



Customer Relationship Management

By : Blue Stone Solution

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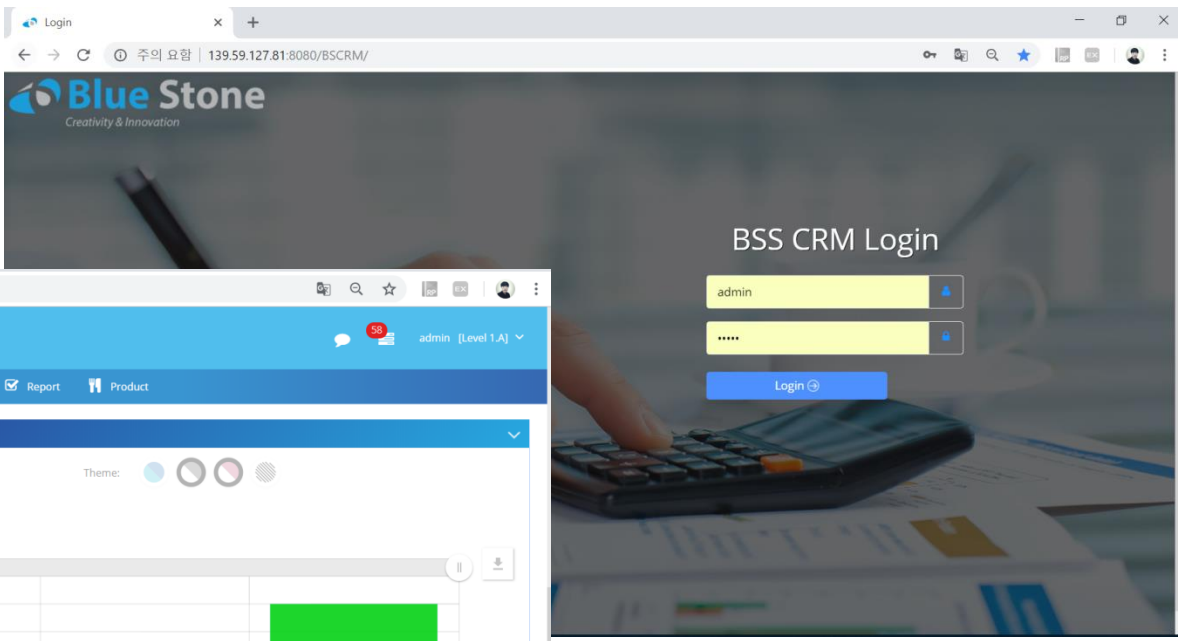
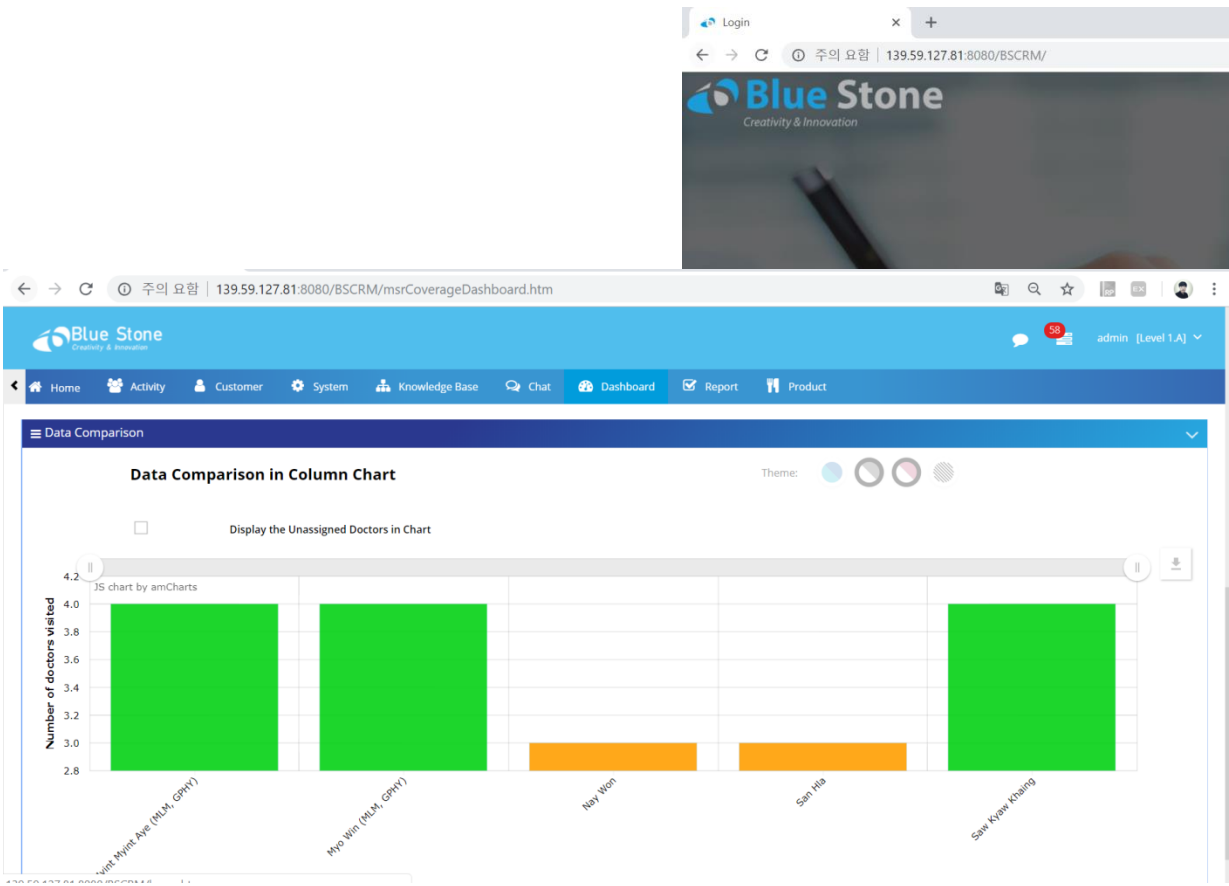


BLUE STONE CRM

Cloud or On-Premises

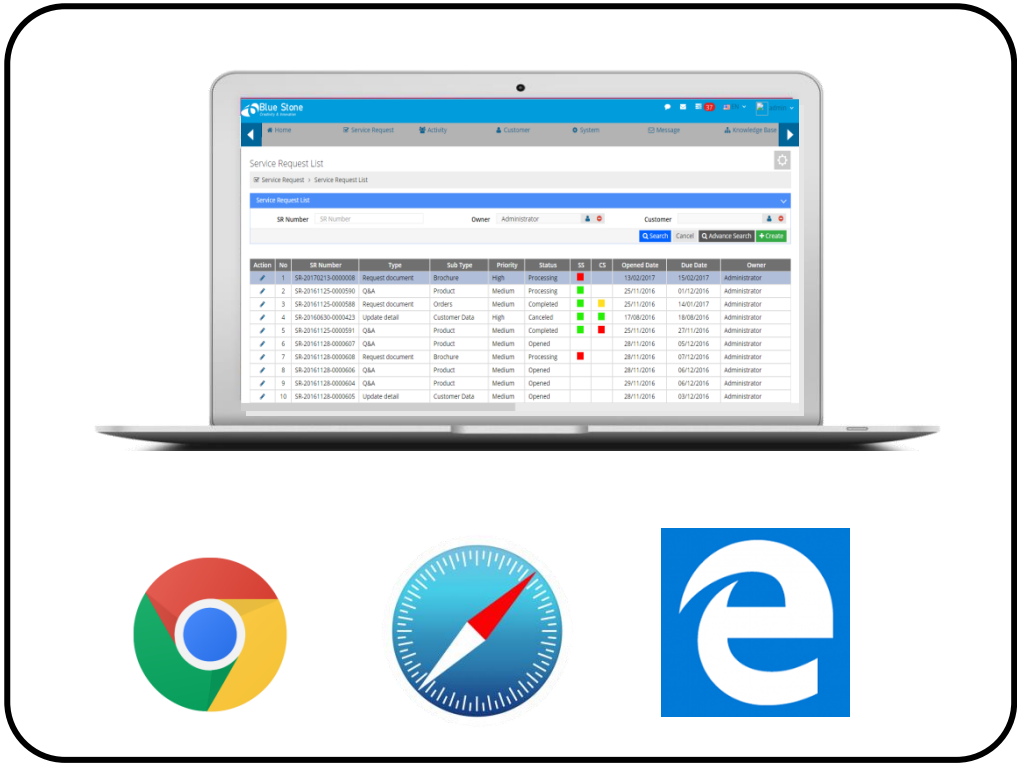
Progressive organizations demand solutions that are flexible enough to accommodate dynamically changing business needs. BlueStone CRM helps organizations to enhance their Customer Relationship Management capabilities by comprehensively managing relevant sales, service, marketing processes.

BlueStone CRM is a comprehensive, easy-to-use, enterprise class customer relationship management (CRM) solution. It is rich in features and functionality and fast to implement. It enables companies to manage and seamlessly share information across departments by centralizing all customer data. BlueStone CRM is powerful, yet simple-to-use. BlueStone CRM unique architecture ensures that companies experience the benefits of a CRM solution without associated operational issues.

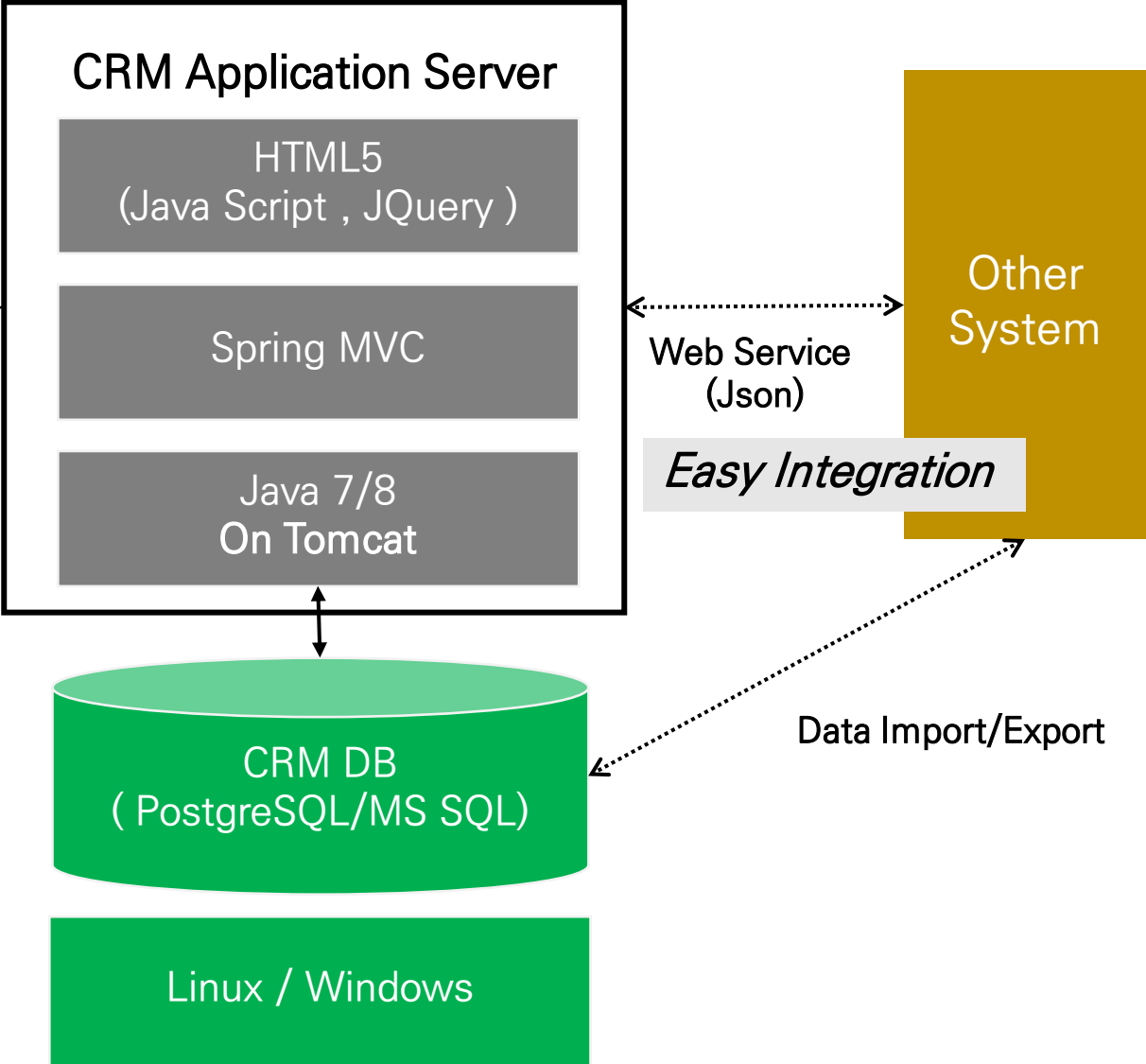


Solutions & Services

Customer Relationship Management : Architecture



Chrome, Firefox , Safari, Internet Explorer



BLUE STONE CRM

Cloud or On-Premises

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1. Customer Profile Management	2. Service Request
<ul style="list-style-type: none">• Corporate Customer, Individual Customers• Additional Demographic Information• Asset Management (Agreement and Purchased Products)• Manage multi addresses and locations linked to Map(Google Map)• Customer Single View (360 Degree)	<ul style="list-style-type: none">• Capturing Service Request, Complaint , Inquiry and Other Customer Request Information• Automatic Assignment According to SR Type and Customer• Automatic Time Due by SR Type, Sub Type and Customer Type• Multiple Activities Relationship and Assignment• Status Tracking and Dashboard To Monitor• Service Escalation and Assignment

Solutions & Services

Customer Relationship Management : Features



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admin [Level 1.A]

Home

Activity

Customer

System

Knowledge Base

Chat

Dashboard

Report

Product

Customer

Customer > Doctor

Doctor Profile

Category

Doctor

Unique ID

D-04715

Name

Aik San

Title

General practioner

Specialty

Physician

Sub Specialty

General Practioner

Mobile

Remark

Naing Oo Thu clinic

Detail Information

Territory

Hospital

Address

Class

Activity

Attachment

2 Service Request Management

1 Customer Management

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Home

Service Request

Activity

Customer

System

Message

Knowledge Base

Service Request List

Service Request > Service Request List

SR Number

SR Number

Owner

Administrator

Customer

Search

Cancel

Advance Search

Create

Action	No	SR Number	Type	Sub Type	Priority	Status	SS	CS	Opened Date	Due Date	Owner
	1	SR-20170213-0000008	Request document	Brochure	High	Processing			13/02/2017	15/02/2017	Administrator
	2	SR-20161125-0000590	Q&A	Product	Medium	Processing			25/11/2016	01/12/2016	Administrator
	3	SR-20161125-0000588	Request document	Orders	Medium	Completed			25/11/2016	14/01/2017	Administrator
	4	SR-20160630-0000423	Update detail	Customer Data	High	Canceled			17/08/2016	18/08/2016	Administrator
	5	SR-20161125-0000591	Q&A	Product	Medium	Completed			25/11/2016	27/11/2016	Administrator
	6	SR-20161128-0000607	Q&A	Product	Medium	Opened			28/11/2016	05/12/2016	Administrator
	7	SR-20161128-0000608	Request document	Brochure	Medium	Processing			28/11/2016	07/12/2016	Administrator
	8	SR-20161128-0000606	Q&A	Product	Medium	Opened			28/11/2016	06/12/2016	Administrator
	9	SR-20161128-0000604	Q&A	Product	Medium	Opened			29/11/2016	06/12/2016	Administrator
	10	SR-20161128-0000605	Update detail	Customer Data	Medium	Opened			28/11/2016	03/12/2016	Administrator

BLUE STONE CRM

Cloud or On-Premises

Progressive organizations demand solutions that are flexible enough to accommodate dynamically changing business needs. BlueStone CRM helps organizations to enhance their Customer Relationship Management capabilities by comprehensively managing relevant sales, service, marketing processes.

3. Activity Management

- Scheduling Task for Future Plan and History
- Due Date For Task Completion
- Attachment and Detail information of Activity
- Seamless integration to Mobile Platform
- Status Tracking and Dashboard to Monitor
- Link To Service Request

4. Agent Tracking

- Tracking and Monitoring current agent's/employee's Location
- Get current location from Mobile App in real time
- View of History of agent's/employee's location
- Monitor via Map , and Assign closest agent to handle the case/service request.

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Activity Detail

Act Number

ACT-SR-20170221-0000006

Attend To *

aaa

Title *

a

Type *

Call back appointment

Address

6, Hlaing, Yangon

Select

Phone No.

034-567-8987

SMS No.

098-777-7777

Fax No

009-843-2345

Email

Customer

Status *

Open

Assign To

Administrator

Department

Maintenance

Due Date

Operation Date

Closed Date

Detail *

☐ Call Report

text for report

Document List

Attachment

No

Document Name

3 Activity Management

4 Agent Tracking

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Home

Service Request

Activity

Customer

System

Message

Knowledge Base

Agent Location Tracking

Agent Location > Agent Tracking Location

Search By

Team

Team

Name

Administrator a

Start Time

11/07/2016

14:00

End Time

11/07/2016

15:30

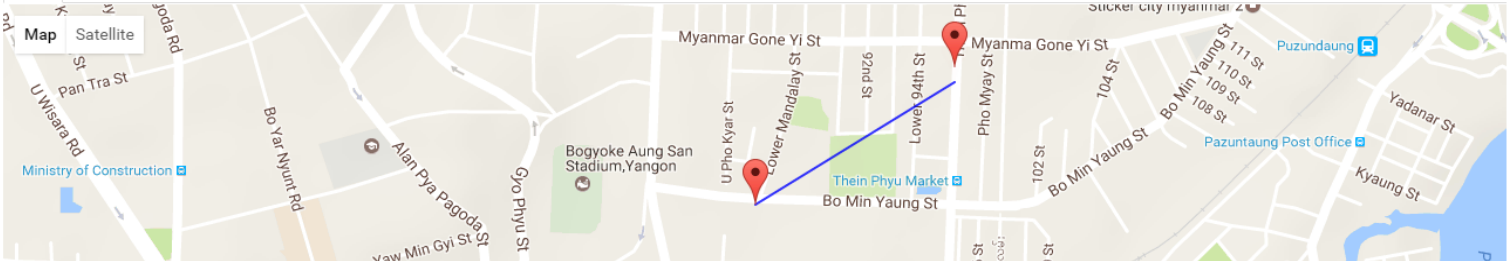
Search

Map

Tracking List

Map

Satellite



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5. Campaign Management

- Campaign Planning, Budget and Cost
- Campaign Execution Options (Manual, Auto)
- Multi Prospect/Customer List Management
- Multi Attachments for Campaign
- Multiple Treatments (SMS, Email, Call, Face-to – face)
- Campaign Execution Results
- Easy agent/employee View for Assigned Campaign

6. Offer/Prospect / Script Management

- Offer to Customer with Products
- Scripts for Employees to Communicate with Customers/Prospects
- Import Prospect List (using CSV Excel Format)
- Extract Customer List from Database with Various Conditions (using Demographic Info)
- Reusable Prospect/Customer List

Solutions & Services

Customer Relationship Management : Features

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Campaign Management

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HomeService RequestActivityCustomerSystemMessageKnowledge Base

Campaign Management

Home > Campaign > Campaign Details

Campaign Main

Campaign Name

Save Money

Planned Budget

10000000

Planned Cost

1966222

Actual Cost

1900222

Objective*

To inform prospective clients.

Description

ID

CPF-20161122-000349

Owner*

Administrator a

Option*

Auto Start

Type*

C

Status*

E

Plan To Start

02/01/2017 00:00

Created By

Administrator a

Created Date

Updated By

Administrator a

Updated Date

6

Offer Management

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HomeService RequestActivityCustomerSystemMessageKnowledge Base

Offer

Home > Offer > Offer Detail

Offer Detail

Offer Id

OFF-20161117-0000288

Type*

Normal

Reference

from SANOFI

Offer Name*

New Drug Promotion

Status*

Active

Description

Owner*

Administrator a

Approved By*

Emily Edwards

Start Date*

17/11/2016 00:00

End Date*

09/12/2016

Created By

Administrator a

Created Date

17/11/2016 17:29:34

Updated By

Administrator a

Updated Date

23/11/2016 15:14:24

Save

Cancel

Back

Offering Product List

No	Product Id	Product Name	Type	Calc Type	Status	Action
1	1	Salsun Blue	Consumer Healthcare	Type 1	Using	

BLUE STONE CRM

Cloud or On-Premises

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7. Knowledge Management

- Basic Solution Data/Information
- Tag Base Search
- Tree/Hierarchy Structure for Easy Search and Access
- Document Attachment
- Attachment Preview
- Branch/Site Search

8. Survey Management

- Multi Questions and Answers
- Based on Answer, Next Question is determined
- Hierarchy/Tree Structure of Questions
- Standard Survey Report
- Support Mobile Survey

Solutions & Services

Customer Relationship Management : Features

7

Knowledge Management

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HomeService RequestActivityCustomerSystemMessageKnowledge Base

Script

Home > Campaign > Script

Script

Script TitleDrug Knowledge

Questionnaire Structure

Drug Knowledge

Antibiotics

Why do I have to take all of my antibiotics if I feel

Why don't I need antibiotics when I have a cold?

Group Health's Drug Formulary

Generic Drugs

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admin [Level 1.A]

HomeActivityCustomerSystemKnowledge BaseChatDashboardReportProduct

Script Info

ID2301

Seq

Parent FolderPharmacy campaign

CategoryQuestionnaire

Question Text*1. What's the share (%) of your patient source for the below channel (public hospital, private hospital, clinic, GP, direct patient,

Guide Text

Created ByThomas Gruffat

Created Date24/09/2018 11:19:34

Updated By

Updated Date

Create FolderEditDelete

Create Answer

No	Answer	Next Question	Action
1	10% 25% 25% 20% 20%		
2	20% 20% 10% 30%		
3	20% 20% 30% 40% 50%		
4	20%Direct patient		
5	20% Direct Patient		

8

Survey Management

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9. Other
<ul style="list-style-type: none">• Chat To Agent / Supervisor• Notification / Message Broad Casting• CTI/Call Integration• Dashboard and Excel Standard Report• User Management• Menu and Access Control• Code Management

Solutions & Services

Customer Relationship Management : Features



9

Chat Integration

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EN

Home

Service Request

Activity

Customer

System

Message

Knowledge Base

Chat Box

Home > Chat > Chat Box

Zaw Peter

Employee List

Corporate Giving & Support

08/01/2017 09:32:39
hi
received

10/02/2017 11:17:45
hello
received

10/02/2017 13:58:36
hi
received

9

Dashboard

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58

[Level 1.A]

Home

Activity

Customer

System

Knowledge Base

Chat

Dashboard

Report

Product

Coverage Dashboard

Export to:

No	MSR Name	Territory Name	Visited Percentage (%)	Class	To Visit	Assigned	Unassigned
1	Aung Ko Ko Oo	MLW_CV	100 %	A	7	7	0
2	Aung Ko Ko Oo	MLW_CV	100 %	B	10	10	0
3	Aung Ko Ko Oo	MLW_CV	100 %	C	14	14	0
4	Aung Ko Ko Oo	MLW_CV	48 %	D	40	19	0
5	Aung Ko Ko Oo	MLW_CV	100 %	Null	0	0	0
6	Aung Ko Phyo	YGN_VAC_4	100 %	A	9	9	0
7	Aung Ko Phyo	YGN_VAC_4	89 %	B	18	16	0
8	Aung Ko Phyo	YGN_VAC_4	53 %	C	32	17	0
9	Aung Ko Phyo	YGN_VAC_4	100 %	D	5	0	0
10	Aung Ko Phyo	YGN_VAC_4	100 %	Null	0	0	7

Showing 1 to 10 of 275 entries

<

1

2

3

4

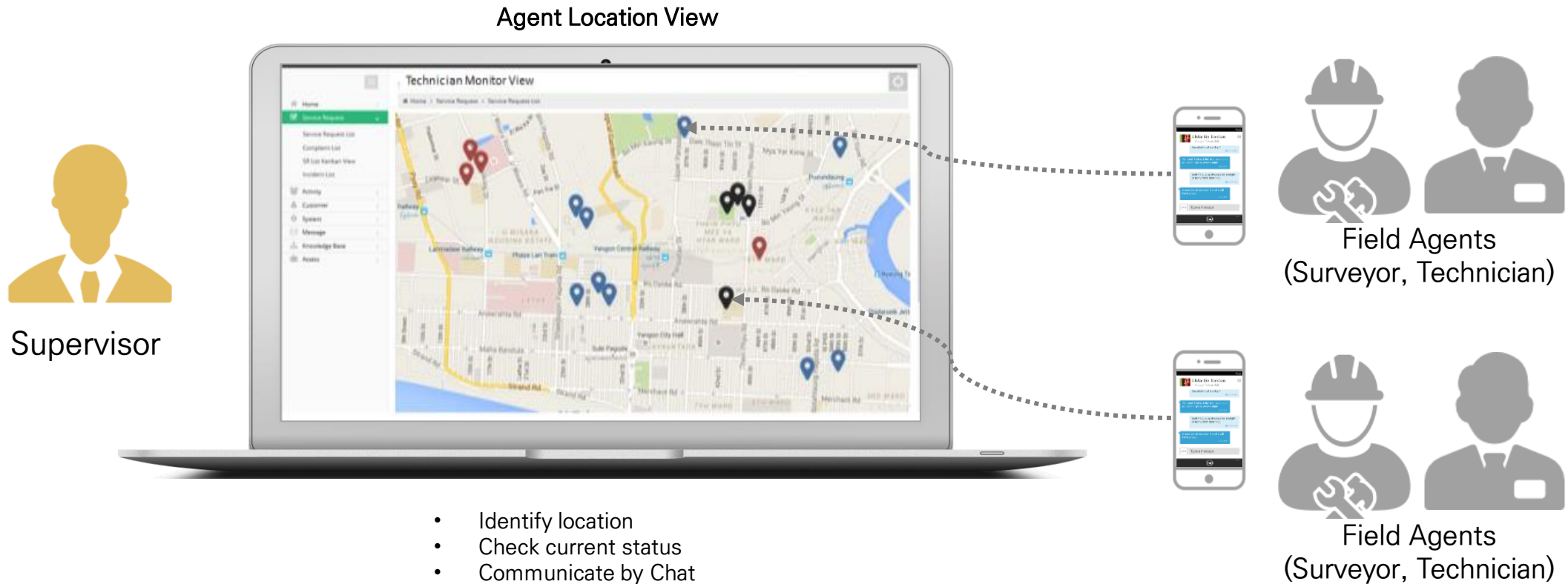
5

>

Solutions & Services

Customer Relationship Management : Features

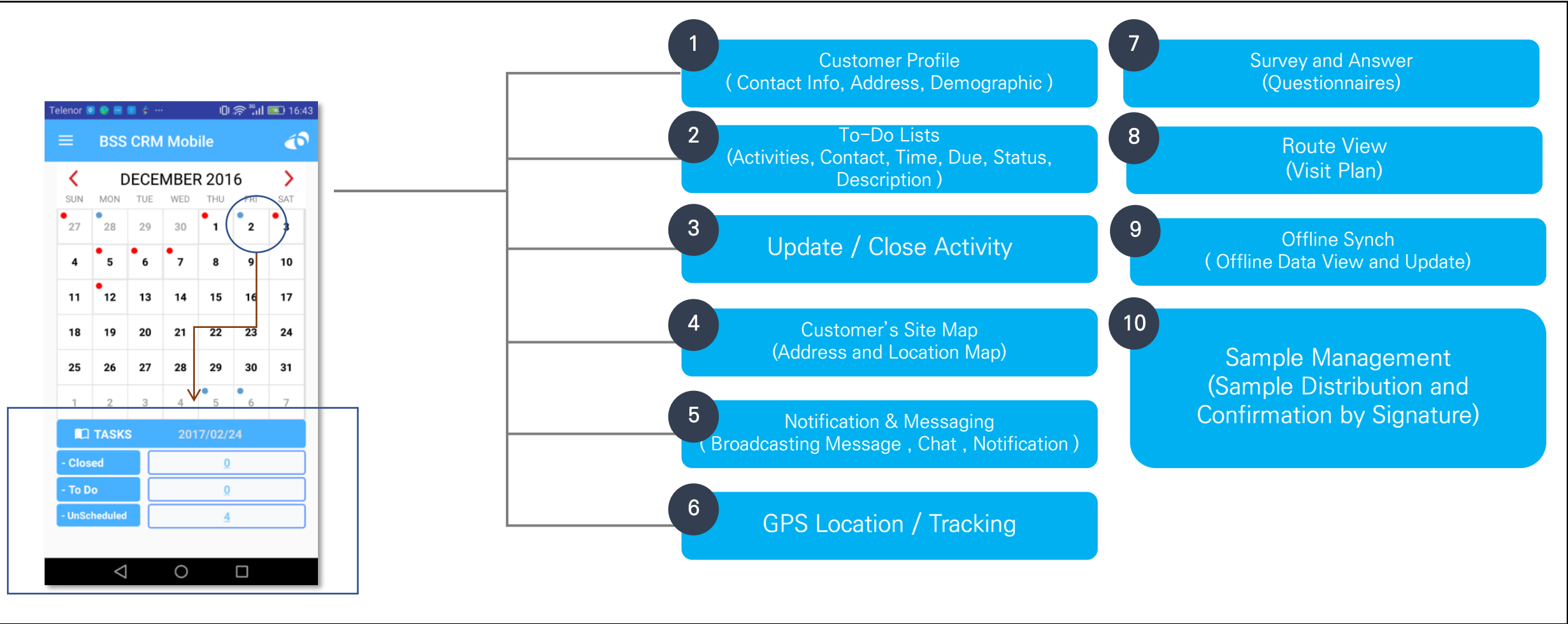
Agent / Technician's Location View provides real-time, current location, including its status; allowing supervisors to know all resource status at a glance.



Blue Stone CRM – Mobile Agent

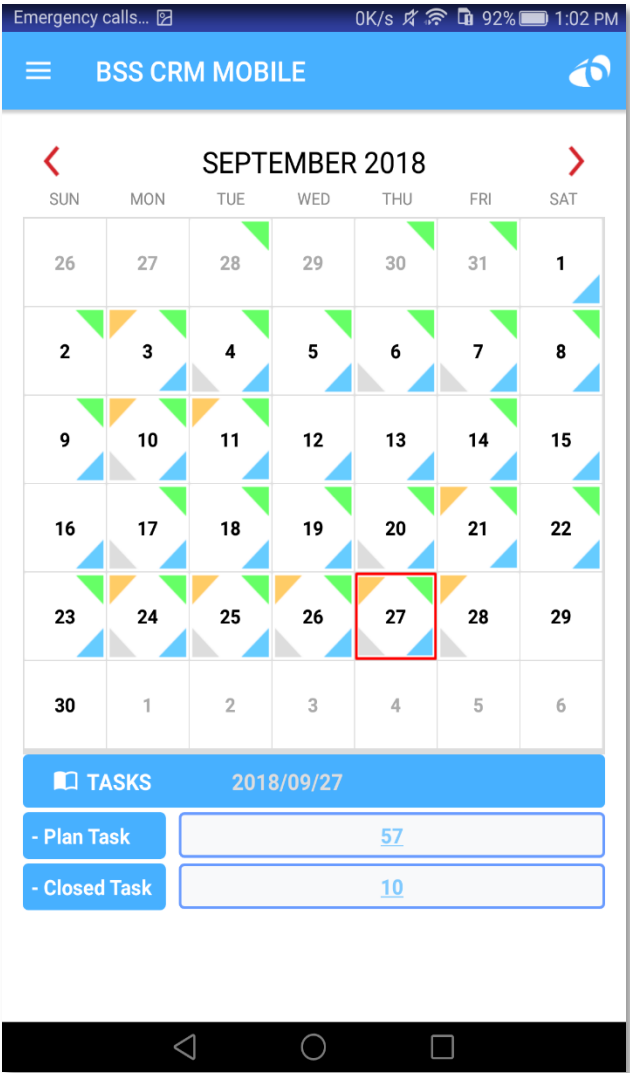
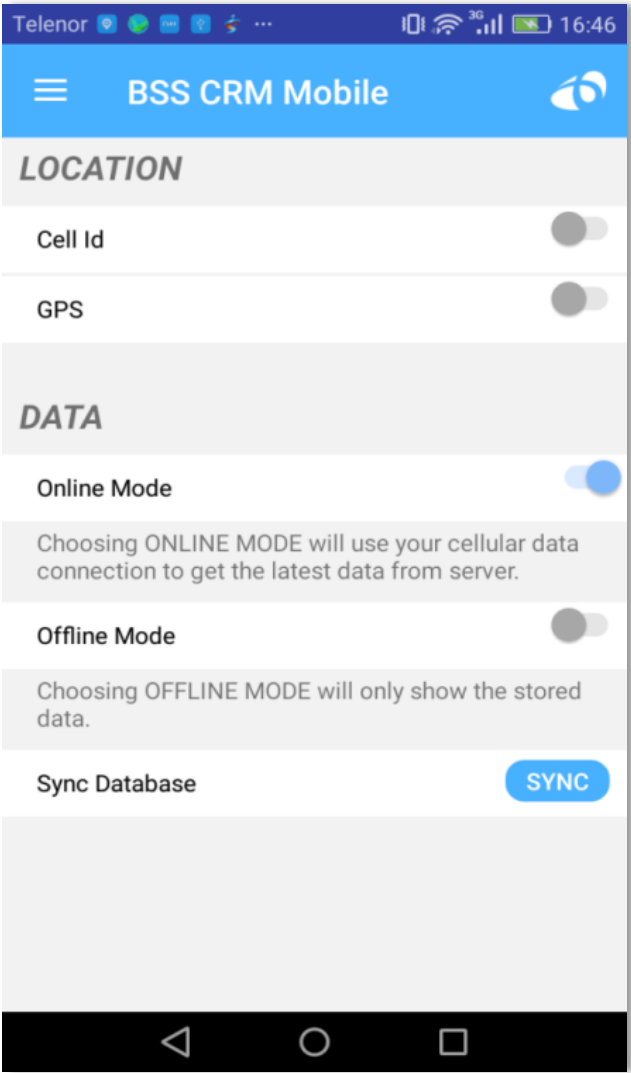
Mobile Agent Function List

- Blue Stone Solution supports field mobility, specifically for sales agents/representatives with to-do lists, communicate with Managers, get assigned work, etc.
- It also tracks current location and synchs information with the Server



Data Sync (Offline)

According to given physical situation (Offline and Online), task through Mobile Device can proceed as usual; and when user gets back to network area, data is synched automatically to the Server



Task Management


Search Task by require conditions and criteria; and be able to manage the assigned Tasks


Telenor 16:43


BSS CRM Mobile


Task Search


Task Name

From Open Date 

~ To Open Date 

From Due Date 

~ To Due Date 

Customer ID 


SEARCH

Telenor 16:44

BSS CRM Mobile


☒ Service Request ☒ Activity


On Doing

 **Follow up Doctors In Sanchaung Hospital**
🕒 05/01/2017 ⏳ 09/05/2017


To Do


Activities Unscheduled


 **Exchange Drug by Customer Selected**
🕒 28/11/2016 ⏳

 **Go and Check for Out of date Drug**
🕒 28/11/2016 ⏳

Service Request Unscheduled

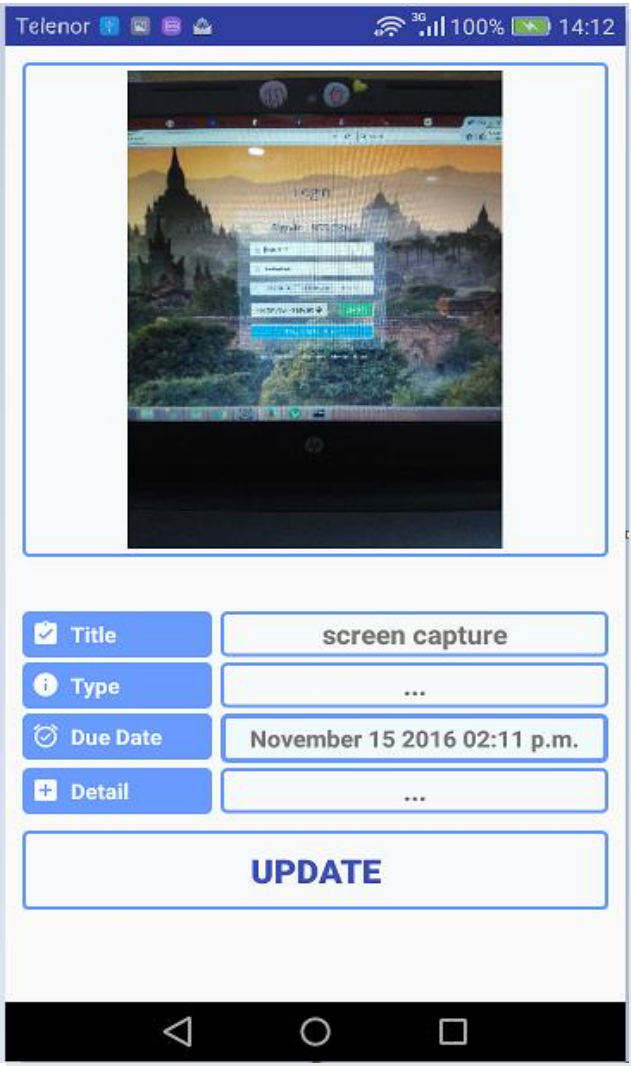
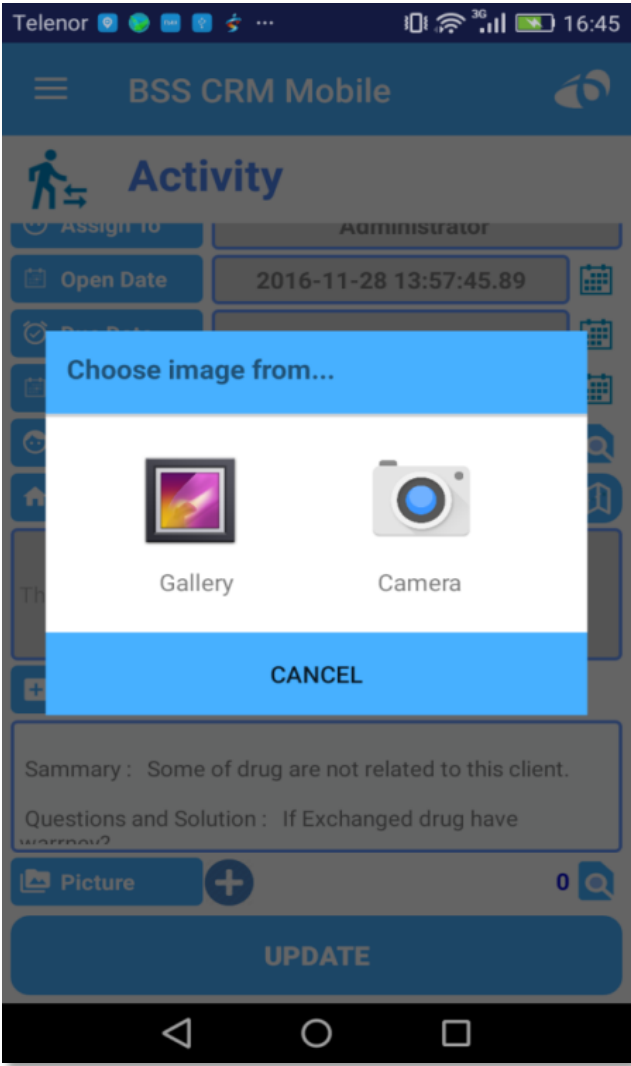
 **Custom select drug list**
🕒 30/11/2016 ⏳ 06/12/2016

 **Drug list exclusions**



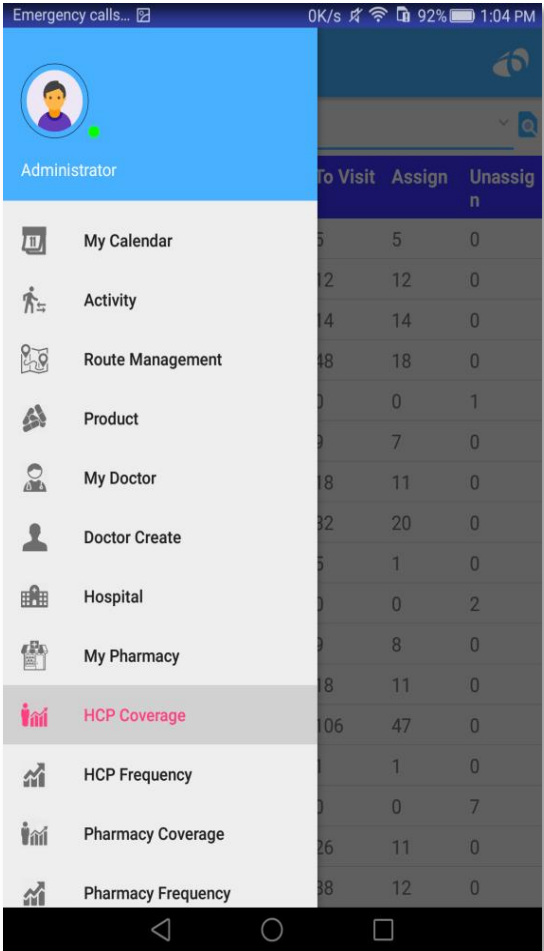
Attachment

After Completion of Task, In order to prove, Photo or picture taken can be attached to Task (Activity / Request)

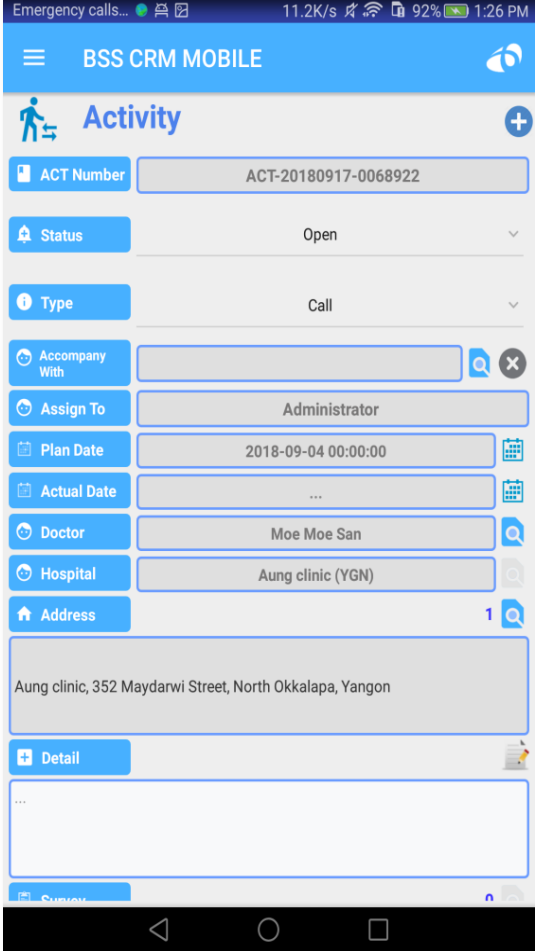


Blue Stone CRM – Mobile Agent

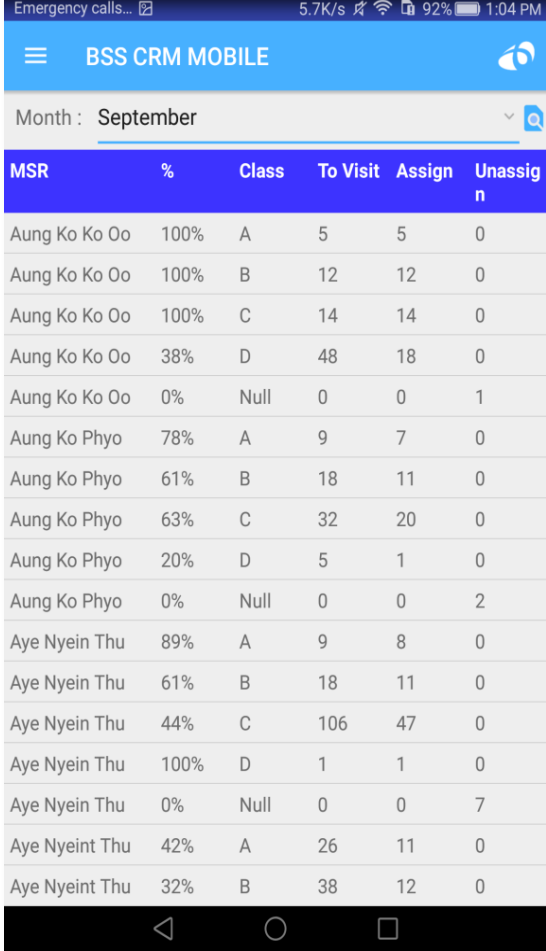
Mobile Agent Function List : Screen Samples



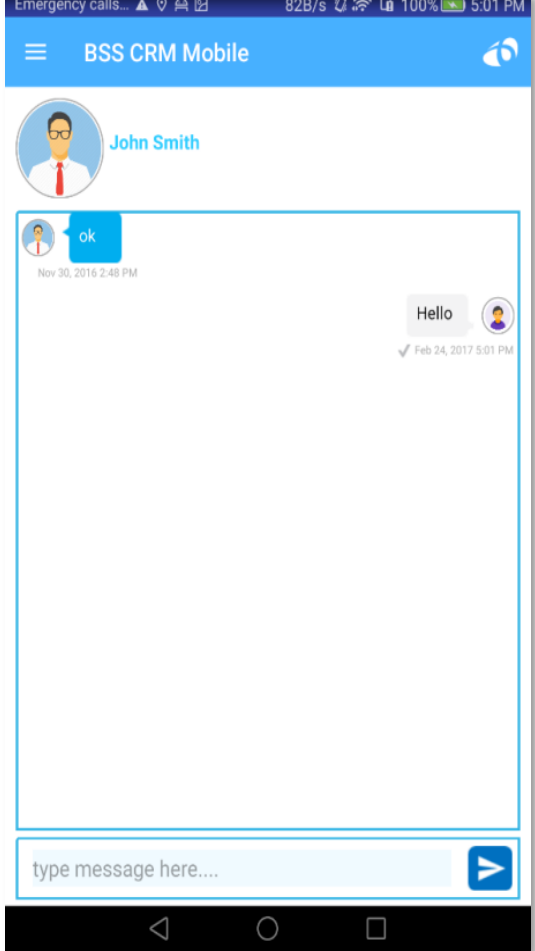
App's Menu



Activity



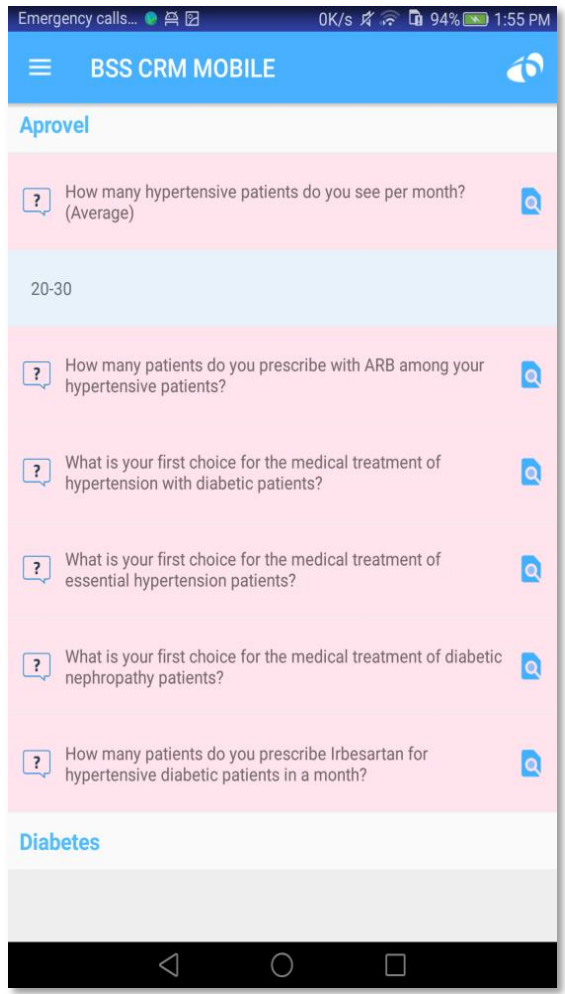
Activity Summary



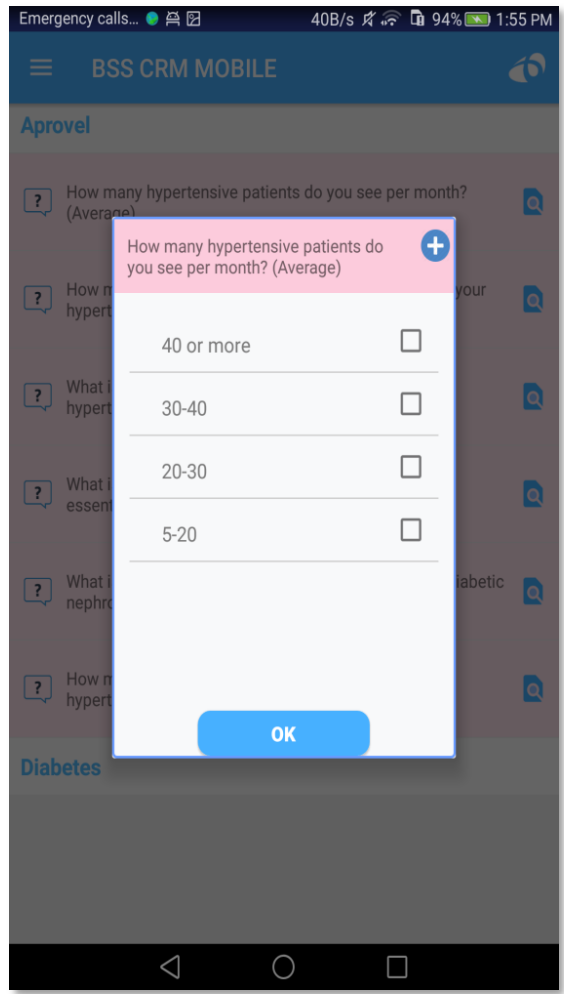
Agent Chat

Blue Stone CRM – Mobile Agent

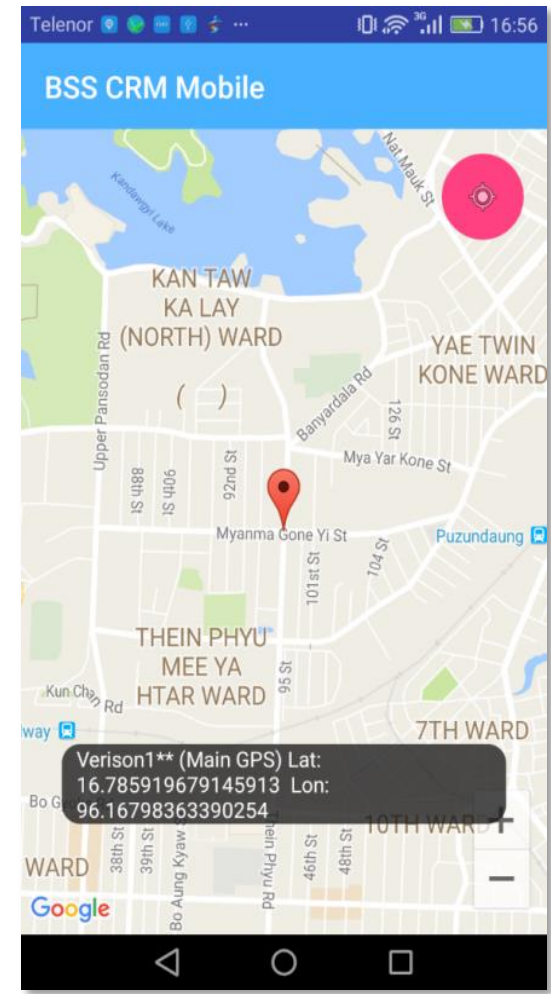
Mobile Agent Function List : Screen Samples



Survey (Questionnaire List)

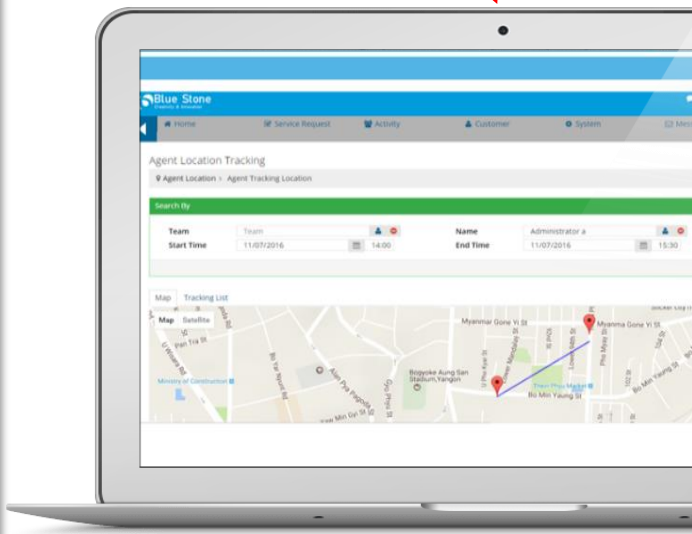
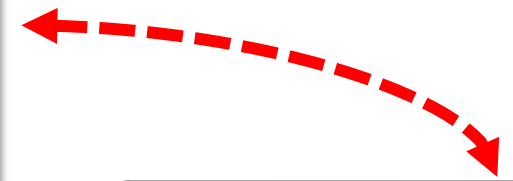


Survey's Answers



Agent/ Customer Location

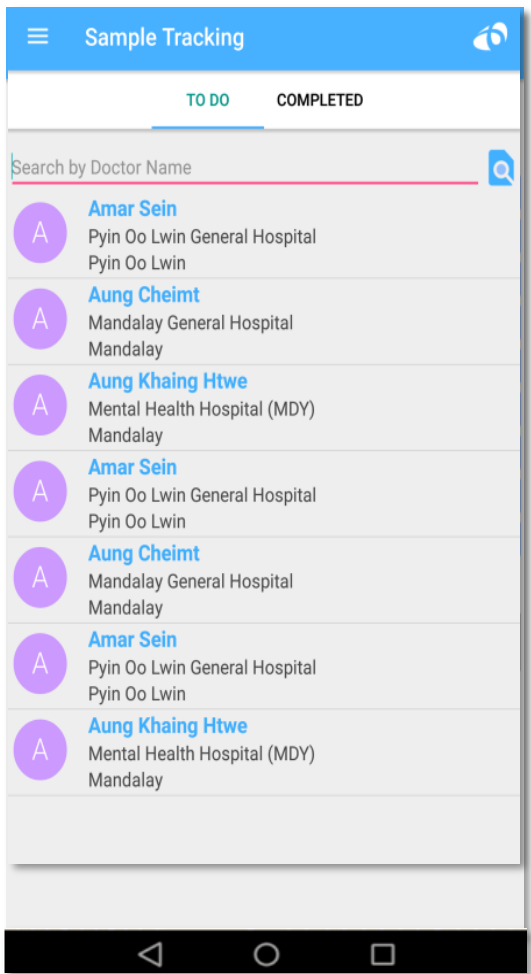
Agent Location



Agent can be tracked

Blue Stone CRM – Mobile Agent

Mobile Agent Function List : Screen Samples



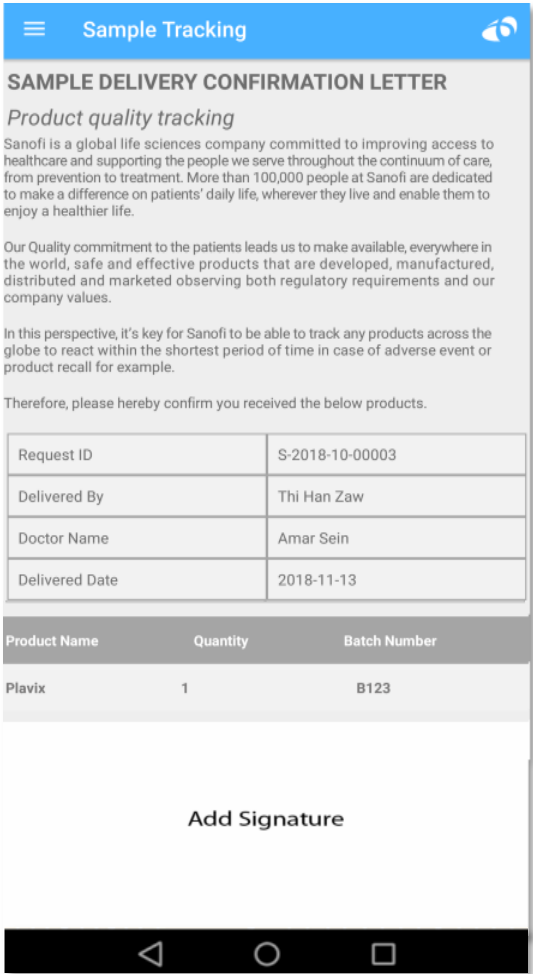
Sample Tracking

TO DO COMPLETED

Search by Doctor Name

- Amar Sein**
Pyin Oo Lwin General Hospital
Pyin Oo Lwin
- Aung Cheimt**
Mandalay General Hospital
Mandalay
- Aung Khaing Htwe**
Mental Health Hospital (MDY)
Mandalay
- Amar Sein**
Pyin Oo Lwin General Hospital
Pyin Oo Lwin
- Aung Cheimt**
Mandalay General Hospital
Mandalay
- Amar Sein**
Pyin Oo Lwin General Hospital
Pyin Oo Lwin
- Aung Khaing Htwe**
Mental Health Hospital (MDY)
Mandalay

Customer List



Sample Tracking

SAMPLE DELIVERY CONFIRMATION LETTER

Product quality tracking

Sanofi is a global life sciences company committed to improving access to healthcare and supporting the people we serve throughout the continuum of care, from prevention to treatment. More than 100,000 people at Sanofi are dedicated to make a difference on patients' daily life, wherever they live and enable them to enjoy a healthier life.

Our Quality commitment to the patients leads us to make available, everywhere in the world, safe and effective products that are developed, manufactured, distributed and marketed observing both regulatory requirements and our company values.

In this perspective, it's key for Sanofi to be able to track any products across the globe to react within the shortest period of time in case of adverse event or product recall for example.

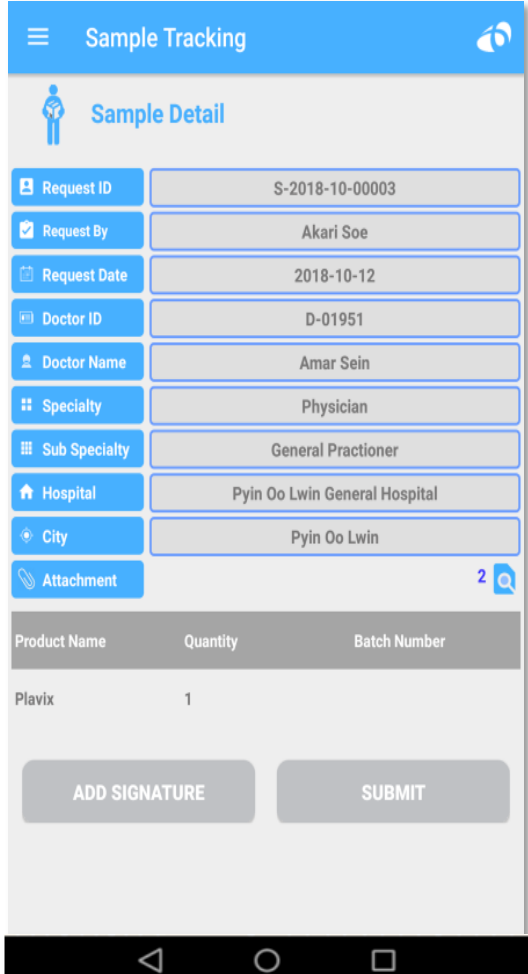
Therefore, please hereby confirm you received the below products.

Request ID	S-2018-10-00003
Delivered By	Thi Han Zaw
Doctor Name	Amar Sein
Delivered Date	2018-11-13

Product Name	Quantity	Batch Number
Plavix	1	B123

Add Signature

Customer Confirmation Letter



Sample Tracking

Sample Detail

Request ID: S-2018-10-00003

Request By: Akari Soe

Request Date: 2018-10-12

Doctor ID: D-01951

Doctor Name: Amar Sein

Specialty: Physician

Sub Specialty: General Practitioner

Hospital: Pyin Oo Lwin General Hospital

City: Pyin Oo Lwin

Attachment: 2

Product Name	Quantity	Batch Number
Plavix	1	

ADD SIGNATURE SUBMIT

Confirmation on Sample



Sample Tracking

Customer's Signature

SAVE CLEAR

Signature on Confirmation



Thank You Very Much