



Knouen Mobile

Access Siebel CRM from Anywhere

KEY FEATURES

- Bi-directional sync of calendars, contacts and tasks
- Integrates with native smartphone e-mail, calendar and contact applications
- Real-time access to customer data
- Log e-mail activities directly in Siebel
- Highly extensible
- Centralized user management
- Proactive system monitoring

BUSINESS BENEFITS

- Improve productivity
- Enhance sales effectiveness
- Shorten sales cycles
- Lessen down time
- Better insight to customers and prospects
- Improve data quality
- Higher customer satisfaction



Knouen Mobile provides your mobile workforce the tools they need to manage customer relationships anywhere, anytime, from the convenience of their smartphone. By enabling sales and field services professionals to have a comprehensive view of the customer – opportunities, contacts, tasks, activities, service requests and more – Knouen Mobile improves productivity, decreases down time and helps your company build profitable customer relationships.

Knouen Mobile enables your employees to be more effective and efficient while they are in the field by providing them the ability to access and interact with your Siebel CRM system. Using Knouen Mobile, users can log e-mail activities in Siebel, view and update contacts, manage their calendars and search for customer information - all from their smartphone.

Empower Your Road Warriors

Knouen Mobile makes it easy for your sales and field service teams to access and update customer information in Siebel. Knouen Mobile integrates directly with the native e-mail, calendar and contact applications already on the device, which means there is no new application to have to learn. This is different from other mobile solutions that require using a separate application or going through a browser.

Knouen Mobile eliminates the need to duplicate data between the smartphone, Microsoft Outlook and Siebel. It updates Siebel so your users don't have to. They simply send e-mails, schedule appointments or add/update contacts and Knouen can enter these activities or changes in Siebel. Knouen Mobile provides bi-directional synchronization of calendar, contacts and tasks to ensure that information is always current and synchronized between the smartphone, Siebel and Outlook.

Knouen Mobile leverages and extends the value of your Siebel system, and works on RIM BlackBerry, Windows phone and Apple iPhone smartphones. Some of its key features include:

- Smartphone calendar merged with Siebel and Outlook calendars
- Real-time alerts for calendar updates made in Siebel
- One click e-mail logging in Siebel
- Comprehensive search for customer information

Configured to Your Company's Needs

Knouen Mobile is highly extensible and is configured to your company's unique implementation of Siebel and sales processes. Application updates and changes can be easily made and proactively delivered through an over-the-air process. Knouen Mobile provides administration tools, reports and application monitoring services to deliver complete control over your mobile CRM environment.

Improve the Adoption of Siebel

Knouen Mobile is part of a suite of productivity applications all designed to allow customer facing professionals the ability to work naturally in the applications and on the devices that are most familiar to them. Knouen's solutions improve the adoption and usage of CRM systems. With Knouen, employees are more productive and companies have greater insight about their customers and their business.

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