

Public Procurement

Bureau –

CRM IVR

Client: Public Procurement Bureau

Country: Republic of Macedonia

Industry: Public sector

Business challenge: Public Procurement Bureau had lot of calls from their customers with questions about public procurements and legislative. The idea was the client to have centralized place for all customer calls. Besides the calls, the client also needed one centralized location for the customer's info and to have knowledge base of frequently asked questions related with SW for public procurements and legislative.

Solution: CRM IVR System

Seavus implemented CRM IVR system which enables creating knowledge base with frequently asked questions, enabling at the same time creating different reports and statistics about posted questions.

The system is consisted of the following modules:

- Module for entering data about customer's questions in both areas: legislative and

Benefits:

Gathering answers of the questions in one knowledge base.

Saving time in writing the same answers several times.

Possibility for creating reports with the exact number of parameters that might be configured.

Centralized info about customer's call.



public procurement, as well as registration of answers provided

- Frequently asked question module
- Module for registering Companies
- Module for registering Contacts within company
- Reports module
- Support Statistics specifically useful for the needs of Public Procurement Bureau
- Activity Management module
- Calendar module
- WebMail module
- Module for export/importing data (Troubled tickets, Companies, Contacts, FAQs)
- PBX module

Technologies utilized: /tools used for implementation are: PHP, Tribbox, vTiger, MySQL, SIP.

