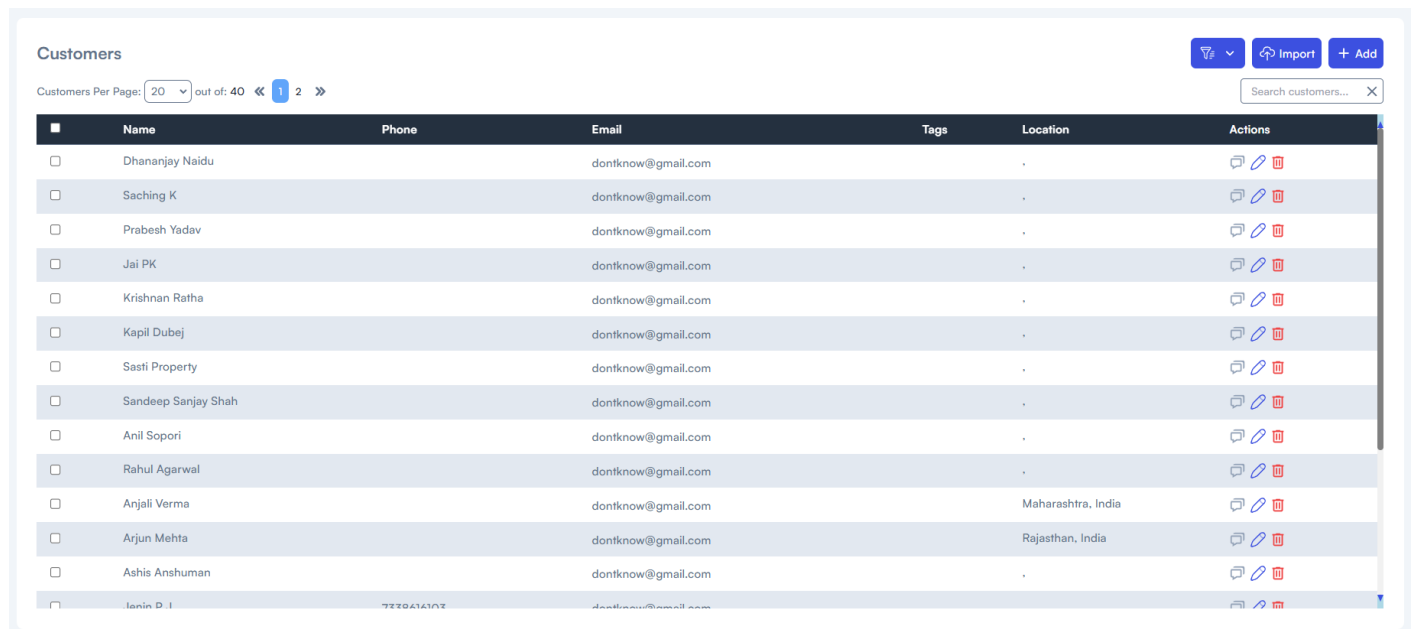


Contacts

The **Contacts Module** in vCX – The Social CRM is designed to help businesses effectively **organize, manage, and leverage their customer base** for better communication and engagement.



The screenshot displays the 'Customers' module interface. At the top, there are buttons for 'Import' and 'Add', and a search bar labeled 'Search customers...'. Below the search bar, a pagination control shows 'Customers Per Page: 20' and 'out of: 40'. The main table has columns for Name, Phone, Email, Tags, Location, and Actions. The table lists 15 customers, each with a checkbox, name, phone number, email address, and location. The 'Actions' column contains icons for messaging, editing, and deleting each contact.

| | Name | Phone | Email | Tags | Location | Actions |
|--------------------------|---------------------|------------|--------------------|------|--------------------|---------|
| <input type="checkbox"/> | Dhananjay Naidu | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Saching K | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Prabesh Yadav | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Jai PK | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Krishnan Ratha | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Kapil Dubej | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Sasti Property | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Sandeep Sanjay Shah | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Anil Sopori | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Rahul Agarwal | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Anjali Verma | | dontknow@gmail.com | | Maharashtra, India | |
| <input type="checkbox"/> | Arjun Mehta | | dontknow@gmail.com | | Rajasthan, India | |
| <input type="checkbox"/> | Ashis Anshuman | | dontknow@gmail.com | | . | |
| <input type="checkbox"/> | Janin D. I | 7789416103 | dontknow@gmail.com | | . | |

What is the Contacts Module?

The Contacts Module serves as the central hub for all your customer information, enabling businesses to:

- **Search and Find Contacts:** Quickly locate any contact using powerful search filters.
- **Send Messages:** Initiate one-on-one conversations directly from the contact list.
- **Broadcast Campaigns:** Use contact groups to send mass messages and announcements.
- **Track Activities:** Know who has placed an order, booked a service, or scheduled an appointment.

Key Features

1. Contact Organization

- Import or add contacts manually.
- Tag and categorize contacts for easy filtering.
- View detailed profiles, including past interactions, orders, or appointments.

Why Use the Contacts Module?

The Contacts Module empowers businesses to:

- **Streamline Communication:** Easily manage customer interactions and ensure faster response times.
- **Enhance Personalization:** Use detailed contact data to craft targeted and relevant messages.
- **Improve Customer Insights:** Understand customer preferences, orders, and engagement history at a glance.
- **Boost Campaign Effectiveness:** Dynamic groups make it easy to target the right audience with minimal effort.

Revision #2

Created 17 December 2024 07:07:49 by Admin

Updated 17 December 2024 08:10:26 by Admin