



AquaCRM

VERSION COMPARISON

AquaCRM 2015, released October 1, 2014, includes many new features and enhancements designed to deliver increased flexibility, intelligence, and security.

Sales

User Features	Basic (300 Baht/User)	Advance (700 Baht/User)	Customize (Contact us)
Sales Force Automation	•	•	
Lead Management	•	•	
Activity Tracking & History	•	•	
Approval Management		•	
Contacts Management	•	•	
Organization Management	•	•	
Customized Sales Process	•	•	
Document and Integrated Content library		•	
Lead Capture	•	•	
Web to Lead Capture	•		
Opportunity tracking		•	
Sales Opportunity Monitoring & Alert		•	
Sales Forecasting		•	
Sales Target & Goal		•	
Sales Team Management	•	•	
Real Time Partner collaboration	•	•	

Marketing Automation

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Campaign Management System		•	
Mass Emails		•	
Email Opt-Out		•	
Email Subscription Management		•	
Campaign Dashboard		•	
SMS Marketing Campaign		•	
Balance Score Card Campaign Calculation		•	
Actual vs Expected System		•	
ROI Calculated drive Campaign		•	

Business Intelligence

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Web Reports	•	•	
Drill Down Reports	•	•	
Slice and Dice Charting Reports	•	•	
Pre-built Excel Reports Templates	•	•	
Customizable Reports	•	•	
Dashboards	•	•	
Schedule Reports	•	•	
Access Level System on Reporting Engine	•	•	

Business Productivity

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Add Custom Fields	•	•	
Customizable Mandatory Fields	•	•	
Customizable dashboard / Setting for each user	•	•	
Multi-User Calendar	•	•	
Document Management		•	
Customer and Prospect Action Plans		•	
Data Import / Export (Secured Users)	•	•	

Workflow Management

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Workflow Alerts	•	•	
Workflow Tasks, Emails & SMS	•	•	
Field Updates	•	•	
Web hooks	•	•	
Time-based Actions	•	•	
Assignment Rules	•	•	

Customization & Architecture

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Read/Write Access Settings	•	•	
Field Level Security	•	•	
Role Based Security Groups	•	•	
Assignment Notification	•	•	
Calculated Fields	•	•	
Configure Tabs	•	•	
Convert Leads Form	•	•	
Custom Fields	•	•	
Dependent Dropdowns	•	•	
Drag and Drop Custom layouts	•	•	

Data Management and Backup System

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Data Import & Export Secured	•	•	
Relational Database Backup		•	
Multi Instance Database	•	•	
Access Control	•	•	
Profiles	•	•	
Groups	•	•	

Data Management and Backup System

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Roles	•	•	
Field Level Security	•	•	
Data Sharing Rules	•	•	
Private & Public Sharing Rules	•	•	
Public Read, Write & Delete	•	•	
Audit Logs	•	•	
Login History	•	•	

Security

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Amazon EC2 Cloud System	•	•	
Secure Socket Layer (SSL) Protection	•	•	

AquaCRM Premium Service

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Email Support	•	•	
Phone Support	•	•	
Live Chat Support	•	•	
On site Support			Contact us

Customer Service

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact Us)
Customer Service Case Management			Contact us
Customer Service Cases, Billing, Queue Reports			Contact us
Advanced Case Escalation and Notification			Contact us
Automatic Case Creation via Incoming Email			Contact us
Automatic Case Monitoring & Alerts			Contact us
Case Escalation and Queuing			Contact us
Customer Self Service Portal			Contact us
Customer Support Email Management			Contact us
Knowledge base for Storing Common Cases and Resolution			Contact us
F.A.Q System			Contact us

Mobile CRM

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Mobile Access for Tablets			Contact us
Mobile Access for smart phones			Contact us
Automatic Login Option			Contact us
Quick Search			Contact us
Customized Company App (Android & iOS)			Contact us
Click To Call / Email			Contact us
Create, Edit or Delete Records			Contact us
Geo Location Tracking			Contact us
Sales team location tracking and analysis			Contact us

Integration (Connectore & Plug-ins)

User Features	Basic (300 Bath/User)	Advance (700 Bath/User)	Customize (Contact us)
Google Map			Contact us
MailChimp Email Marketing			Contact us
Twillo SMS Marketing			Contact us



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