

Features

[Sales Force Automation](#)

vtiger CRM provides Lead Management, Opportunity Management, Account & Contact Management, Reports & Dashboards specifically useful for your organization's sales team. You can also use other sales force automation-related modules, such as Activity Management (including Calendaring), Product Management, Inventory Management, File Attachments, and others.

[Customer Support & Services](#)

vtiger CRM provides Ticket Management, Knowledge Base, E-mail Notifications specifically useful for your organization's customer support team. You can also use other customer support-related modules, such as Activity Management (including Calendaring), Contact Management, Product Management, File Attachments, and others.

[Marketing Automation](#)

vtiger CRM provides Lead Management, Mailing Lists, E-mail/Mail Merge templates, Product Management, specifically useful for your organization's marketing team. You can also use other marketing-related modules, such as Activity Management (including Calendaring), Contact Management, File Attachments, and others.

[Inventory Management](#)

vtiger CRM provides Products, Price Books, Vendors, Quotes, Purchase Orders, Sales Orders, and Invoices specifically useful for integrating your organization's sales, inventory, and accounting processes and enhance the sales effectiveness. You can also use other related features, such as Activity Management (including Calendaring), Account & Contact Management, Opportunity Management, File Attachments, and others.

[Microsoft Outlook Integration](#)

Open Source enterprise-grade business productivity enhancement add-on, **vtiger Outlook Plug-in** for Microsoft® Outlook® users enhances the user experience by reducing the unnecessary duplication of work while communicating with customers.

[Microsoft Office Integration](#)

Open Source enterprise-grade business productivity enhancement add-on, **vtiger Office Plug-in** for Microsoft® Word® users enhances the user experience with vtiger CRM by reducing the unnecessary duplication of work while creating form letters, address labels, envelopes, or catalogs.

[Thunderbird/Mozilla Integration](#)

Open Source enterprise-grade business productivity enhancement add-on, **vtiger Thunderbird Extension** for Thunderbird/Mozilla E-mail client users enhances the user experience with vtiger CRM by reducing the unnecessary duplication of work while communicating with customers.

[Customer Self Service Portal](#)

The **vtiger Customer Portal** add-on extends the power of vtiger CRM to your corporate Web site and streamline customer support & service processes. Using vtiger Customer Portal you can integrate your corporate Web site with your overall CRM strategy. With vtiger Customer Portal you can provide round-the-clock self-service capability to your customers so they can get solutions as quickly as possible and reduce the expenditure on your customer service centers.

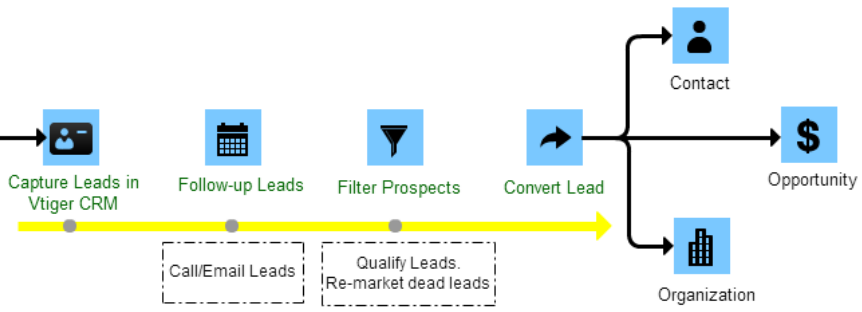
vtiger CRM - Feature List

Sales Force Automation	Customer Support & Service	Marketing Automation
Lead Management	Trouble Tickets	Online Lead Forms
Lead Conversion Mapping	Knowledge Base	Mailing Lists
Account & Contact Management	Customer Self Service	E-mail Templates
Opportunity Management	Online Knowledge Base	Mail Merge Templates
Quote Generation	Support Statistics	Mass E-mail
Inventory Management	Activity Management	Productivity Tools & Add-ons
Products Catalog	Tasks, Meetings, and Calls	Incoming & Outgoing E-mail Integration
Price Books	Recurring Events	Outlook Plug-in
Vendors List	Group/Shared Calendar	Office Plug-in
Purchase Orders	Activity History	Thunderbird Extension
Sales Orders	E-mail Notifications	Customer Portal
Invoices	Notes	RSS Feeds
Reports & Dashboards	Product Customization	Security Management
Key Metrics	Custom Fields (10 different data objects)	User Management
Customizable Reports	Pick Lists	Profiles
20 Pre-built Reports	Custom List Views	Roles
Dashboards for Sales Force Automation	Drag & Drop Modules	Organization-level Sharing Model
Report Folders		Organization-level Field Access

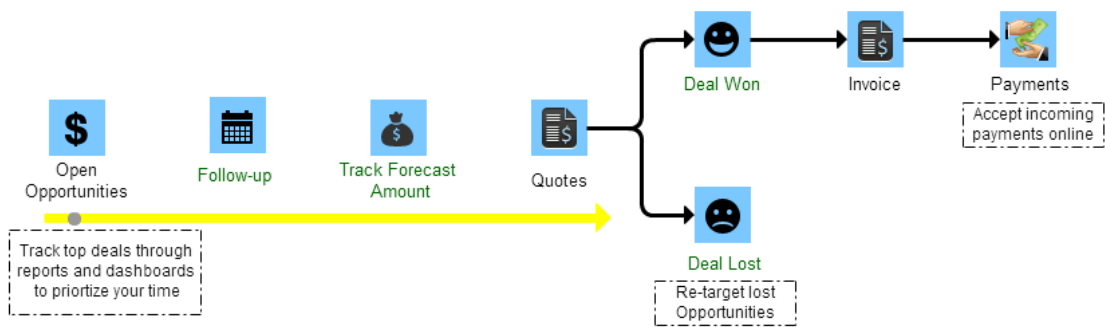
Marketing



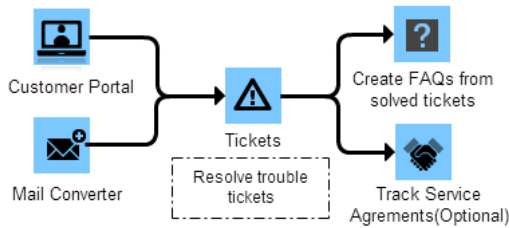
Lead Management



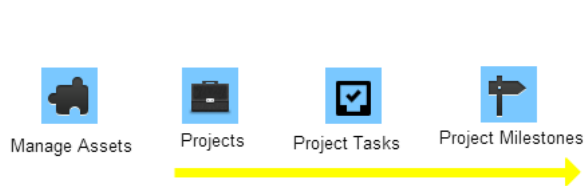
Opportunity Management



Support Management



Project Management



Inventory Management



Tools



Analytics

