



虎門科技 感謝台灣地區 SAP Business One 用戶們的支持，自今年七月份起，虎門科技得到 SAP 公司的肯定並正式成為 SAP 在台灣地區第一家金質合作夥伴(Gold Channel Partner)，我們期望藉由虎門的努力將 SAP Business One 如此優質的產品推荐给台灣地區廣大的中小企業及成長型企業，並將陸續推出免費產品特色功能的教育訓練及產業應用相關的研討會(包括企業即將面臨的 IFRS 重大制度標準的應用)。

首先，我們推出 SAP Business One CRM(客戶關係管理)免費教用的課程，不論是正在評估 ERP 軟體的企業，或是已經導入 SAP Business One 的企業用戶們，我們竭誠歡迎您參與此次產品應用功能的教育訓練。

SAP Business One CRM 重要功能說明：

Opportunities and Sales Management 商機與銷售循環整合管理

Customer Contact Management 客戶重要連繫資料維護及管理

Service Management 客戶服務管理

Microsoft Outlook Integration 與微軟通訊錄工具整合

Sales Reports and Analysis 多維銷售報表及分析

Acquiring new customers is important for business success, but maximizing customer relationships is just as crucial. The SAP Business One application provides the tools to turn prospects into customers, grow customer sales and profitability, and increase customer satisfaction.



“SAP Business One makes everyday customer service processes straightforward – processes that are very complicated with other software.”

Sam Sinai, President, Deco Lighting

日期：99/08/26(週四)，請至虎門網頁註冊報名參加(www.cadmen.com)		
地點：SAP 台灣分公司，台北市民生東路3段156號18樓(愛因斯坦廳)		
時間	課程內容	主講人
13:20~13:30	來賓報到	
13:30~15:00	CRM 客戶關係管理概要及功能說明	常傳鑑 先生
15:00~15:20	中場休息 Break	
15:20~16:00	CRM 客服流程功能說明	楊涪嵐 小姐
16:00~16:30	問題討論及說明	

CRM WITH SAP® BUSINESS ONE
WIN NEW CUSTOMERS AND
MAINTAIN EXISTING RELATIONSHIPS

Customer Relationship Management in SAP® Business One		
Opportunities and Sales	Customer Contacts	Service
Track and manage opportunities throughout the sales cycle	Manage lead and customer data in a simple user interface	Administer warranty and service information
Create instant price quotes, convert them to orders, and perform real-time product availability checks	Access customer balances, credit lines, opportunities, and open orders from a single screen	Respond to customer service requests from a central location
Generate sales documents more easily with a variety of templates	View and synchronize contacts with Microsoft Outlook	Search for solutions to customer problems in a solutions knowledge database
Create dashboards and interactive reports for forecasting and sales analysis	Automatically transfer data from master records to relevant transactions	Monitor service levels with alerts and reports