 1,800
Billed Monthly	Free for 3 users	₹ 550	₹ 1,300	₹ 2,500
Lead and Contacts Management	✓	✓	✓	✓
Accounts/Companies Management	✓	✓	✓	✓
Deal Management	✓	✓	✓	✓
Tasks, events and notes	✓	✓	✓	✓
Advanced filters	✓	✓	✓	✓
Reminders	-	✓	✓	✓
Custom fields	-	10 fields/module	10 fields/module	300 fields/module
Custom modules	-	-	-	✓
Canvas view	-	-	1 views/user	5 views/module
Workflow Emails	150 emails/day	5000 emails/day	5,000 emails/day	5,000 emails/day
Custom dashboards	-	10 Dashboards	10 Dashboards	Unlimited
Email templates	10	20	100	Unlimited
Free storage/user license	-	512 MB	512 MB	1 GB

### [Detailed Plans Comparison](#)

## Telephony

### What is Telephony?

As a seller, you rely on phone calls to communicate with prospects and customers. But when your calls and sales are separate, you can't measure the effectiveness of your calls and how they affect your sales, or even track who you called. By integrating your PBX with Zoho CRM, your team can make and receive calls directly from your sales software and compare the outcome of each call with quotes. They also have call logs with fewer than entries per record, so you never lose track of past conversations.

### Why Telephony?

- To improve your followup rate
- To measure tele calling team efficiency
- To log and review call details and recording
- To stop data leakage
- To reduce workload by routing calls to specific department

### How Zoho can help you with Telephony?

- Connect your service provider to make calls from the Zoho CRM app
- Autolog calls under each record
- Update call status, and save notes for calls
- Automate scheduling calls and post-call activities
- Get reminders for both upcoming and missed calls
- Single-click dialing
- Call analytics

### Telephony Features?

- Virtual Number
- Toll Free Number
- Intercom
- Auto Dialler

## Telephony Pricing

There are different types of Telephony plans like Minutes Based Plan, Unlimited Plan, Toll-Free Number Plan. We have picked some plans for you based on our existing user's needs.

Product	Plan	Free Credits	Call cost	Channels	Rental	Price Per Year
Virtual Number	4 Users	28,000/Mins/yearly	0.49p/Mins	4	Yearly	Rs. 14,000
Virtual Number	8 Users	48,000/Mins/Yearly	0.45p/Mins	8	Yearly	Rs. 24,000
Virtual Number	UL Users	96,000/Mins/Yearly	0.39p/Mins	25	Yearly	Rs. 48,000
Virtual Number	4 Users	Unlimited		4	Per Month	Rs. 6,000
Virtual Number	4 Users	Unlimited		4	6 Months	Rs. 24,000
Virtual Number	8 Users	Unlimited		8	6 Months	Rs. 48,000
Virtual Number	UL Users	Unlimited		25	Per Month	Rs. 30,000
Toll-Free Number	4 Users	1,000/Mins/yearly	1.8p/Mins	4	Yearly	Rs. 24,000
Toll-Free Number	8 Users	1,000/Mins/Yearly	1.5p/Mins	8	Yearly	Rs. 40,000
Toll-Free Number	UL Users	3,000/Mins/Yearly	1.4p/Mins	25	Yearly	Rs. 65,000



## WhatsApp Integration

We are engaged with **Wati** for WhatsApp services, you can manage auto whatsapp messages, conversations and saving business templates with customers. To know more visit here: [Wati India](#)

**For SMS integration** we have some recommendations:



**Terms and Conditions:**

1. Billing & Payment: Monthly/Annually
2. Taxes: 18% GST Applicable as per Indian Govt.
3. Proposal Validity: For one month only
4. Response Time: Within 24 Hours
5. Customization: On Demand
6. Migration: On Demand
7. Integration: On Demand

**Conclusion:**

Our team at **KG CRM Solutions**, provides customized packages after deeply analyzing your business requirements in order to evolve the proposed solution that is, in every way, customized for your organization. The solutions proposed are described in detail in the proposal. In addition to the business benefits of the customized solution, as a **KG CRM Solutions** customer you will enjoy our top-grade service.

We believe that by partnering with us to address all your **business** needs, we will indeed help you put your business@ease, thereby leaving you free to focus on the core aspects of your business.

If you have questions, queries, need clarifications or more information on our customized solution for your business, please do contact the undersigned.

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