

## CRMG Releases Built-In Chat and Instant Message Tool...

*CRMG proves yet again its reputation for innovation and dedication to comprehensive Customer Relationship Management with the release of **built-in chat**.*

Instant messaging is on the rise in corporations today. CRMG performed an evaluation of their clients and determined that built-in chat met the need for a more direct, secure, and context-relevant layer of communication in the CRM platform.

### **Technologically Advanced**

CRMG strives to provide the most comprehensive, useful, and flexible Customer Relationship Management software as a vital part of their vision to *guarantee the success of every CRM implementation they undertake*.

### **Multiple Participants**

CRMG's built-in chat, called Quick Responses, can include numerous participants; even offline users can view and respond to the full conversation at their next login.

### **Linking & History**

Because Quick Responses link to virtually any item in CMPro, they are the perfect collaboration tool for making quick decisions about opportunities or negotiating action item deadlines. Quick Response conversations are saved in the history of any item they are linked to for easy future reference.

### **Pre-scripted Responses**

Turn those common responses like "I'm on the phone, please give me a few minutes" into pre-scripted responses you can select from a drop-down menu.

"We saw multiple clients experience the frustration of losing track of important information discussed in third-party chats, and wanted to relieve the common headache of, 'When did we talk about that; can I find that info again?' Our clients also use Quick Responses to bypass the often cumbersome process of long e-mail reply threads and the delay of waiting on e-mail responses," explained Mr. Mir Ali, CEO of CRMG.

In the sticky-note free world that CRMG envisions, "CMPro Quick Responses" help to take the software one step further in the pursuit of easy and immediate access to relevant and necessary information.

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If you are currently using the latest version of CMPro 6.0, you can get started with Quick Responses right away. Highlight an item you'd like to ask about, Click on New Quick Response, add the participants, and get your questions answered within seconds!

For a 30-day FREE test drive of CMPro, copy and paste this link into your browser <http://www.crmg.com/registration.asp>.

Your questions are always welcome at [support@crm.com](mailto:support@crm.com).