



**FAMOUS CLICK**

**One click away from being famous!**

## **CRM Presentation (Customer Relationship Management)**

Let's find out all the details about the fully digitalized work system of Famous Click Agency!

We developed this system in order to have a safe and complex management of all the documents between the agency and our customers. Through this platform, we can quickly access all the projects, documents and discussions between collaborators, employees and the clients.

The platform is structured in 6 departments:

*SALES DEPARTMENT*

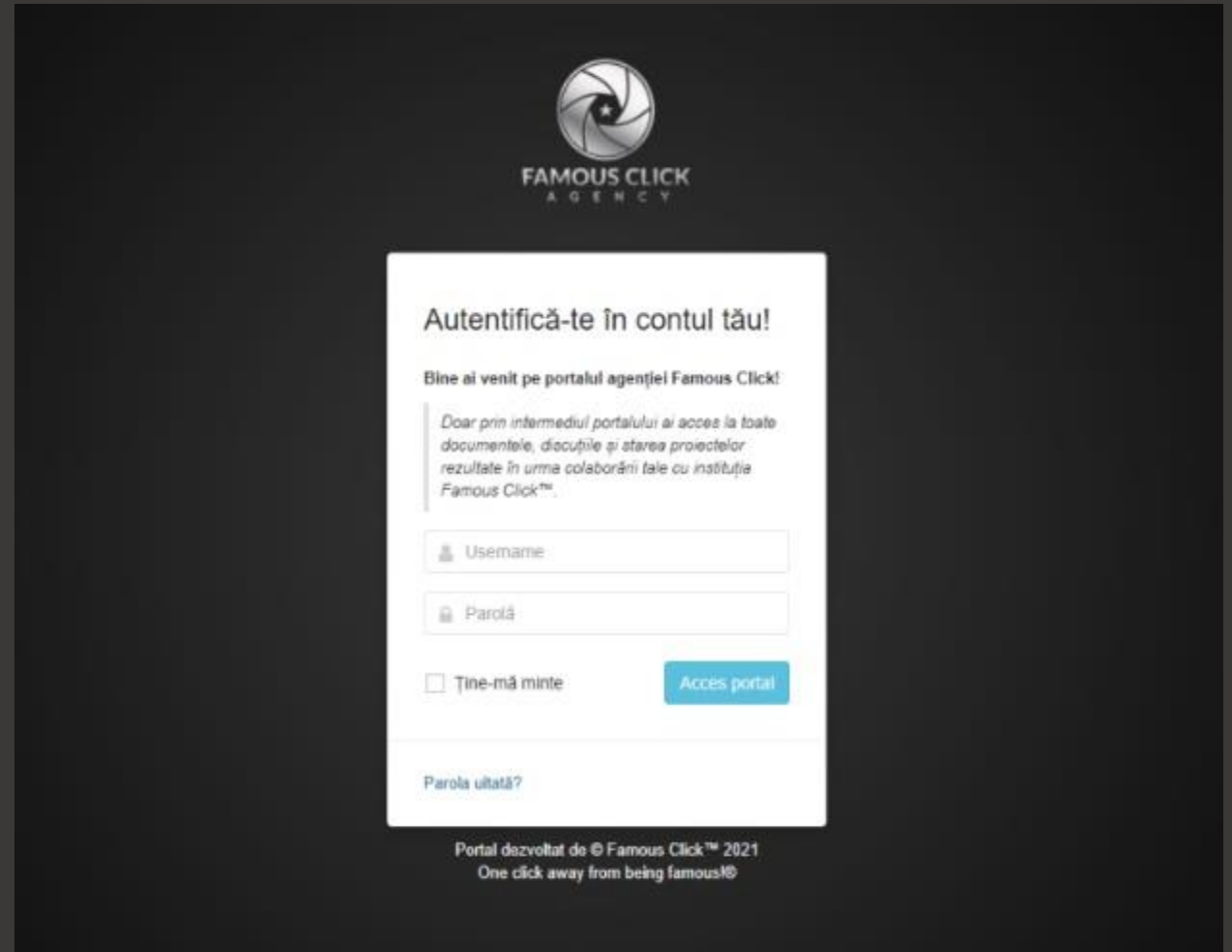
*CLIENTS DEPARTMENT*

*MANAGERS DEPARTMENT*

*WORK TEAM DEPARTMENT*

*LEGAL DEPARTMENT*

*PLATFORM ADMINISTRATION DEPARTMENT*



# SALES ACCOUNT

The screenshot displays the 'FAMOUS CLICK PORTAL' interface for a sales account. The header shows the portal name and the user's name, Raluca Ionescu. A sidebar on the left contains navigation options: Acasă, Proiecte active, Tichete, Discută în privat, Clienți, Vânzatori, Listă vânzări, Bază de date, Pachete și servicii, Verifică la ANAF, and Rapoarte.

The main content area is titled 'Raluca Ionescu' and is divided into three sections:

- STARE UTILIZATOR:** Shows the user's profile picture, access level 'Vânzatori', and a status 'Active'.
- DATE UTILIZATOR:** A table listing user details:

ID utilizator	vanzari
Email	raluca.ionescu@famousclick.ro
Nume	ionescu
Prenume	Raluca
- DATE CONT:** A table listing account creation and login dates:

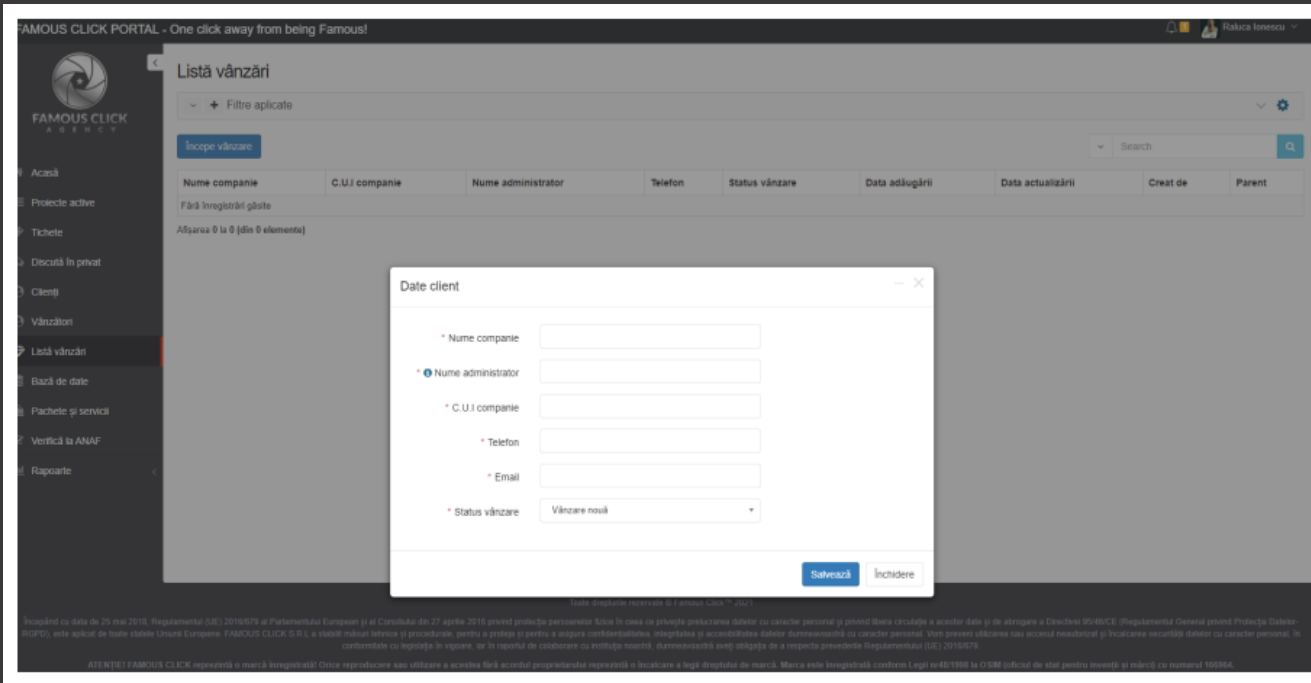
Data adăugare	10/03/2021 23:24
Creat de	Răzvan Stan
Ultima revizuire	23/03/2021 11:13
Ultima conectare	27/03/2021 14:59

Below these sections is a 'FAMOUS CLICK PORTAL Arie vânzător' section with a greeting and instructions for using the sales area. It includes a list of steps: accessing the 'Bază de date' button to select a client, verifying ANAF access, contacting the client via the 'Listă vânzări' button, and registering the client in the sales list.

The 'Dialog client' section provides a template for contacting a client, including a placeholder for the client's name and a short analysis of the client's online presence.

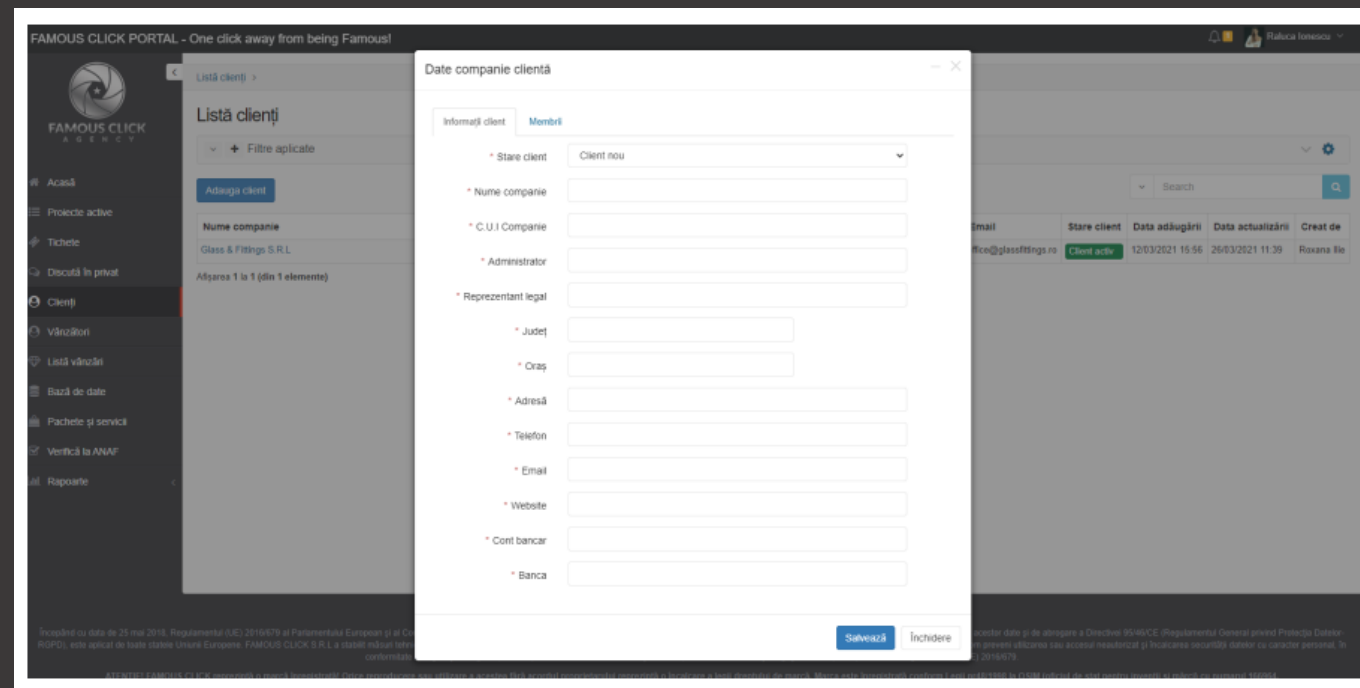
Only through the *Sales account*, the seller can register the new client in the database and perform the sale.

The sales agent picks a client from a unique database allocated to each member of the sales team. After this, the agent runs a short analysis of the online presence of the potential client. After this, the client will be contacted to start the sale. Because a sale needs more than one discussion, the agent must register the client on **CLIENT LIST** together with all the information collected from the client.



This way, the seller can return to the discussion exactly from where it was left.

As soon as the sale is done, the seller registers the client on the global database of the company.



The screenshot shows a web application window titled "Date companie clientă" (Client company data). The window has a close button in the top right corner. Below the title bar, there are two tabs: "Informații client" (Client information) and "Membrii" (Members). The "Membrii" tab is active. The form contains three rows, each with a role name and a dropdown menu. The roles are "Administrator", "Jurist FMK", and "Manager". Each dropdown menu currently displays "None". At the bottom right of the form, there are two buttons: "Salvează" (Save) and "Închidere" (Close).

Role	Department
* Administrator	None
* Jurist FMK	None
* Manager	None

**In this database we can assign one or more departments (depending on the project) which will work individually. The seller has to assign each department responsible of the project and also the contracts. Finally, he/she will assign an Admin who will create the client account, a Jurist for contract and invoices and a Manager to manage the project and the work team.**

# CLIENT ACCOUNT

The screenshot displays the 'FAMOUS CLICK PORTAL' client account interface. At the top, it says 'FAMOUS CLICK PORTAL - One click away from being Famous!' and shows the user's name 'Bianca Stan'. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links: Acasă, Proiecte active, Tichete, Discuții în privat, Clienti, Facturi client, Documente client, Pachete și servicii, and Rapoarte.
- User Profile:** Shows 'Bianca Stan' with a profile picture, 'Nivel de acces: Client', and 'Stare utilizator: Active'.
- DATE UTILIZATOR:** A table with the following data:

ID utilizator	client
Email	democlient@famousclick.ro
Nume	Stan
Prenume	Bianca
- DATE CONT:** A table with the following data:

Data adăugare	11/02/2021 10:02
Creat de	Răzvan Stan
Ultima revizuire	12/03/2021 23:49
Ultima conectare	27/03/2021 14:55
- FAMOUS CLICK PORTAL Arie client:** A welcome message: 'Salut dragă client! Săm cât de importantă este transparența în realizarea serviciilor pentru care ne-ai plătit. Deoarece situația actuală ne limitează posibilitatea de a ne întâlni față în față, am decis să construim portalul personal al agenției. Prin intermediul Famous Click Portal, poți lua legătura cu toate departamentele agenției Famous Click participante la proiectul tău. Portalul Famous Click îți oferă oportunitatea de a avea acces la toate documentele tale rezultate din relația cu instituția Famous Click.'
- Com utilizezi Portalul?:** A list of instructions:
  1. În secțiunea "Documente Client" regăsești contractele, acordurile și anexele contractelor aferente contului tău de client.
  2. În secțiunea "Facturi Client" regăsești proformele, avizele și facturile aferente contului tău de client.
  3. Prin intermediul secțiunii "Proiecte active" vei putea urmări în timp real stadiul proiectului și membrii echipei alocată proiectului tău.
  4. Cu ajutorul opțiunii "Discuții în privat", poți comunica cu managerul alocat proiectului tău și poți semnala anumite neajuguri de execuție ale proiectului la nivelul de "Obiectiv proiect".
  5. Cu ajutorul secțiunii "Tichete", ai posibilitatea de a comunica cu departamentele asociate proiectului tău aflat în desfășurare.
- Stare discuții:** A search bar and a table with columns: Status, Nume, Data adăugare, Creată de, and Parent. Below the table, it says 'Fără înregistrări găsite' and 'Afișarea 0 la 0 (din 0 elemente)'.
- Stare tichete:** A search bar.

The *Client* account offers the facility to see the project status in real time, the documents and discussions resulted from the client – agency relationship.

From the Client Account, our customer can send tickets to the departments assigned to his/her project and can chat privately with the project manager. Also, the customer can study the products and services that can be purchased from the Agency. The client can download any issued invoice or document.

# MANAGER ACCOUNT

The screenshot displays the 'FAMOUS CLICK PORTAL' interface for a 'Manager' account. The header includes the portal name and the user's name, 'Rareș Stoica'. A left sidebar contains navigation options: 'Acasă', 'Proiecte active', 'Tichete', 'Discută în privat', 'Clienți', 'Colaboratori', 'Vânzători', 'Listă vânzători', 'Marketing agenție', and 'Raportare'. The main content area is divided into several sections:

- STARE UTILIZATOR:** Shows the user's profile picture, access level ('Manageri'), and status ('Active').
- DATE UTILIZATOR:** A table with user details:

ID utilizator	manager
Email	demomanager@famousclick.ro
Nume	Stoica
Prenume	Rareș
- DATE CONT:** A table with account activity:

Data adăugare	11/02/2021 10:06
Creat de	Răzvan Stan
Ultima revizuire	12/03/2021 23:50
Ultima conectare	27/03/2021 14:57
- FAMOUS CLICK PORTAL Arie manager:** A welcome message and instructions for using the portal, including a list of actions like 'Ajută la creșterea echipelor de colaboratori' and 'Accesând butoanele "Vânzători" și "Listă vânzători" ai posibilitatea să moderezi vânzările aflate în desfășurare'.
- Stare discuții:** A table for active discussions with columns for Status, Nume, Data adăugare, Creată de, and Parent. It shows 'Fără înregistrări găsite' and 'Afișarea 0 la 0 (din 0 elemente)'. A search bar is present.
- Stare tichete:** A table for active tickets with columns for Tip cerere, Subiect, Departament, Stare, Data adăugare, Creată de, and Parent. It also shows 'Fără înregistrări găsite' and 'Afișarea 0 la 0 (din 0 elemente)'. A search bar is present.

The *Manager* account is designed for creating and monitoring the projects assigned by the seller, but also for registering new collaborators.


The Manager has access to the client lists of the sellers, the list with the ongoing projects and to the tickets and private chats. This way, the manager can control and quickly manage any action conducted by the collaborators and can take part of the discussions between sellers and clients. Through this account, the manager will answer each private request of any client, collaborator or employee.

# LEGAL ACCOUNT

FAMOUS CLICK PORTAL - One click away from being Famous!

Roxana Ilie

STARE UTILIZATOR

Fotografie 

Nivel de acces: Juridic FMK

Stare utilizator: Active

DATE UTILIZATOR

ID utilizator: juridic

Email: juridic@famousclick.ro

Nume: Ilie

Prenume: Roxana

DATE CONT

De la adăugare: 16/02/2021 01:08

Creat de: Răzvan Stan

Ultima revizuire: 12/03/2021 23:45

Ultima conectare: 27/03/2021 15:01

27 DOCUMENTE CLIENTI

25 FACTURI CLIENTI

0 FACTURI COLABORARE

10 STATUS CLIENTI

### DOCUMENTE CLIENTI

Companie clientă	C.U.I client	Nume administrator	Tip document	Serie și număr document	Emis în	Titlu document	Stare	Data actualizării	Parent	Creat de
SC Rom Tech SRL	400000000	Gergo Clancu	Contract	FMK096	05/08/2020	Contract de prestari servicii	Document semnat	12/03/2021 18:17	SC Rom Tech SRL	Roxana Ilie
SC Rom Tech SRL	400000000	Gergo Clancu	Anexa 1	FMK096	05/08/2020	Anexa1. la contract de prestari servicii	Document semnat	12/03/2021 18:18	SC Rom Tech SRL	Roxana Ilie
SC Rom Tech SRL	400000000	Gergo Clancu	Acord GDPR	FMK096	05/08/2020	Acord GDPR	Document refuzat	12/03/2021 18:18	SC Rom Tech SRL	Roxana Ilie
Vison Broadcast S.R.L.	38010047	Mihai Stoianescu	Contract	FMK089	12/09/2019	Contract de prestari servicii	Document semnat	12/03/2021 13:24	Vison Broadcast S.R.L.	Roxana Ilie
Vison Broadcast S.R.L.	38010047	Mihai Stoianescu	Anexa 1	FMK089	12/09/2019	Anexa1. la contract de prestari servicii	Document semnat	23/03/2021 15:11	Vison Broadcast S.R.L.	Roxana Ilie
BodyTude S.R.L.	40190347146	Tudor Stan	Contract	FMK0590	24/10/2019	Contract de prestari servicii	In asteptare	12/03/2021 17:31	BodyTude S.R.L.	Roxana Ilie
BodyTude S.R.L.	40190347146	Tudor Stan	Anexa 1	FMK0590	24/10/2019	Anexa1. la contract de prestari servicii	In asteptare	12/03/2021 17:31	BodyTude S.R.L.	Roxana Ilie
Dynasty Corp S.R.L.	30000000	Alexandru Clancu	Contract	FMK071	20/05/2019	Contract de prestari servicii	Document semnat	12/03/2021 17:37	Dynasty Corp S.R.L.	Roxana Ilie
Dynasty Corp S.R.L.	30000000	Alexandru Clancu	Anexa 1	FMK071	20/05/2019	Anexa1. la contract de prestari servicii	Document semnat	12/03/2021 17:38	Dynasty Corp S.R.L.	Roxana Ilie
PML Filiala sector 4	54100010	Felicit Popescu	Contract	FMK118	29/10/2020	Contract de prestari servicii	Document semnat	12/03/2021 17:42	PML Filiala sector 4	Roxana Ilie

Afișarea 1 la 10 (din 27 elemente)

### FACTURI CLIENTI

The *Legal* account offers the Jurist an opportunity to work from anywhere, having acces to all financial documents like invoices or documents.

Only through the Jurist account, we can register and assign documents to our clients, collaborators and employees. The level of access the Jurist has offers him the possibility to register any expense the company had, to upload statements and register invoices and contracts obtained from the agency's relationship with clients, collaborators and employees. All this information can then be exported and accessed as reports or as a development study analyzes.



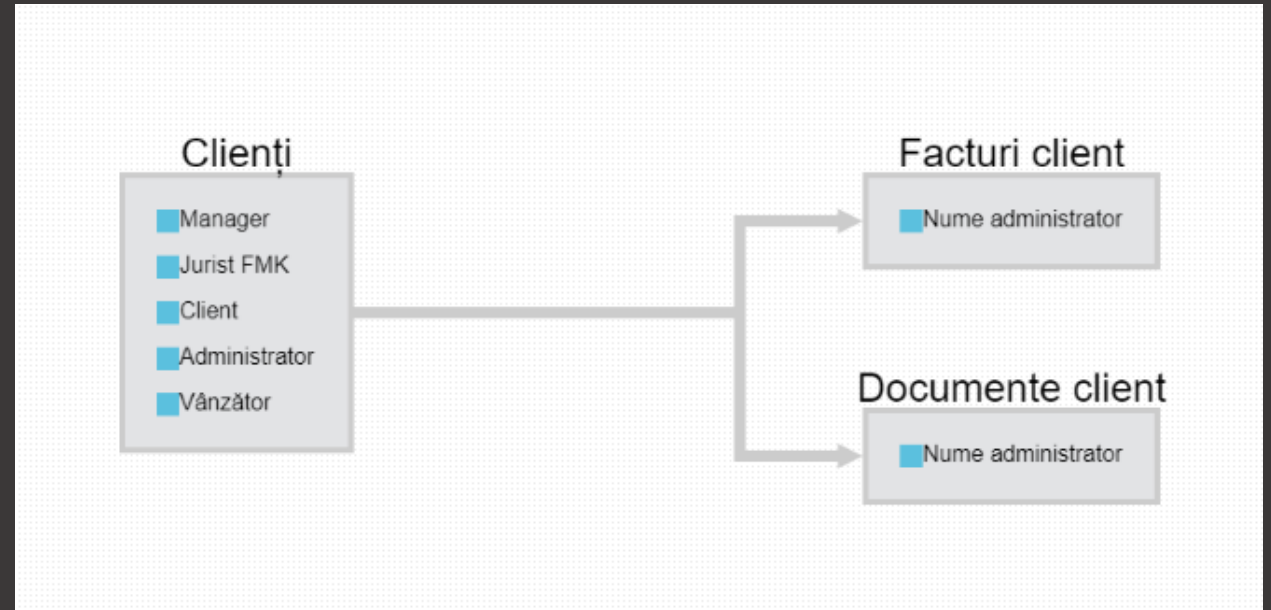
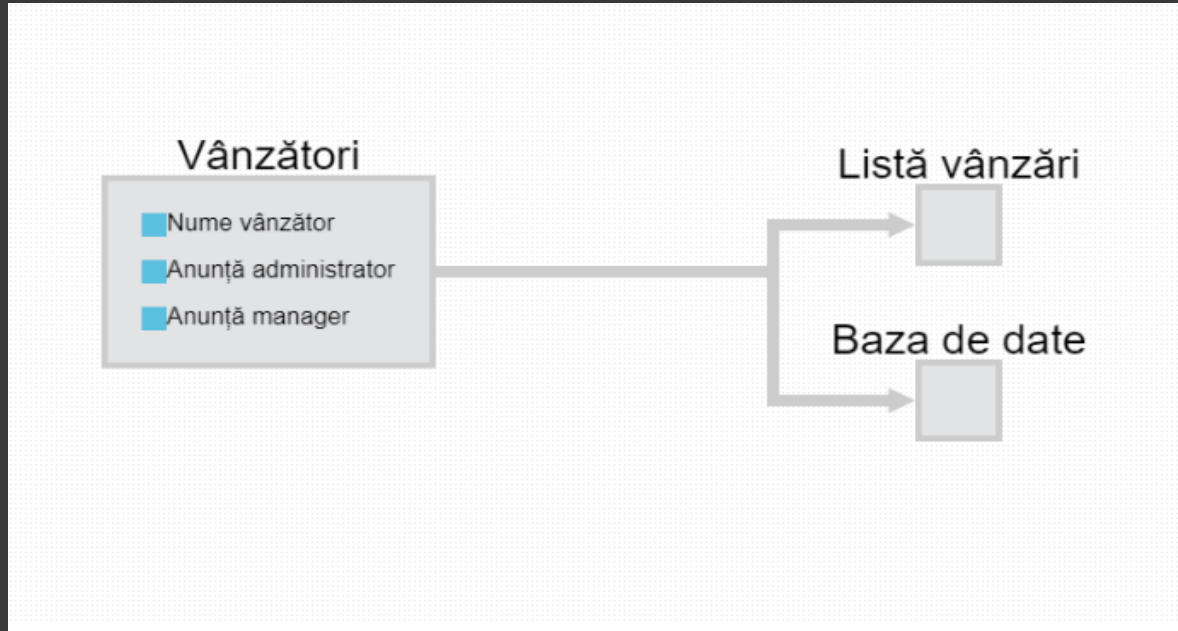
## WORK TEAM ACCOUNT

*Work Team* department was designed for both employees and collaborators. Through this account, both of them are notified about what is their part in the assigned project. In this account, they can also find all the documents signed by them to obtain the legal working relationship with the Famous Click Agency.

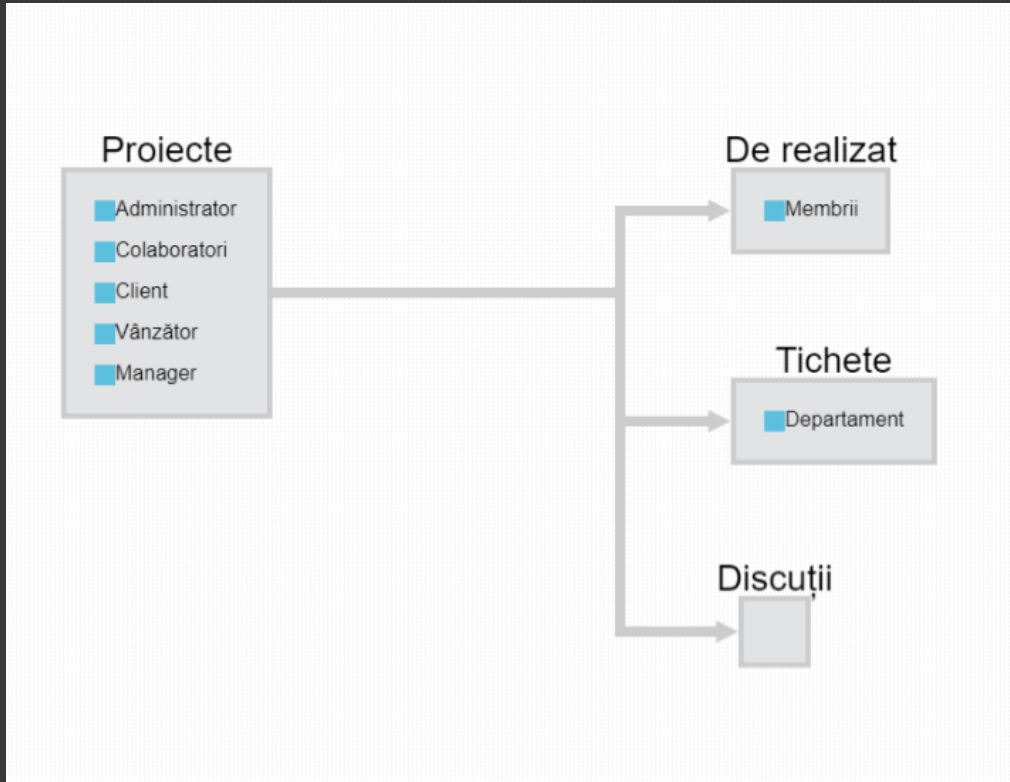
## ADMINISTRATION ACCOUNT

The *Administration* department is meant for visualization and general control of all the actions generated through the platform. Only the Administrator can create new user accounts, manage and modify the priorities of each user or group of users. The platform is specifically designed to set permissions and restrictions for each individual user or group of users.

# DATASTREAMS AND CHARTS



# EXAMPLES OF PRIORITIES AND INTERDEPARTMENTAL CONNECTIONS



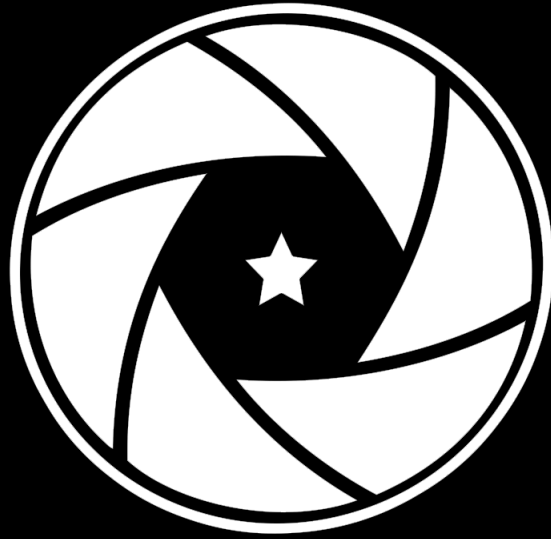
## App options:

- Email notification
- SMS notification
- Intern chat
- Tickets
- 2-step sign in with security password
- Public register with admin's authorization
- Possibility of integration of Voice over IP (call center)
- Designed for each kind of device or screen

The app is developed from scratch and can be set up depending on the architecture of every business.

You can see your future account in a Demo here: <https://portal.famousclick.ro/>

DEMO ACCOUNTS	CLIENT ACCOUNT	COLLABORATOR ACCOUNT
USER	democlient	democolaborator
PASSWORD	democlient	democolaborator



**FAMOUS CLICK**

**Thank you for your attention!**