

Thrive with Digital Transformation Business Solutions



About BlueLink Solutions

BlueLink is a progressive and dynamically developing company, founded in 2001 by a group of experts with many years of experience in Information Technology & Business.

BlueLink provides vertical or “cross-industry” solutions and create integration between these solutions. In addition, BlueLink provides businesses with customized services or enhancements to provide our customers with solutions built around their businesses.

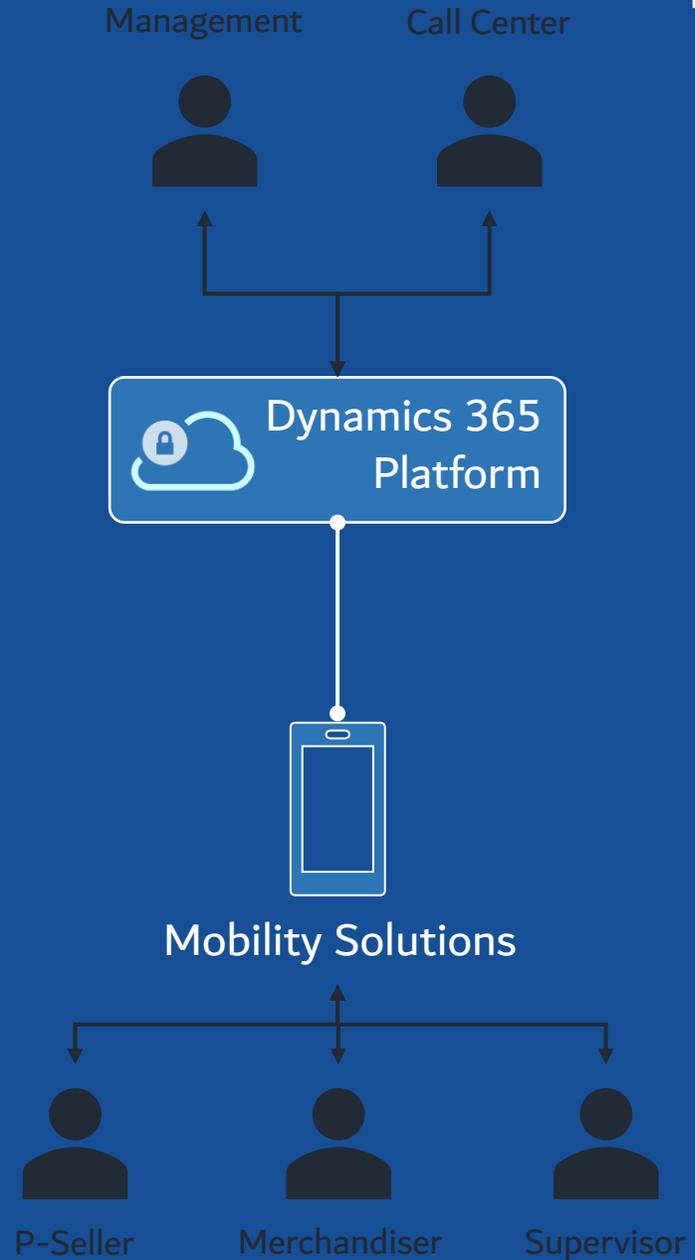


20 Years,
3 Continents

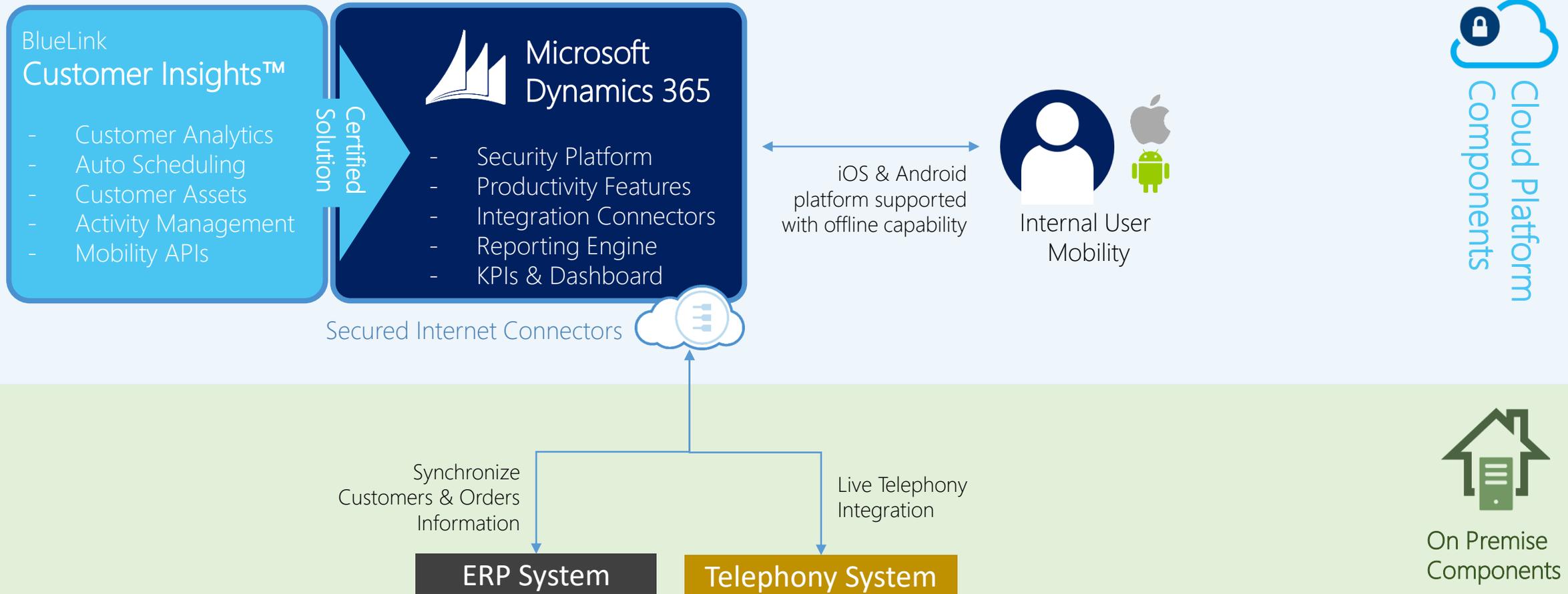
Our Solutions: BlueLink provides Cloud-Based Microsoft® certified solutions for multiple business industries:

- Retail
- Education
- Professional Services
- Real Estate
- Government
- Manufacturing
- Supply Chain

Value Proposition Solution: Solution Overview



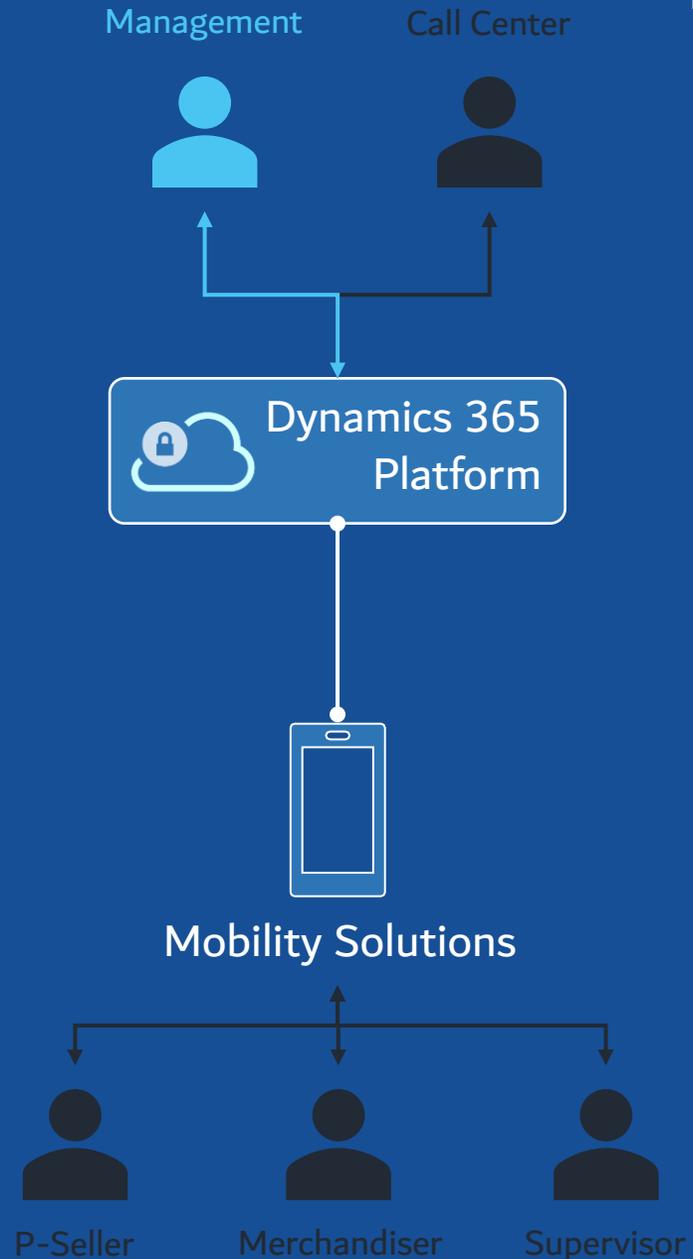
Solution Components



Value Proposition Solution:

Dynamics 365 & Customer Insights

Platform features for Management



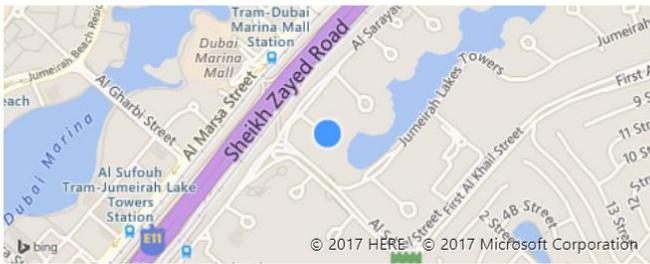
Account Management

ACCOUNT INFORMATION

Account Name* **A. Datum Corporation (sample)**
 Phone **555-0158**
 Fax --
 Website **<http://www.adatum.com/>**
 Parent Account --
 Ticker Symbol --

ADDRESS

**Reef Tower
 Cluster O
 JLT, Dubai
 United Arab Emirates**



Contact & Location Information with Hierarchy

POSTS ACTIVITIES NOTES

Enter post here

All posts Auto posts User posts

- Required Service (sample)**
 Case: Closed by **Ramy Mostafa** for Account **A. Datum Corporation (sample)**.
 On **Required Service (sample)**'s wall
 4/23/2017 1:36 PM
- Operating manual required (sample)**
 Case: Closed by **Ramy Mostafa** for Account **A. Datum Corporation (sample)**.
 On **Operating manual required (sample)**'s wall
 4/23/2017 1:36 PM
- Required Service (sample)**
 Case: Created by **Ramy Mostafa** for Account **A. Datum Corporation (sample)**.
 On **Required Service (sample)**'s wall
 4/23/2017 1:35 PM
- Operating manual required (sample)**
 Case: Created by **Ramy Mostafa** for Account **A. Datum Corporation (sample)**.
 On **Operating manual required (sample)**'s wall
 4/23/2017 1:35 PM
- Missing parts (sample)**
 Case: Created by **Ramy Mostafa** for Account **A. Datum Corporation (sample)**.
 On **Missing parts (sample)**'s wall
 4/23/2017 1:35 PM
- Very likely will order 73 Product SKU JJ105 this year (sample)**
Ramy Mostafa won Opportunity for Account **A. Datum Corporation (sample)**.
 On **Very likely will order 73 Product SKU JJ105 this year (sample)**'s wall
 4/23/2017 1:35 PM

Consolidated Activity View

Forecast Analysis

Product	AVG M-QTY	This Month Q...	M Variance	
Product 3		19	7	-12
Product 2		10	8	-2
Product 1		20	9	-11

AVG M-QTY, M2M QTY by Product

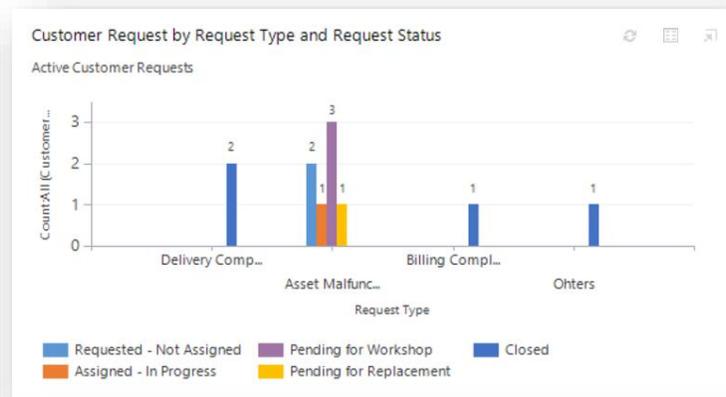
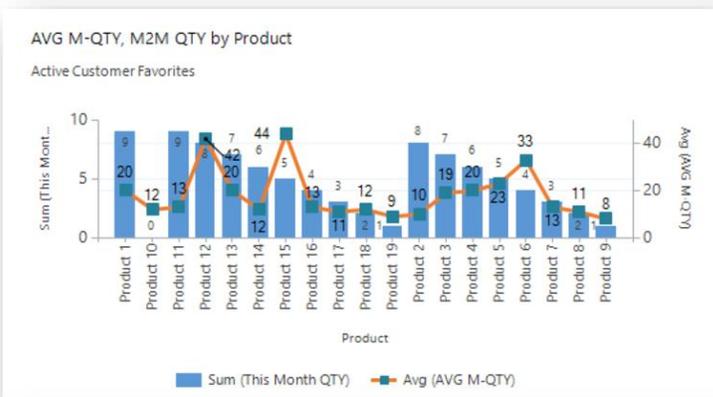
Active Customer Favorites



Product	Sum (This Month QTY)	Avg (AVG M-QTY)
Product 1	20	8
Product 2	10	8
Product 3	7	19

Built-in Analytics conforming a 360° Account Dashboard

Overall Business Analytics

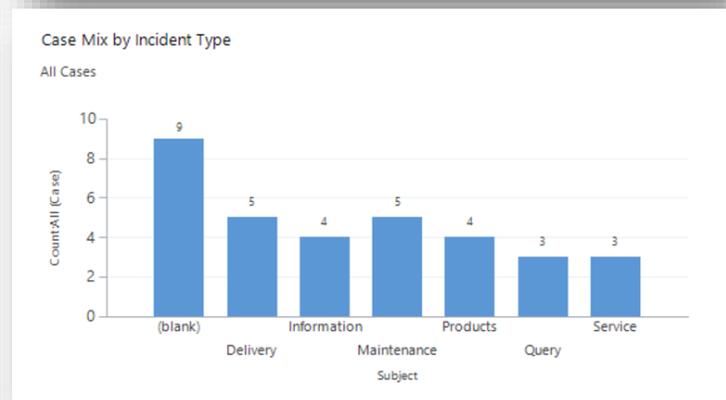


All records ▾ | All posts Auto posts User posts

Need service feature information (sample)
 Case: Closed by [Ramy Mostafa](#) for Account [Adventure Works \(sample\)](#).
 On Need service feature information (sample)'s wall
 4/23/2017 1:36 PM

Product question (sample) [LIKE](#) | [REPLY](#) ✕
 Case: Closed by [Ramy Mostafa](#) for Contact [Jim Glynn \(s](#)
 On Product question (sample)'s wall
 4/23/2017 1:36 PM

Product service time (sample)



Service Calendar

Search for records

Resource: Resource View: All Resources

	Sunday, September 24, 2017	Monday, September 25, 2017	Tuesday, September 26, 2017
12:00 AM			
12:00 PM			

- Ahmed Rami
- Ahmed Shawki
- First name Last name
- Hesham Tahoun
- Mahmoud Fahmy
- Mohamed Hegazy
- Ramy Mostafa

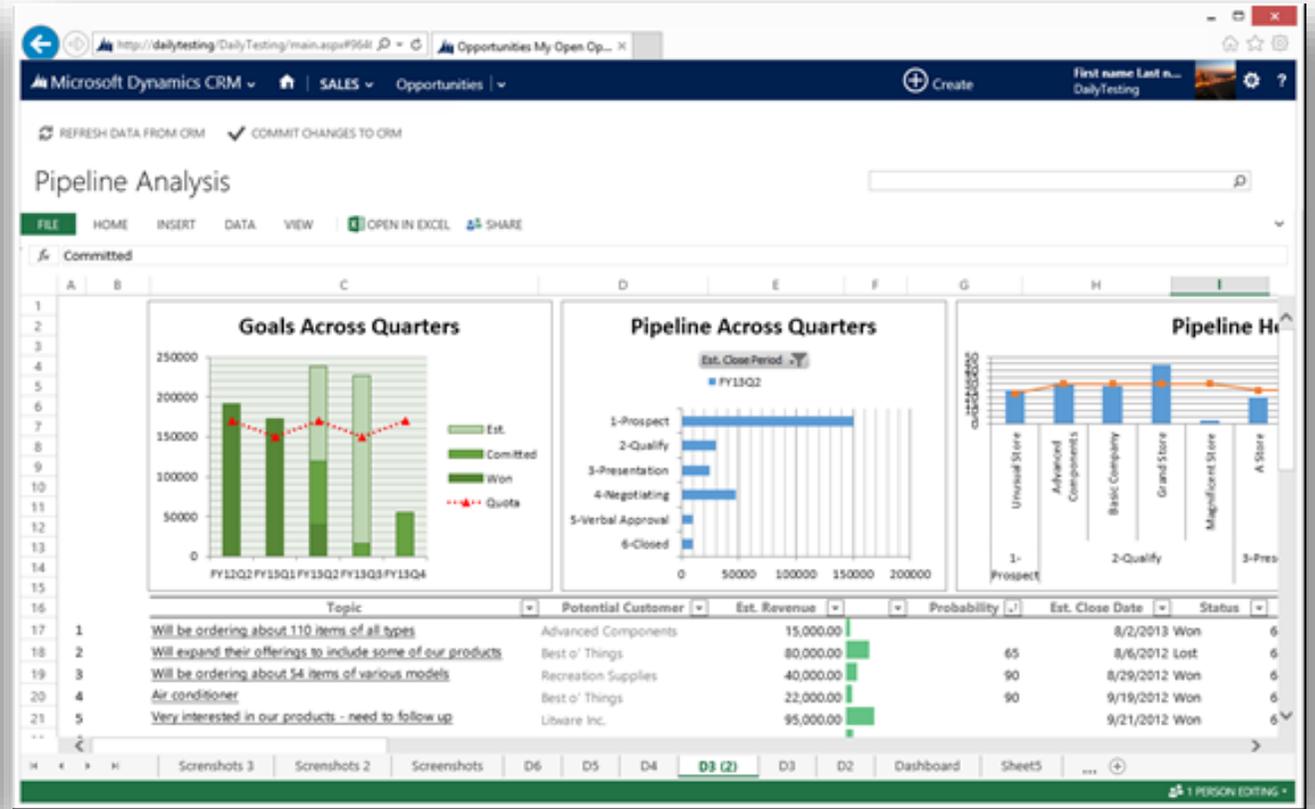
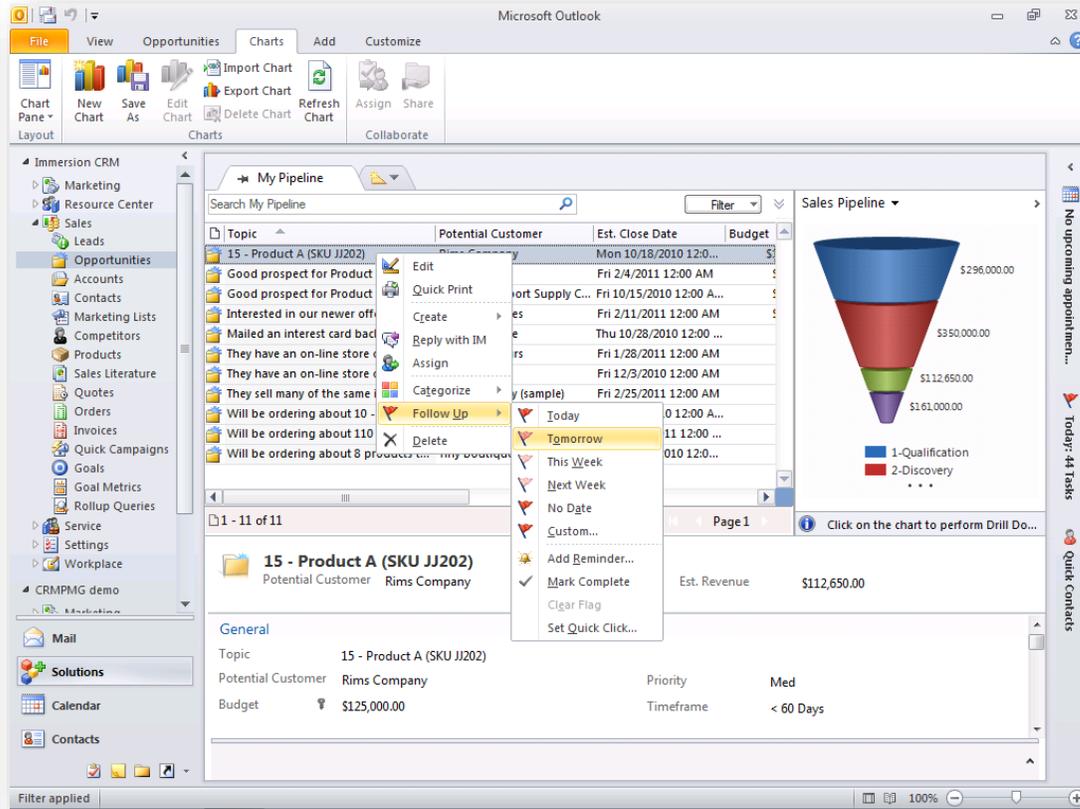
Sales Performance Analytics

Customer Activity Analytics

System Notifications & Scheduling Dashboards

Familiarity Enhances Adoption

Work with everyday Productivity tools



Built-in Outlook integration with Offline Capabilities

Live Excel Integration with built-in Security

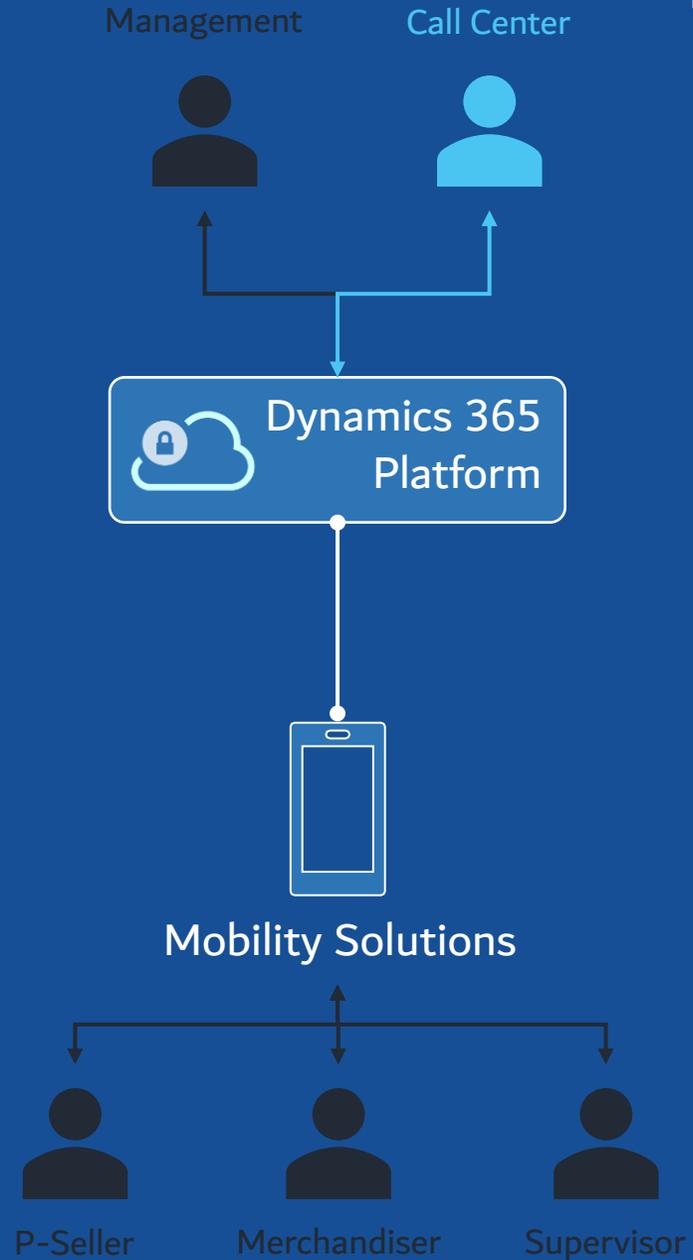
Business Solutions Value Proposition



Value Proposition Solution:

Dynamics 365 & Customer Insights

Platform features for Tele-Sales



Powerful Sales Tools

Your contact center can't get any smarter than this



QUICK ORDERING

Sales Agent can quickly and easily place a new order for calling customers using a single screen product configurator.

Tools such as [**Repeat My Last Order**], helps the agent to quickly copy the last order this customer placed by one click.

A customer can be assigned a Price list that reflects his discount level and automatically applied to his orders.



AUTOMATIC SCHEDULING

Scheduling is advised automatically for each order based on production and delivery capacities, which can be configured on a daily, weekly or monthly basis.

Advised delivery date is made available for the call center agent while taking the order, which helps him to give accurate promise to the customer on when will the order get delivered.



AUTOMATED PROCESS

Built-in automated Order fulfilment process that is customizable and is capable to connect multiple teams (warehouse, logistics, finance, sales, etc.) with step-by-step activities to prepare and deliver the ordered items.

Logistics team can be notified to pick delivery requests based on geographic locations, which increases fleet utilization ratio.



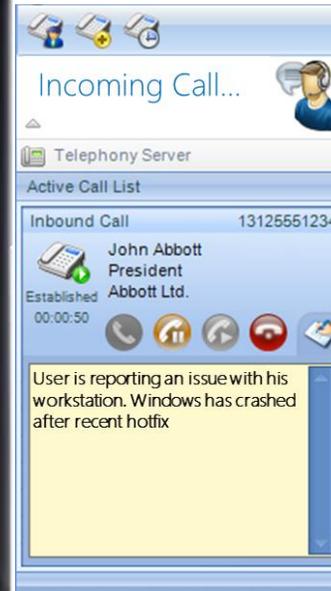
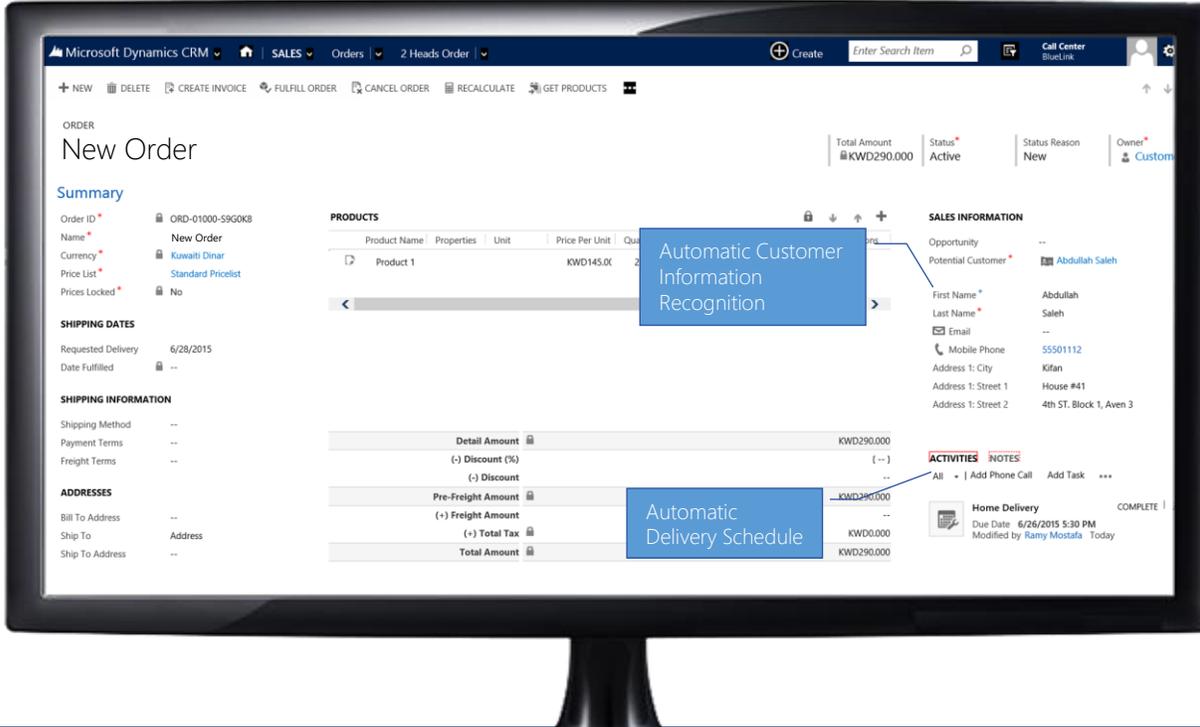
SMARTEST KYC

With every order a customer places, the system automatically tracks **average consumption** of each ordered product. This great feature helps you forecast future orders for each customer.

When a customer is late ordering his usual product quantities, an [**Out of Frequency**] process is **Automatically** triggered, assigning the call center team a reminder to call this customer for ordering follow-up.

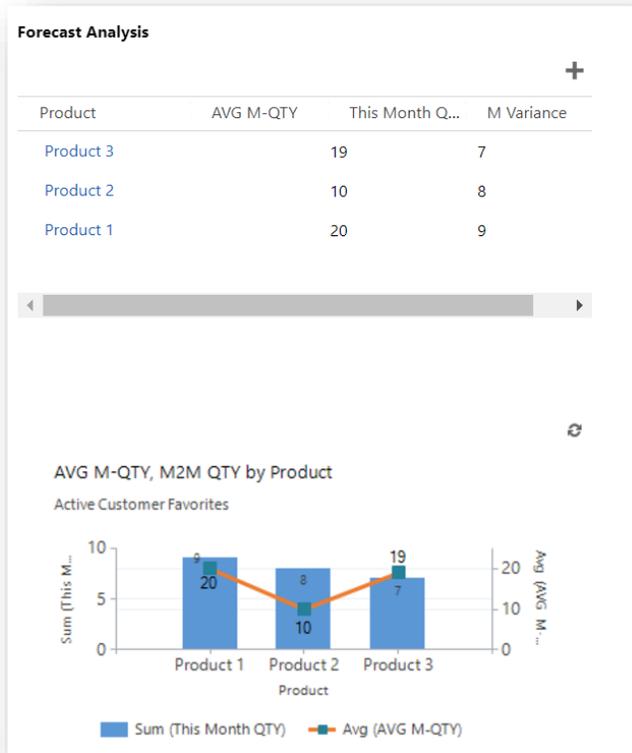
Give your CRM a Voice

A Powerful Solution for Call Center Management



- ✓ **Syncing Call Information**
Automatically post all call information to a customer's record, removing the need for reps to do so manually, and setting them up for successful interactions in the future.
- ✓ **Inbound Record Retrieval**
Automatically populate agent screens with a customer's record the moment a call is connected, enabling them to deliver fast and informed assistance to clients, without delay.
- ✓ **Embedded Click-to-Call**
Add a convenient click-to-call button to every customer record, removing the need for reps to search for and manually dial a client's contact information.

Powerful Sales Tools



Consumption Based Customer Analytics

ORDER

Monthly Order

Predictive: **Yes**
Repeat Last Order: **No**

Order Type: **Forecasted**
Status: **Active**
Status Reason: **New**

Summary

Order ID: **ORD-01000-C7P5Q0**
Name: **Monthly Order**
Currency: **US Dollar**
Price List: **CRM Service USA (sam...)**
Prices Locked: **No**

SHIPPING DATES

Requested Delivery: **4/30/2017**
Date Fulfilled: **--**

PRODUCTS

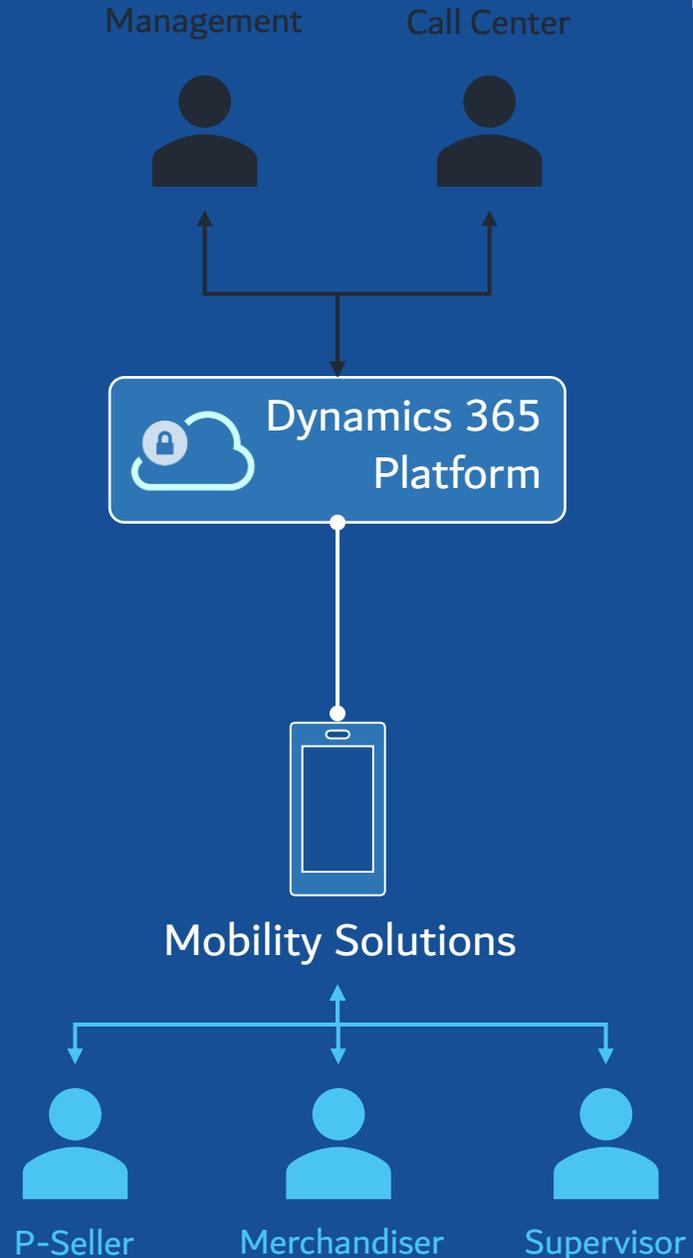
Product Name	Properties	Unit	Price Per Unit	Quantity	Discount	Extended Amount	Suggestions
Product 2	Edit	Standard Us...	\$80.00	9.00000	\$0.00	\$720.00	
Product 1	Edit	Standard Us...	\$150.00	8.00000	\$0.00	\$1,200.00	
Product 3	Edit	Standard Us...	\$40.00	14.00000	\$0.00	\$560.00	

Automatic Order Provisioning

Value Proposition Solution:

Dynamics 365 & Customer Insights

Mobility Features Overview



Streamline Sales

Benefits of Mobile CRM for a sales professional



Increased productivity

Mobile CRM will give you around-the-clock access to your CRM system, so you can be productive whenever and wherever you happen to be. And by cutting down all the administrative tasks, you can focus on what matters the most – the customer.

Quicker interactions with clients

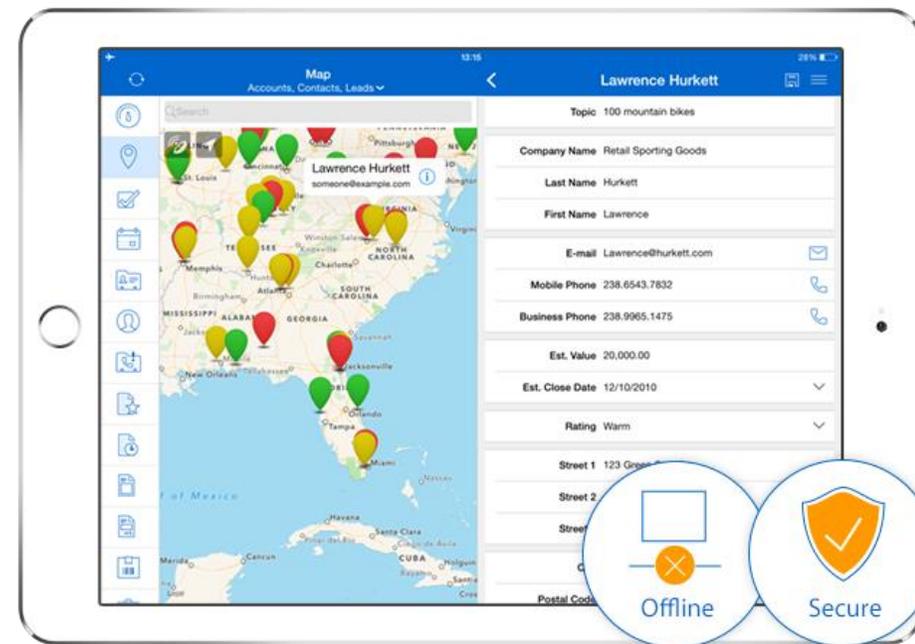
No more “I am not sure, I’ll check with my colleagues and let you know” or “let me email it to you once I get back to the office”. Info on products in stock, orders to be signed, product documentation that explains the ins and outs... all is available to you right there and then—when it matters.

Shortened sales cycle

Instantly gathering orders from sales reps, the company can shorten the life cycles of orders and get the product to the customer faster than ever. And that’s not all. Creating orders via a Mobile CRM application also contributes to better accuracy (by eliminating manual data transcript into CRM, you are also eliminating human mistakes) and improved cash flow (a product that arrives sooner at the customer’s site can also be billed and paid for sooner).

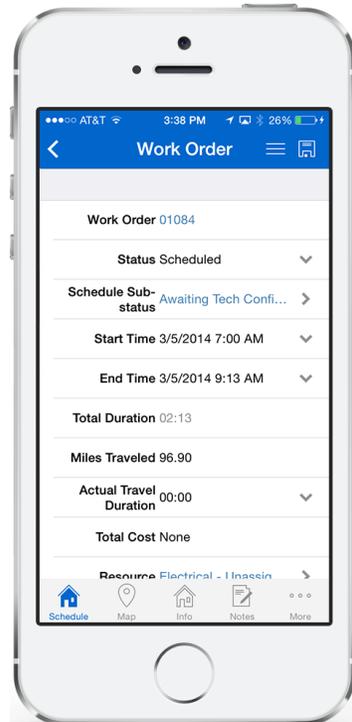
Higher rates of user adoption

Sales people find it easier to use than standard desktop clients and because the application works well with their process, they find it valuable instead of cumbersome.



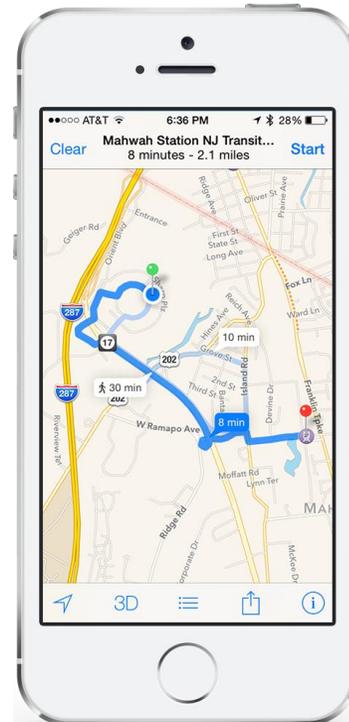
More Mobility Features

Native Apps for iOS, Android, and Windows Phones and Tablets with full Offline Capabilities



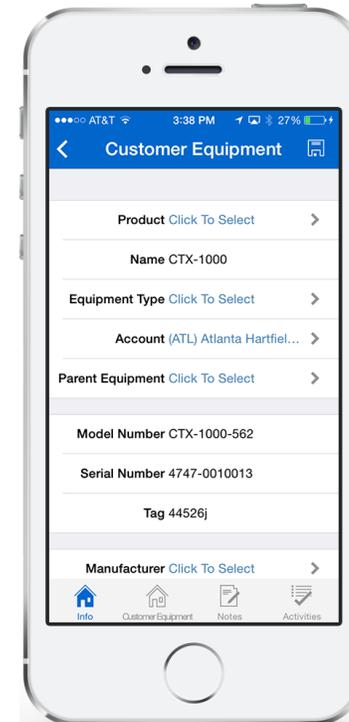
Intelligent Work orders

Reduce work order and service report creation time with automated work processes. Data validation ensures data integrity and guided workflows increase the speed and consistency of service activities.



Turn by Turn Directions

Reduce travel time and expenses with route planning using turn-by-turn directions



Knowledge Base

Access key information including customer contacts, equipment, past repairs or visits and more. Leverage service manuals, knowledge base and collaboration tools.

What's PepsiCo's Performance Toolbox?



PepsiCo's Performance Toolbox is a set of mobile tools that should help regional bottlers to:

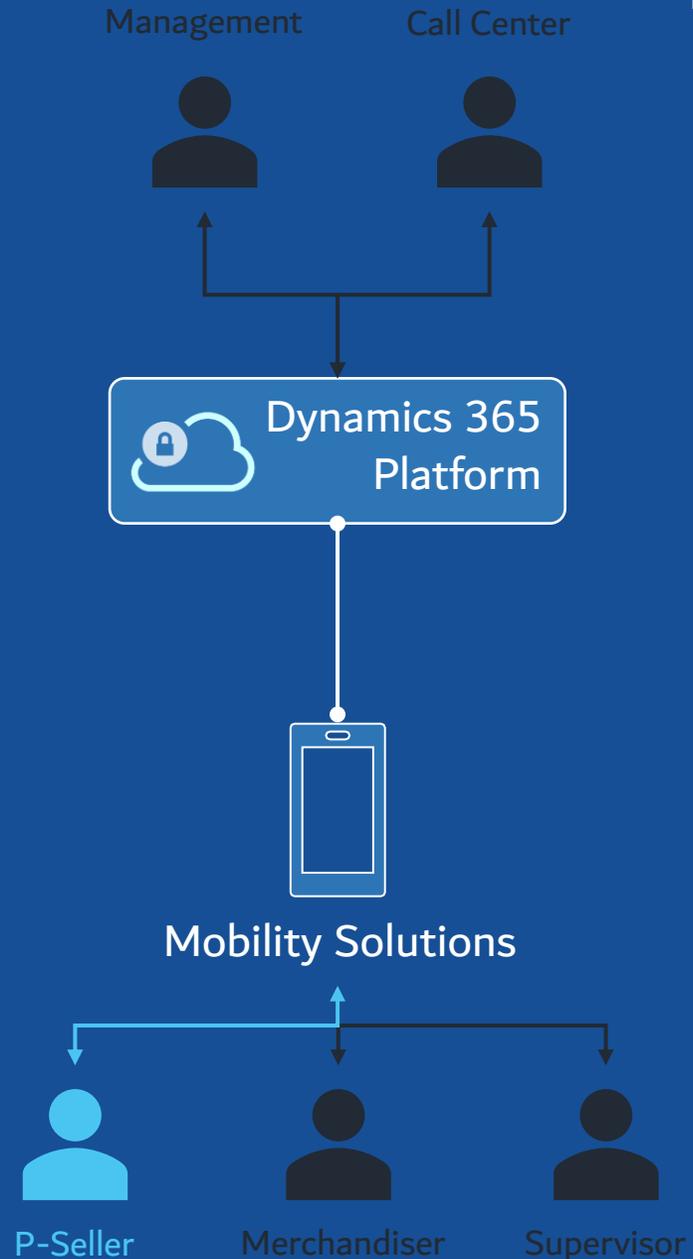
- ✓ Achieve better sales
- ✓ Acquire bigger market share
- ✓ Deliver On-Job coaching for people on the road
- ✓ Comply with PepsiCo's guidelines
- ✓ Enhance individuals' performance on the field



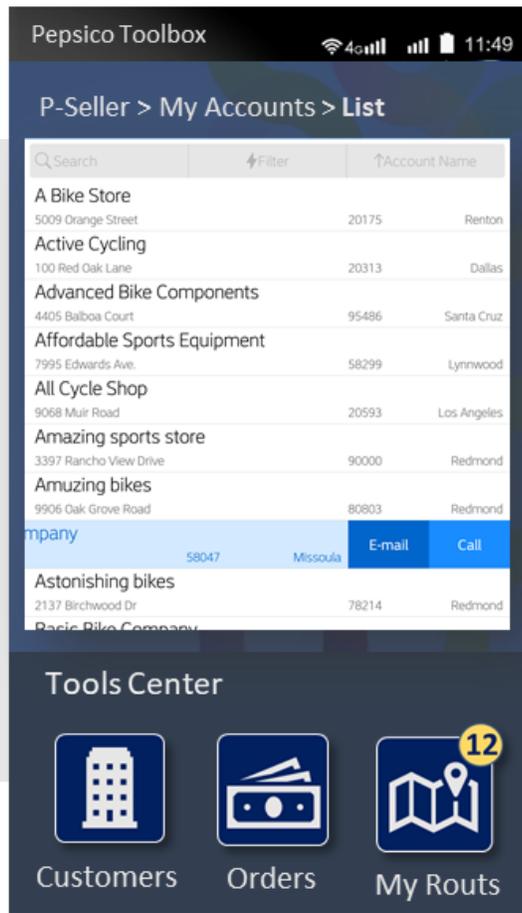
Value Proposition Solution:

Dynamics 365 & Customer Insights

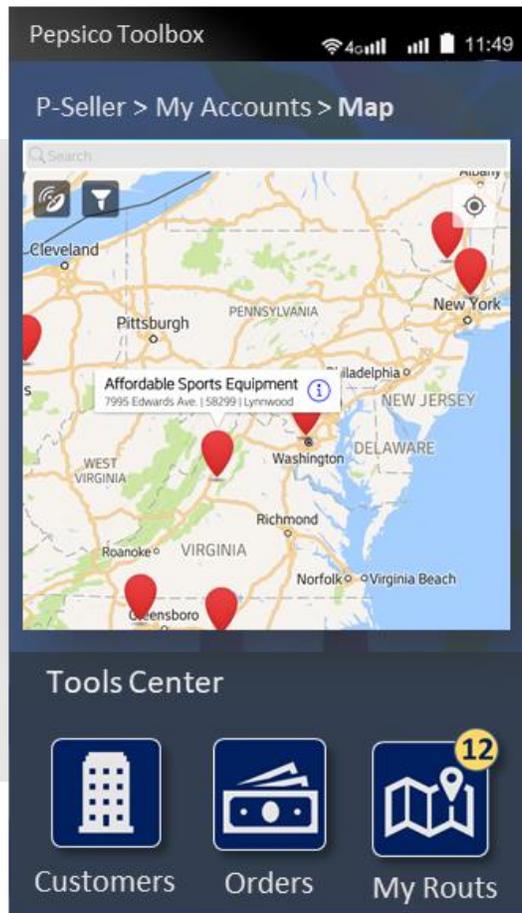
Mobility Features for P-Sellers



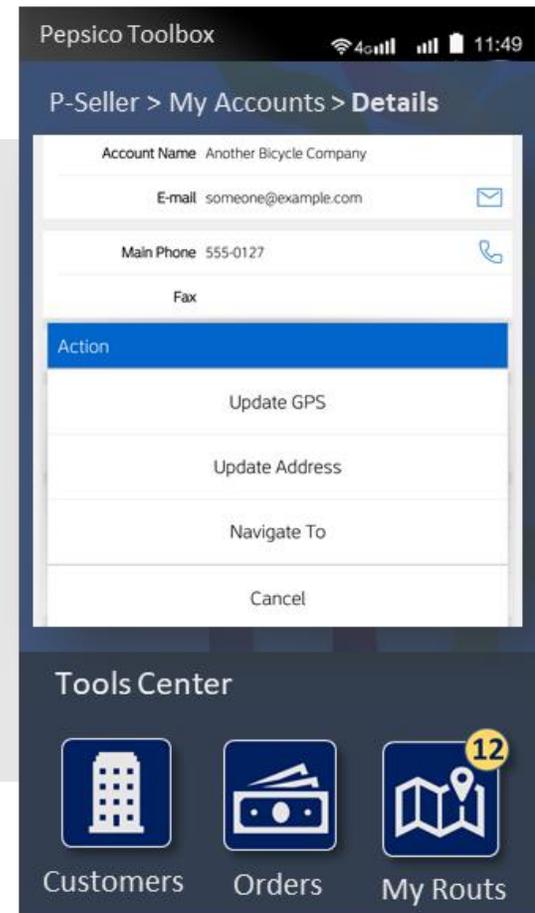
Account Management



List of assigned accounts with actionable menu

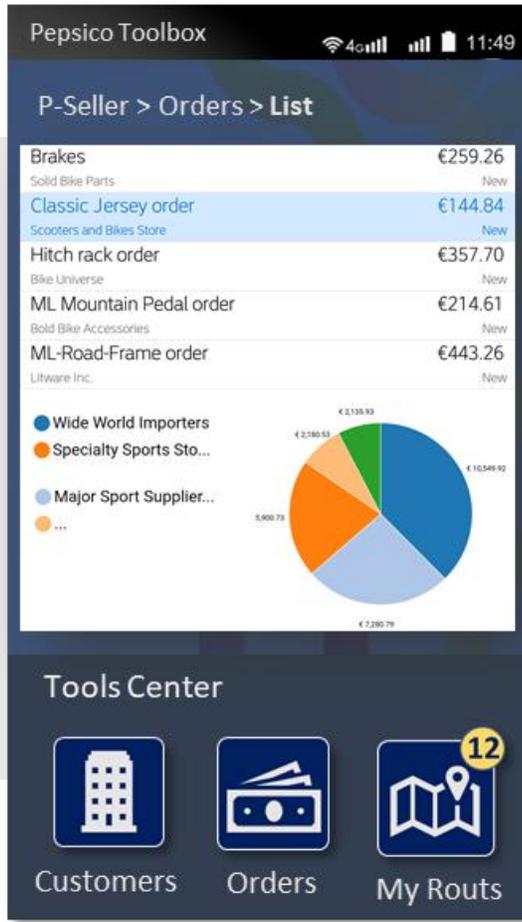


Location Based Account List with Pinned Information

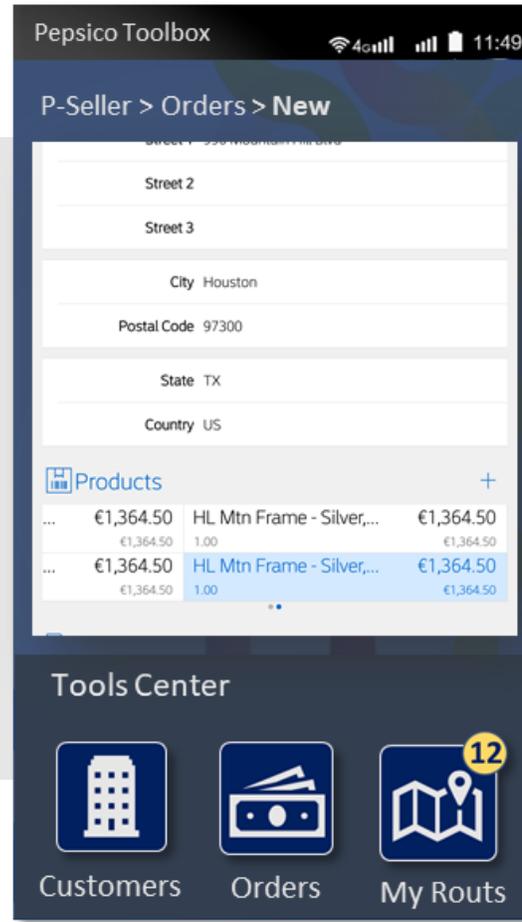


Account Detailed information with inline tools

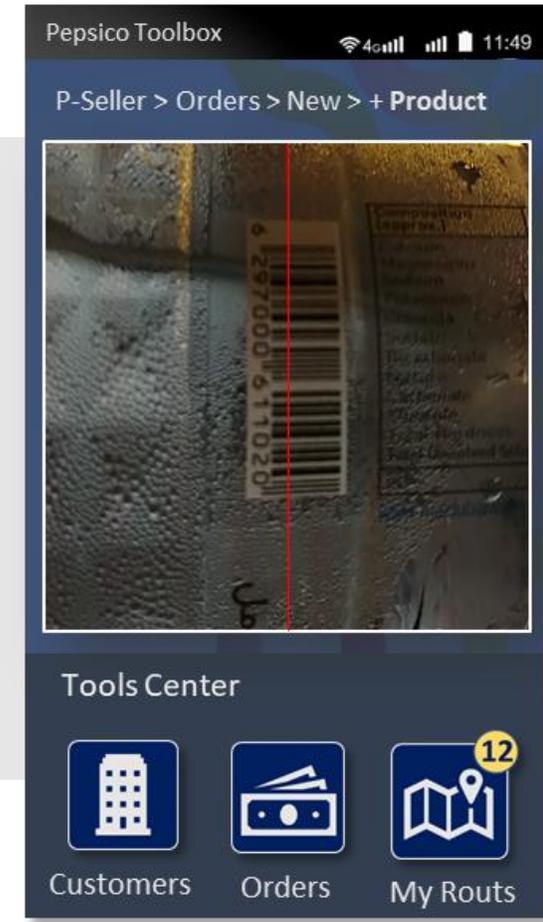
Order Management



List of Orders with assigned charting options



Detailed Order Entry with associated accounts

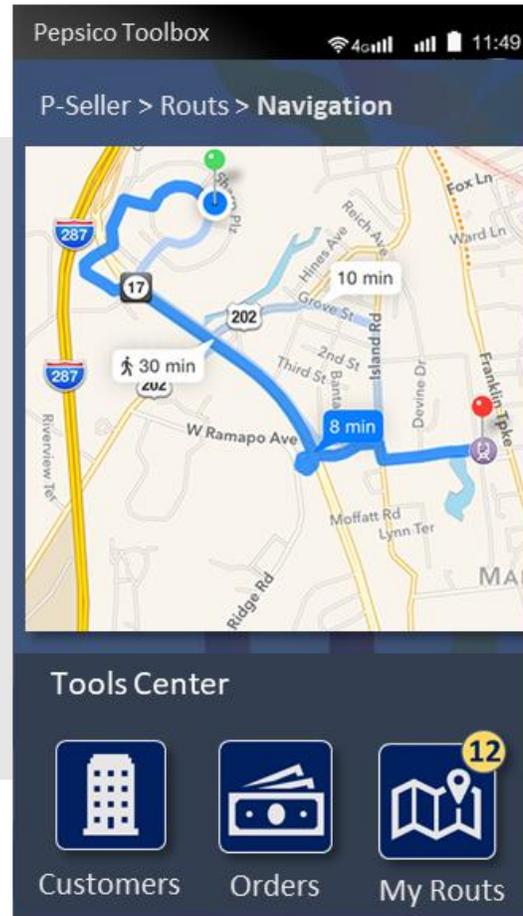


Quick Product Search with Bar-Code Scanning Option

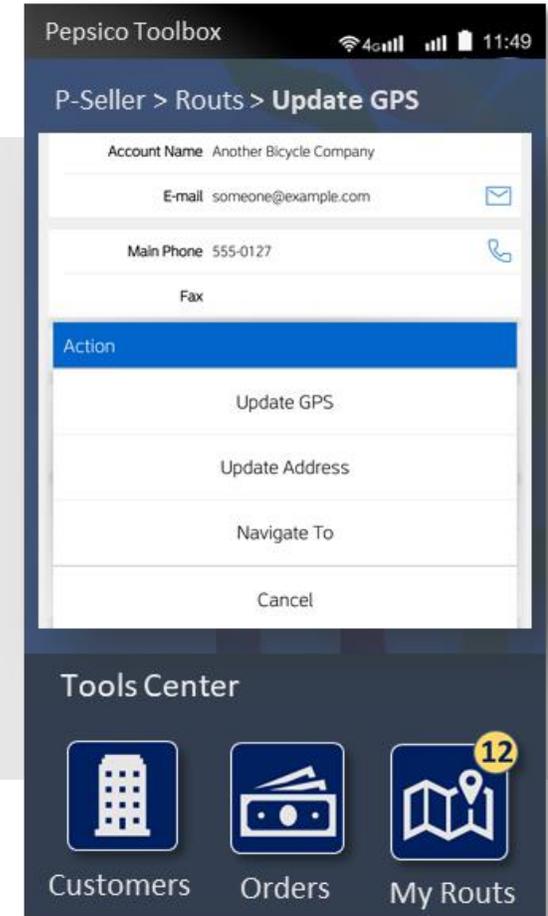
Activity Management



List of Scheduled visits with optional Calendar View



Turn-by-Turn Navigation with Check-in Functionality

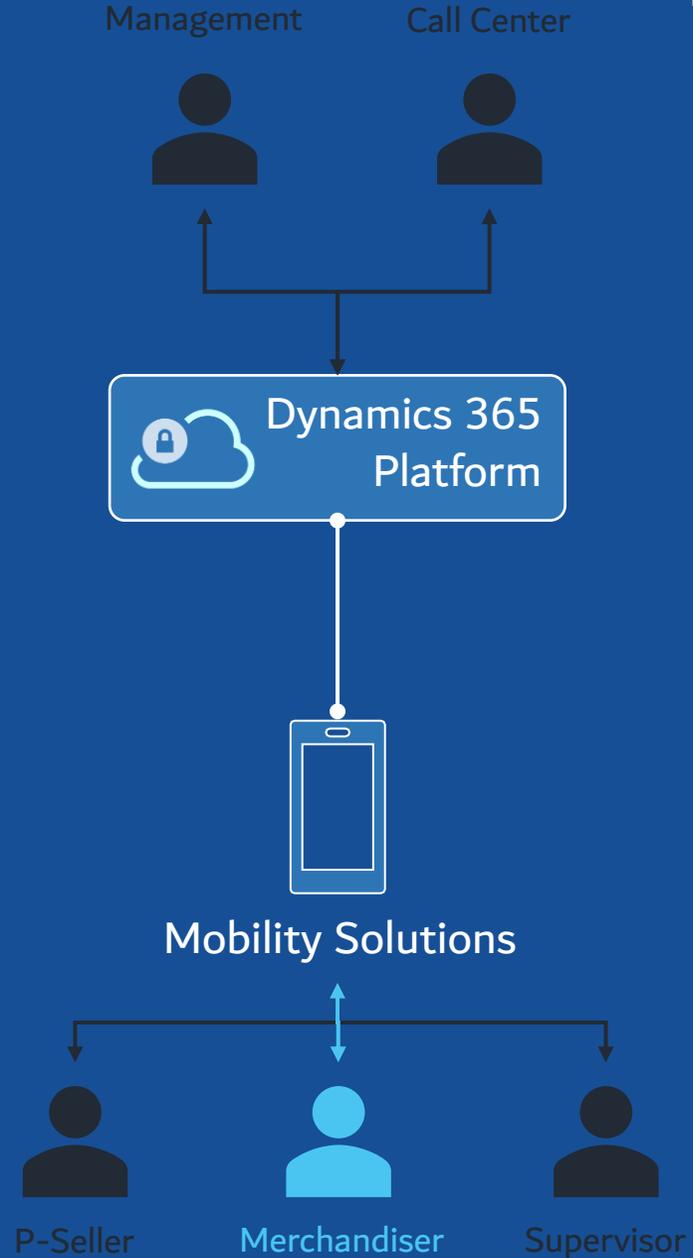


Option to Update Customer Location when arrived

Value Proposition Solution:

Dynamics 365 & Customer Insights

Mobility Features for Merchandiser

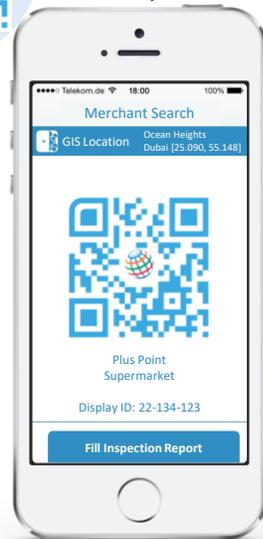


On-Field Inspection

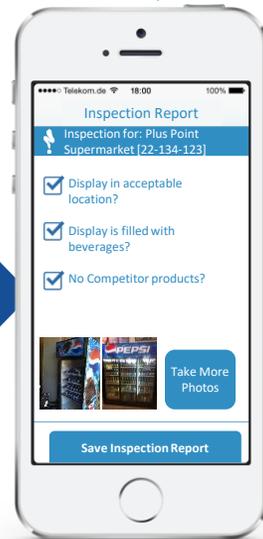
Empower your road warriors with mobility solutions



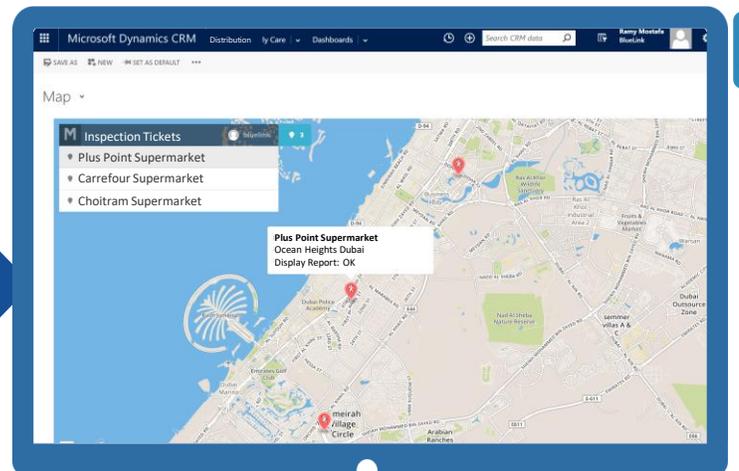
1
With one-click QR Code scan, the mobile app will immediately find the exact record of the cooler and display useful information about the Merchant where it's located



2
Next, you can fill a quick check-list for the inspection report. You can also put some notes and attach media. Mobile app supports also hand-written notes



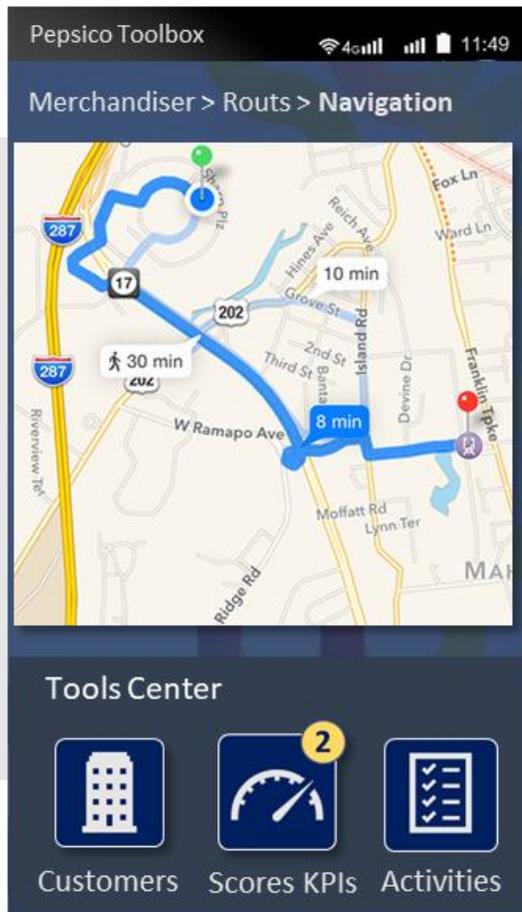
3
Captured results will be instantly communicated to the back-office team, where they can spot geographic KPIs of the captured inspections and initiate a case management process



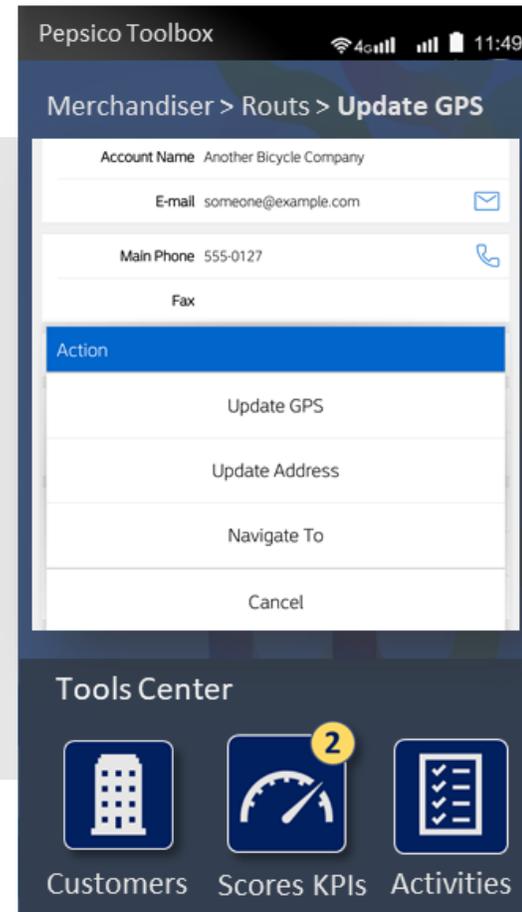
Activity Management



List of Scheduled visits with optional Calendar View

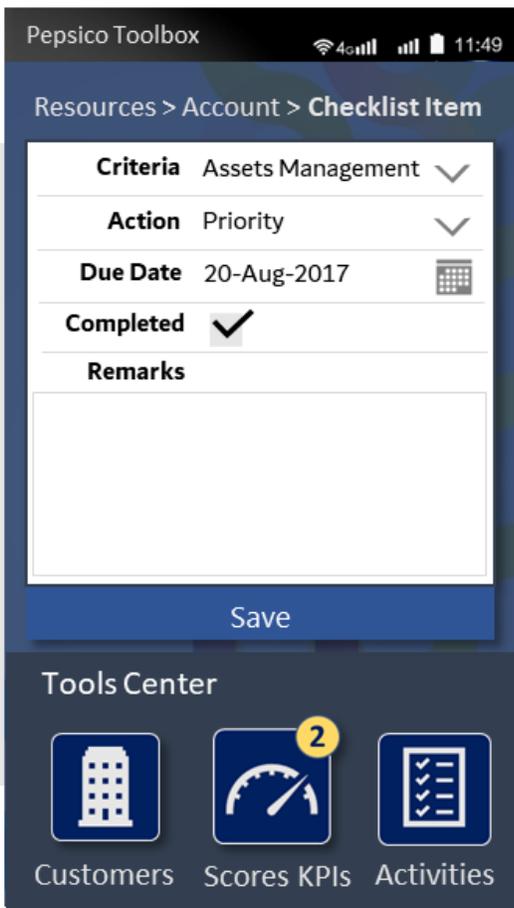


Turn-by-Turn Navigation with Check-in Functionality

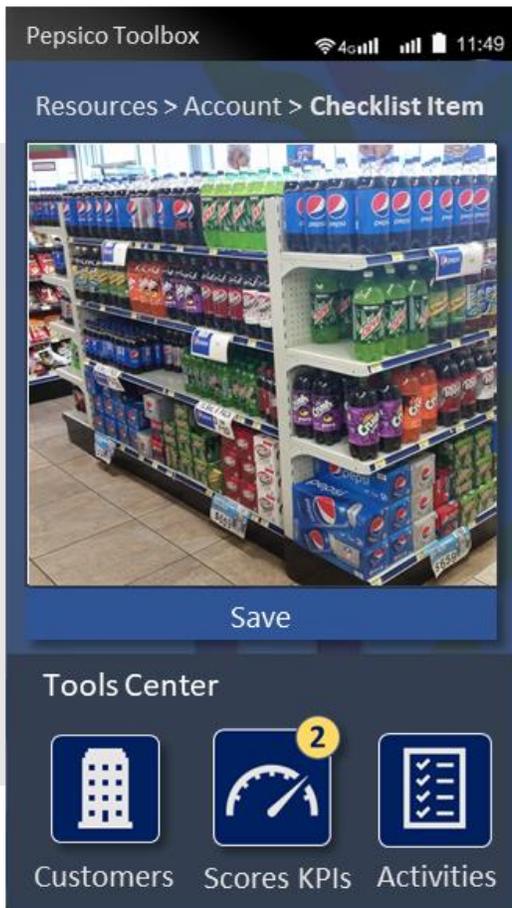


Option to Update Customer Location when arrived

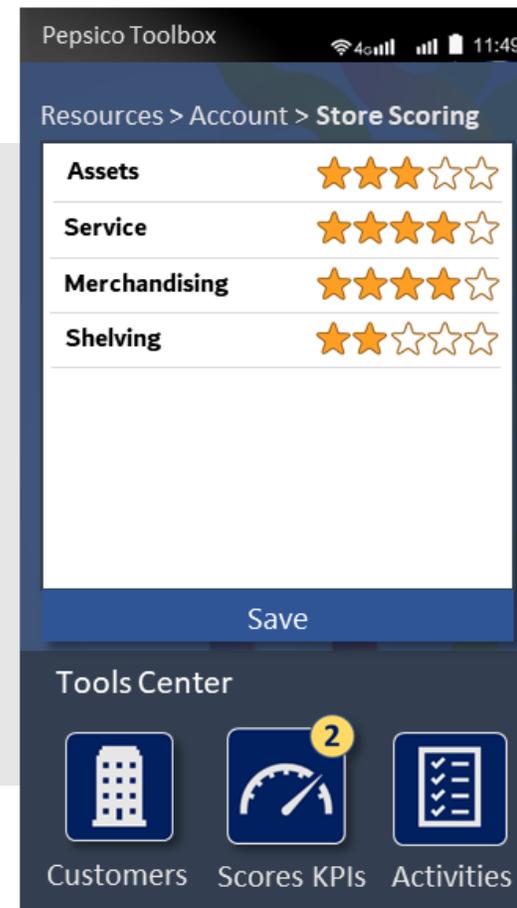
Execution & Reporting



Plan and Update Activity
Schedule and Checklists



Capture Shelving Status and
attach it to report

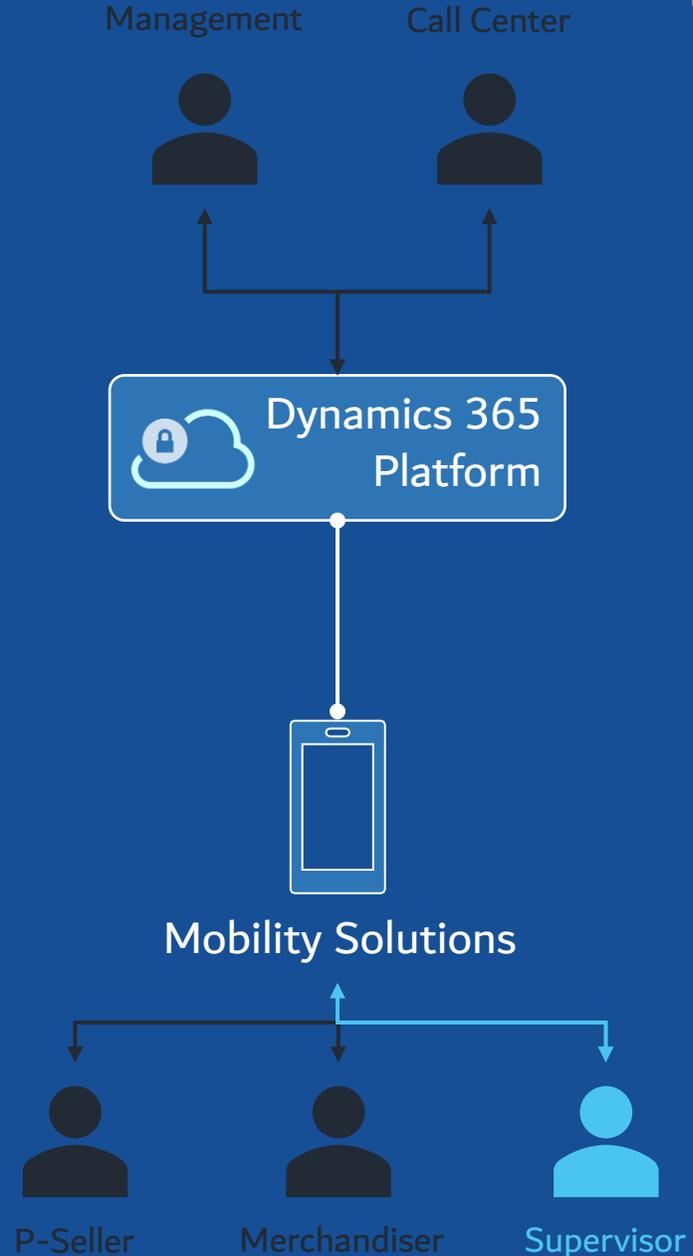


Categorized Store Scoring with
Quick Feedback

Value Proposition Solution:

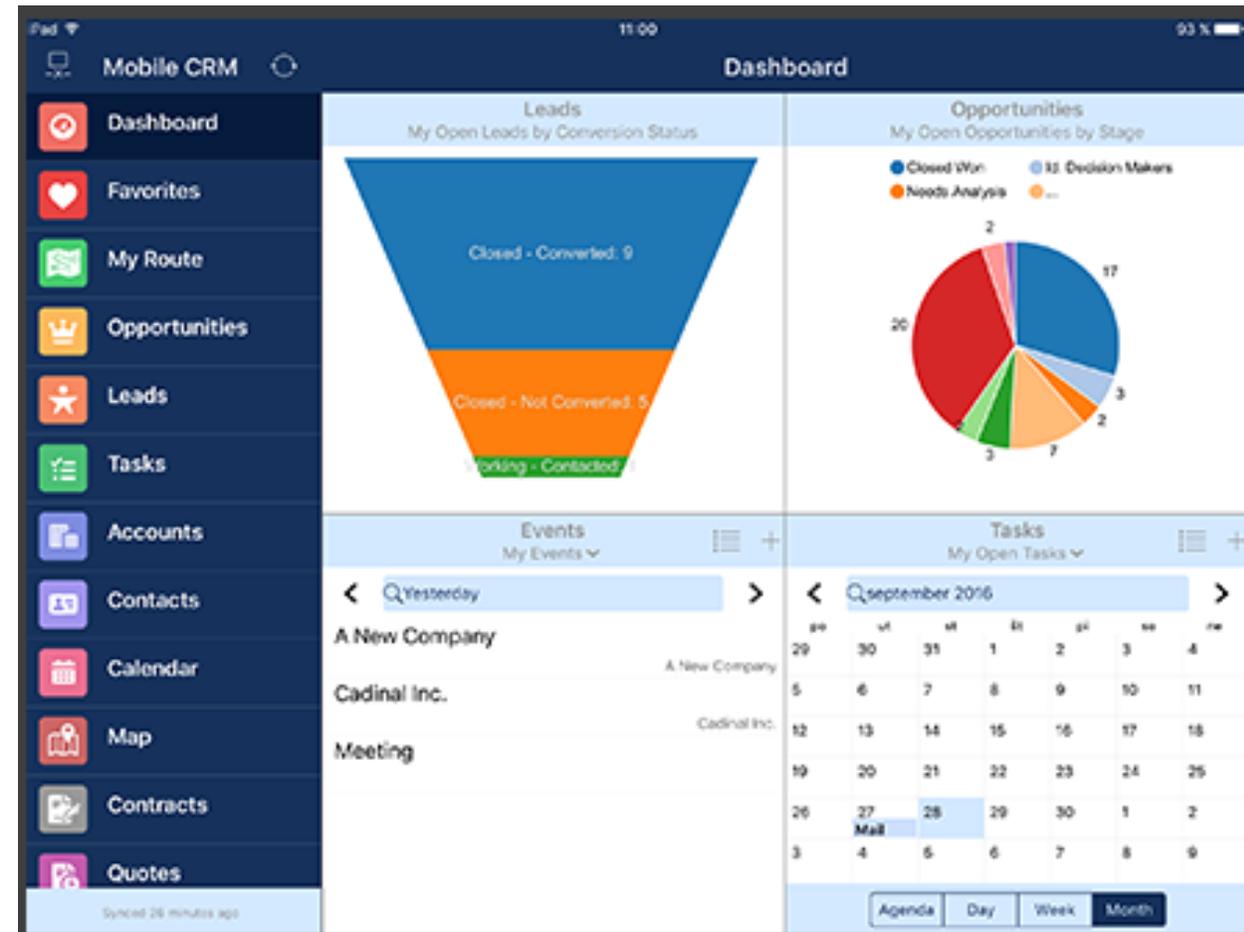
Dynamics 365 & Customer Insights

Mobility Features for Supervisors

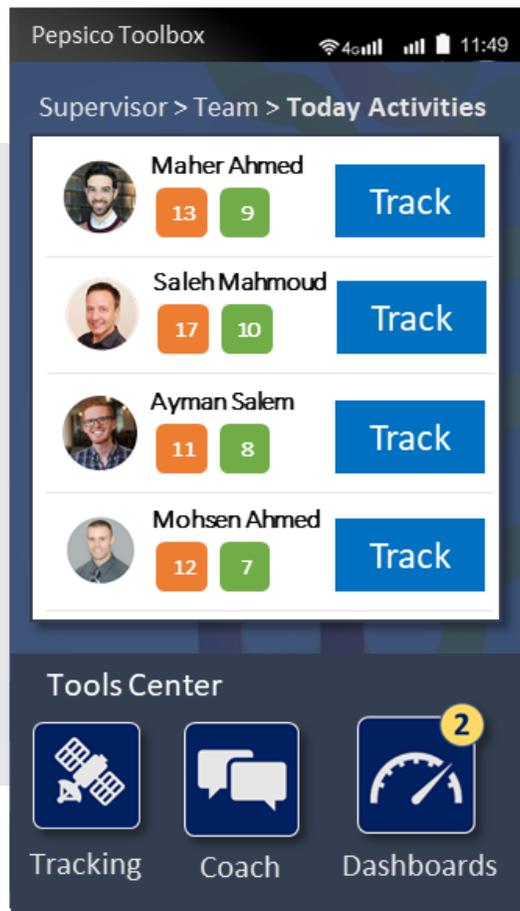


Single Dashboard – 360° Team View

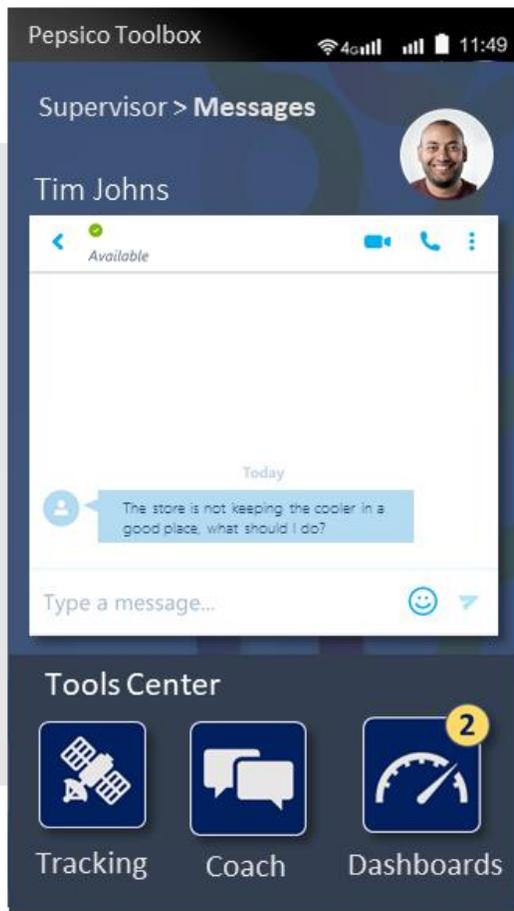
With fully customizable dashboards, see data that are important to you clearly organized at all times. No more “I am not sure, I’ll check with my colleagues and let you know” or “let me email it to you once I get back to the office”. All is available to you right there and then – when it matters.



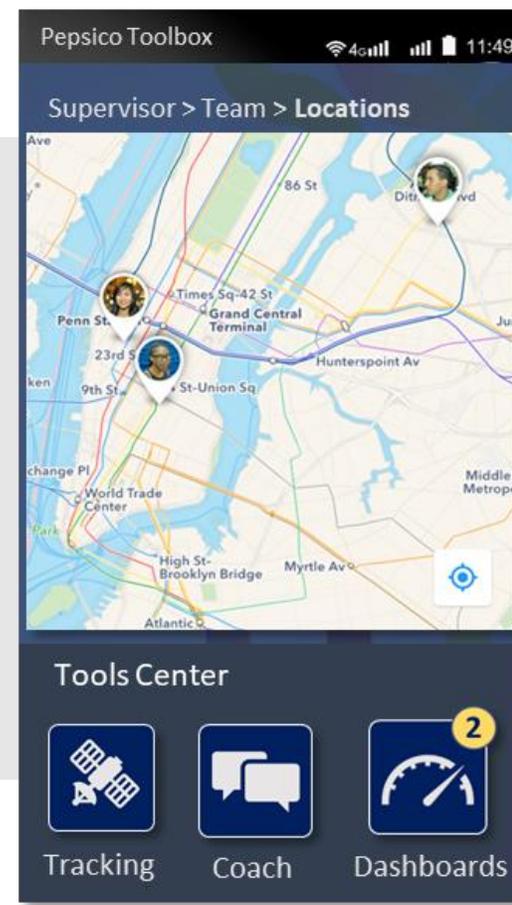
Team Management



Quick view of Team Activity Counts and Statuses



Supervisor can give them On Go instant coaching



Supervisor can track his team activities by Location

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