

# Customer Relationship Management For Sokkar Banat Store

## STUDENT

Tamara Month Nazzal  
Duaa Nader Qasem  
Roza Ayman Daraghmeh

## SUPERVISOR

Najwan Deleq



# Table of Contents

01

Idea Of Our Project

02

History Of The Company

03

Problems

04

Solutions

05

Implementation of CRM in Bitrix

06

Tools We Used





- Many companies today tend to organize their relationships with customers to gain customer satisfaction, implement their requests as quickly as possible, and attract more customers.
- Customer relationship management (CRM) is a technology for managing all your company's relationships and interactions with customers and potential customers. The goal is simple: to improve business relationships. A CRM system helps companies stay connected to customers , streamline processes, and improve profitability.

1

Sokkar Banat store was established in 2012 in the central market in Nablus.

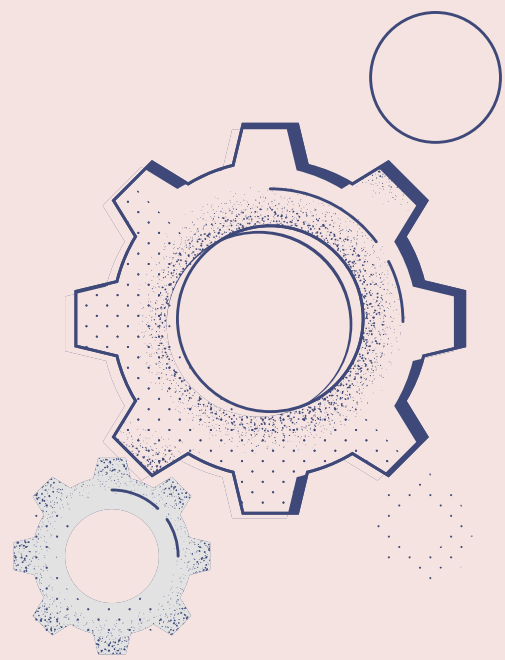
2

At the beginning, the shop was limited to selling clothes imported from Turkey. Then new and various merchandise were added, such as: cosmetics, make-up, bags, skincare products. The institution took the agency of several companies, such as Golden Collection, Top face, Health Beauty, Himalaya, Evill, and Score, and the institution recently started manufacturing its own clothes.

3

Then the online purchase service became available by ordering through social networking sites.

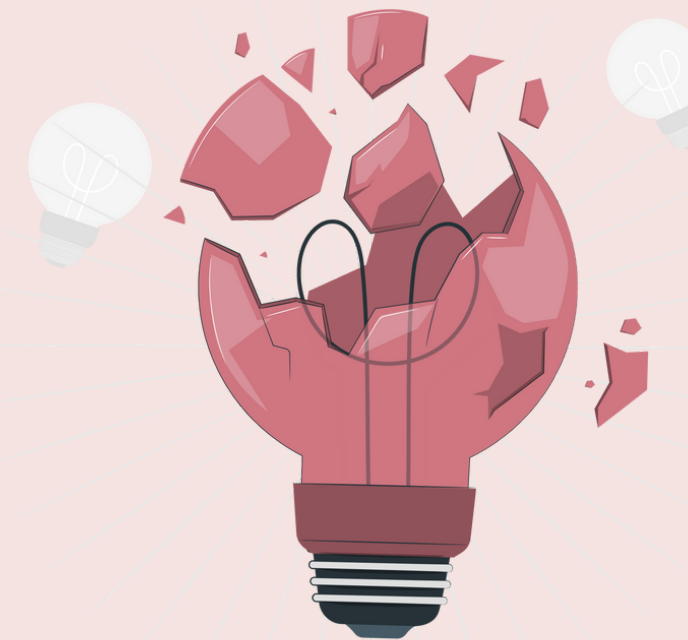




**With the presence of a large number of customers and reliance on-demand on social media pages, some messages are dispersed.**



**After the different analysis that has been done, such as SWOT analysis, we have found many problems, such as the engagement on social media.**



In order to arrange customer requests and record their data, Bitrix CRM was used.



Building an online store that contains all the details from displaying products to the stage of ordering products



Leads ☆
ADD

⚙️

Kanban List Calendar Leads: 3 without activities
Extensions ⌵ Automation rules 🤖

Unassigned (1277)	In Progress (157)	Processed (103)	Junk Lead (25)	Good lead (946)
<span>+ Quick Lead</span>				
<p><b>Shifa Ghannam - Open Channel</b> ☎️</p> <p>📧 yesterday, 10:26 pm</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>				
<p><b>اسيل اسيل اسيل - Open Channel</b> ☎️</p> <p>📧 yesterday, 9:52 pm</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>				
<p><b>Sama Ammar - Open Channel</b> ☎️</p> <p>📧 yesterday, 9:02 pm</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>				
<p><b>فرقو حوشان - Open Channel</b> ☎️</p> <p>📧 yesterday, 8:49 pm</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>				
<p><b>Samera Mansour - Open Channel</b> ☎️</p> <p>📧 yesterday, 8:43 pm</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>				
	<p style="text-align: center;"><span>+ </span></p> <p><b>Reem</b> ☎️</p> <p>📧 May 2</p> <p>Activities + Schedule</p>			
	<p><b>وردة شحادة - Open Channel</b> ☎️</p> <p>📧 May 1</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>			
	<p><b>Madeha Essa - Open Channel</b> ☎️</p> <p>📧 April 30</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>			
	<p><b>رائدة ام المجد - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>			
	<p><b>ام محمد - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>			
		<p style="text-align: center;"><span>+ </span></p> <p><b>Muna Nizar - Open Channel</b> ☎️</p> <p>📧 May 2</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>		
		<p><b>ابو مانيا الجبوري - Open Channel</b> ☎️</p> <p>📧 May 2</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>		
		<p><b>ابو ربيعة نسور - Open Channel</b> ☎️</p> <p>📧 May 2</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>		
		<p><b>مروة مروة - Open Channel</b> ☎️</p> <p>📧 May 2</p> <p>Activities <span style="color: red;">1</span> + Schedule</p>		
		<p><b>Yassin Jokir - Open Channel</b> ☎️</p> <p>📧 May 2</p> <p>Activities + Schedule</p>		
			<p style="text-align: center;"><span>+ </span></p> <p><b>Amal O Smeak - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>	
			<p><b>Fatima Ramzy - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>	
			<p><b>Faten S Nassar - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>	
			<p><b>Alaa Maree - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>	
			<p><b>Ssaallyy Beto - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>	
				<p style="text-align: center;"><span>+ </span></p> <p><b>ايمان الشريف - Open Channel</b> ☎️</p> <p>📧 May 1</p> <p>Activities + Schedule</p>
				<p><b>Fadia Nassar - Open Channel</b> ☎️</p> <p>📧 April 24</p> <p>Activities + Schedule</p>
				<p><b>شروق الشمس - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>
				<p><b>Nadeen Kawwa - Open Channel</b> ☎️</p> <p>📧 April 10</p> <p>Activities + Schedule</p>

## Deals

New (871)	In progress (16)	Processed (21)	Final invoice (30)	Deal lost (6)	Deal won (28)
₹1,625	₹2,003	₹2,178	₹3,576	₹3,935	₹3,644
+ Quick Deal	+	+	+	+	+
<p>Complete CRM form "Contact information form for use with Open Channels"</p> <p>₹0</p> <p>aseel ahmad</p> <p>May 4</p> <p>Activities + Schedule</p>	<p>Online store order #96</p> <p>₹574.42</p> <p>Ali Masa</p> <p>May 4</p> <p>PAID</p> <p>AWAITING SHIPPING</p> <p>Activities + Schedule</p>	<p>Online store order #12</p> <p>₹57.36</p> <p>alia ali</p> <p>April 16</p> <p>PAID</p> <p>DELIVERED</p> <p>Activities + Schedule</p>	<p>إيمان الشريف - Open Channel</p> <p>₹26.24</p> <p>إيمان الشريف</p> <p>May 2</p> <p>Activities 4 + Schedule</p> <p>Online store order #56</p> <p>₹324.72</p> <p>Tasbeeh Ali</p> <p>April 29</p> <p>PAID</p> <p>DELIVERED</p> <p>Activities 4 + Schedule</p> <p>Online store order #36</p> <p>₹327.31</p> <p>فاطمة عيسى</p> <p>April 21</p> <p>PAID</p>	<p>Online store order #62</p> <p>₹95.17</p> <p>atton samera</p> <p>April 30</p> <p>REFUNDED</p> <p>AWAITING SHIPPING</p> <p>Activities + Schedule</p> <p>Online store order #24</p> <p>₹46.28</p> <p>asala mali</p> <p>April 19</p> <p>Activities + Schedule</p> <p>Online store order #60</p> <p>repeat deal</p> <p>₹3,569.31</p> <p>amal</p> <p>April 29</p> <p>REFUNDED</p>	<p>Online store order #94</p> <p>₹315.56</p> <p>asma</p> <p>May 4</p> <p>NOT PAID</p> <p>AWAITING SHIPPING</p> <p>Activities + Sched</p> <p>Online store order #72</p> <p>₹52.48</p> <p>huda</p> <p>May 2</p> <p>PAID</p> <p>DELIVERED</p> <p>Activities + Sched</p> <p>Online store order #70</p> <p>₹40.34</p>

# Triggers (Lead)

Automation rules and triggers CREATE ▾ search ×

Unassigned In Progress Processed **Good lead** Junk Lead

Triggers ?

+	+	+	+	+
	<div><div>⊖ Responsible person change ⊕</div><div>copy change</div></div>	<div><div>⊖ Email viewed ⊕</div><div>copy change</div></div> <div><div>⊖ Missed call ⊕</div><div>copy change</div></div> <div><div>⊖ Message has been sent ⊕</div><div>copy change</div></div>	<div><div>⊖ Field change ⊕</div><div>copy change</div></div>	<div><div>⊖ Field change ⊕</div><div>copy change</div></div>



# Automation Rules (Lead)

Automation rules ?

<div><div>+</div><div>immediately Notification to: دعاء دادر ریدان قاسم دعاء دادر ریدان قاسم...</div><div>copychange</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person</div><div>copychange</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person</div><div>copychange</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person</div><div>copychange</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person</div><div>copychange</div></div>
<div><div>in 1 hour Notification to: Responsible person</div><div>copychange</div></div>	<div><div>in 2 days Control to: To supervisor</div><div>copychange</div></div>	<div><div>in 3 hours, after previous Notification to: Responsible person</div><div>copychange</div></div>	<div><div>immediately Control to: To supervisor</div><div>copychange</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>
<div><div>in 3 hours Notification to: Sales Manager: All department ...</div><div>copychange</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>	<div><div>in 2 days Control to: To supervisor</div><div>copychange</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>	

# Triggers (Deal)

Automation rules and triggers

CREATE ▾ GENERAL ▾ search ×

New In progress Processed Final invoice Deal won Deal lost

Triggers ?

+	+	+	+	+	+
	<div>⊙ Responsible perso... ×</div> <div>copy change</div>	<div>⊙ Missed call ×</div> <div>copy change</div>	<div>⊙ Document created ×</div> <div>copy change</div>	<div>⊙ Invoice payment ×</div> <div>copy change</div>	<div>⊙ Field change ×</div> <div>copy change</div>
		<div>⊙ Message has bee... ×</div> <div>copy change</div>			

# Automation Rules (Deal)

Automation rules ?

<div><div>+</div><div>immediately Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>immediately Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>	<div><div>+</div><div>immediately Control to: To supervisor copy change</div></div>
<div><div>+</div><div>in 1 day, after previous Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>in 2 days Notification to: Responsible person copy change</div></div>	<div><div>+</div><div>in 4 days Control to: To supervisor copy change</div></div>	<div><div>+</div><div>in 2 days Schedule a call to: Responsible person copy change</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>
<div><div>+</div><div>in 3 days Control to: To supervisor copy change</div></div>	<div><div>+</div><div>in 3 days Control to: To supervisor copy change</div></div>	<div><div>+</div><div>Edit in Workflow Designer Copy or move automation rules</div></div>	<div><div>+</div><div>in 1 day, after previous Notification to: Responsible person copy change</div></div>		



# Contacts

Contacts ☆

+ ADD

Filter and search

⚙

Contacts: 5 with overdue activities
















Extensions

<input type="checkbox"/>	⚙	ID	Contact	Activity	Responsible	E-mail	Created	Customer journey	Gender	City
<input type="checkbox"/>	≡	4	Sara Daraghmeh	No activities	Roza Ayman	Sara.20@gmail.com	14/03/2022	Other traffic > Facebook	Female	Ramallah
<input type="checkbox"/>	≡	1734	أم حسين	No activities	Roza Ayman	OM.78@gmail.com	09/04/2022	Other traffic > Facebook	Female	Jenin
<input type="checkbox"/>	≡	1732	Nawal Safi	No activities	Roza Ayman	Nawal@gmail.com	06/04/2022	Other traffic > Facebook	Female	Nablus
<input type="checkbox"/>	≡	1958	Ali Masa	No activities	Roza Ayman	Masa.Ali@gmail.com	04/05/2022	Other traffic > Bitrix24 Store > sales-center > Checkout	Male	Ramallah
<input type="checkbox"/>	≡	1956	asma	No activities	Roza Ayman	asma32@gmail.com	04/05/2022	Other traffic > Bitrix24 Store > sales-center > Checkout	Female	Nablus
<input type="checkbox"/>	≡	1954	aseel ahmad	04/05/2022 01:54 am Open Channel chat: "aseel ahmad - Open Channel" (Live chat) for Roza Ayman	Roza Ayman	aseelahmad23@gmail.com	04/05/2022	Other traffic > Bitrix24 Store > CRM form	Female	Ramallah
<input type="checkbox"/>	≡	1952	abuzeina shayma	No activities	Roza Ayman	shayma.abuzeina@gmail.com	04/05/2022	Email Marketing > Bitrix24 Store > sales-center > Checkout	Female	Nablus
<input type="checkbox"/>	≡	1950	huda	No activities	Roza Ayman	hudaeqzaih@gmail.com	02/05/2022	Email Marketing > Bitrix24 Store > sales-center > Checkout	Female	Nablus
<input type="checkbox"/>	≡	1948	Salah Sara	No activities	Roza Ayman	saradaragmeh677@gmail.com	02/05/2022	Email Marketing > Bitrix24 Store > sales-center > Checkout	Female	Nablus

# Companies

There are no companies requiring immediate attention.

Extensions

<input type="checkbox"/> ⚙ Company ^	Activity	Logo	Responsible	Created
<input type="checkbox"/> ≡  <b>ADL</b> Supplier	No activities		دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم	06/03/2022
<input type="checkbox"/> ≡  <b>eastessence</b> Supplier	No activities		دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم	06/03/2022
<input type="checkbox"/> ≡  <b>Eveline</b> Supplier	No activities		Roza Ayman	02/03/2022
<input type="checkbox"/> ≡  <b>Ever Beauty</b> Supplier	No activities		Roza Ayman	01/03/2022
<input type="checkbox"/> ≡  <b>Golden Collection</b> Supplier	No activities		Tamara Nazzal	01/03/2022
<input type="checkbox"/> ≡  <b>Himalaya</b> Supplier	No activities		Roza Ayman	01/03/2022
<input type="checkbox"/> ≡  <b>Marter</b> Supplier	No activities		Tamara Nazzal	12/03/2022
<input type="checkbox"/> ≡  <b>patirti</b> Supplier	No activities		دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم دعاء نادر زيدان قاسم	06/03/2022

# Feed

**Sokkar Banat** find people, documents, and more 1:09 AM 12:00 PM CLOCK IN Roza Ayman My plan Invite

CRM 99+ Marketing Sites and stores Tasks and Projects Collaboration ^

Feed Chat and Calls Calendar Online documents Bitrix24.Drive Webmail Workgroups Company Applications ^ Market Developer resources Online store parameters

MESSAGE TASK EVENT POLL MORE -

Send message ...

Feed Filter and search

**Roza Ayman** 3 May 7:01 pm Task: Add summer collection Responsible person: Tamara Nazzal

Like Comment Unfollow More 2

Previous comments (1)

**Roza Ayman** 15 March 12:01 pm tamaranazzal10@gmail.com, task is almost overdue. Efficiency KPI will be lowered. Consider closing the task or changing the deadline within a day to avoid this.

Like Reply More

**Roza Ayman** 16 March 12:07 pm tamaranazzal10@gmail.com, task is overdue. Efficiency KPI lowered. Consider closing the task or changing the deadline.

Like Reply More

**Roza Ayman** 3 May 7:01 pm Task closed.

**LIVE** 1 Clocked in 0 Clocked out 0

**COMPANY PULSE** 2 0%

**UPCOMING EVENTS**

**Tue 3** From 03/05/2022 07:00 pm till 17/05/2022 08:00 pm To discuss upcoming offers

**Thu 5** today, from 12:00 pm till 01:00 pm Remind about invoice

**MY TASKS**

Ongoing	1	0
Assisting	0	0
Set by me	0	0
Following	0	0

# Task

New task ☆

⚙️ TASK TEMPLATES ▾

Add summer collection

☐ High Priority 🔥

Plz Add a summer collection with every detail

📎 File

📄 New document

@ Mention

🗨 Quote

Checklist

Add to checklist

Ⓜ A

Responsible person

tamaranazzal10@gmail.com ✕

مساءة تادير زيدان قاسم ✕

مساءة تادير زيدان قاسم ✕

+ Add more

Created by Participants Observers

Created by

Roza Ayman ✕

Change

Participants

Roza Ayman ✕

tamaranazzal10@gmail.com ✕

مساءة تادير زيدان قاسم ✕

+ Add more

Deadline

16/03/2022 11:00 am ✕

Time planning

Options

Task status summary

☐ Require task status summary

⬇

▾ More ( Project, Time tracking, Remind, Repeat, Gantt, CRM, Subtask, Tags, Fields )

ADD TASK(CTRL+ENTER)

ADD TASK AND CREATE ANOTHER ONE

CANCEL

☐ Save as template

# New Event

## New Event

Mothers day

☐ This event is important 🔥

Time

Event date and time

10/03/2022 📅 12:00 am ▾

—

Event end date and time

21/03/2022 📅 01:00 am ▾

☐ All day

[Time zone](#)

Calendar

Company calendar ▾

📌

Repeat

Don't repeat ▾

📌

Location

Select a meeting room ▾

📌

Attendees

👤 Roza Ayman ✕ + Add

Attendees

👤 Roza Ayman

10 March, Thursday

12 am 1 am 2 am 3 am 4 am 5 am 6 am 7 am 8 am 9 am 10 am 11 am 12 pm 1 pm 2 pm 3 pm 4 pm 5 pm 6 pm 7 pm 8 p

Scale ⚙

☒ Notify when attendees confirm or decline invitation

SAVE

CANCEL

# Poll

MESSAGE

TASK

EVENT

POLL

MORE ▾

Please vote for the best time to meet

File

New document

Mention

Quote

Add tag

Record Video

A

☰

To: 

All employees ✕

+ Add more

What time would you like to hold the meeting? ✕

9 AM ⇅ ✕

10 AM ⇅ ✕

12 PM ⇅ ✕

1 PM ⇅ ✕

Answer 5 ⇅ ✕

☐ Allow multiple choice

Add question

▼

# Appreciation

MESSAGE

TASK

EVENT

POLL

APPRECIATION ▾

Thank you for a job well done

File

New document

@ Mention

Quote

# Add tag

Record Video

A

☰

To:

بن قاسم دعاء نادر زيدان قاسم

×

+ Add more

🏆

other ▾

→ Recipient:

بن قاسم دعاء نادر زيدان قاسم

×

+ Add employees

SEND

CANCEL

# Announcement

MESSAGE


TASK


EVENT


POLL


ANNOUNCEMENT ▾


We have to work hard to choose Mother's Day offers


 File


 New document


 Mention

 Quote

 Add tag

 Record Video



A 

To: 

All employees × + Add more

show announcement: one week

SEND

CANCEL



# Employee profile

Roza Ayman

EXTENSIONS

PASSWORDS

SECURITY

General

Tasks

Calendar

Drive

Activity Stream


Efficiency100%


Worktime

More

ADMINISTRATOR

ONLINE





Measure your stress level

HOW TO MEASURE?

Mobile application

Desktop application

Appreciations

Contact information

edit

First name

Roza

Last name

Ayman

Last name

Daraghmeh

City

Nablus

Contact email

rroozzaaddrr.2000@gmail.com

Department

Inventory

Date of birth

20 August, 2000

Mobile phone

+970598992576




Work phone

+970598992576

Select field

Create field

# CRM Product Catalog: Products

CRM Product Catalog: Products ☆					CREATE PRODUCT	Section: Upper level × + search	Q ×	⚙
<input type="checkbox"/> ⚙ Product ^	Product images		Available stock		Unit of measurement		Retail price	
<input type="checkbox"/> ≡  Bags								
<input type="checkbox"/> ≡  blouse								
<input type="checkbox"/> ≡  Clothing								
<input type="checkbox"/> ≡  dresses								
<input type="checkbox"/> ≡  Eveline								
<input type="checkbox"/> ≡  Ever Beauty								
<input type="checkbox"/> ≡  Fashion								
<input type="checkbox"/> ≡  Golden Collection								
<input type="checkbox"/> ≡  Himalaya								
<input type="checkbox"/> ≡  offer								
<input type="checkbox"/> ≡  OfferGoodGirl								
<input type="checkbox"/> ≡  pajamas								
<input type="checkbox"/> ≡  Petite Maison								
<input type="checkbox"/> ≡  Summer shirt								
<input type="checkbox"/> ≡  TOPFACE								
<input type="checkbox"/> ≡  trousers								





# Product Catalog

CRM Product Catalog: Products ☆

CREATE PRODUCT

Section: . trousers × + search

⚙

<input type="checkbox"/> ⚙ Product ^	Product images	Available stock	Unit of measurement	Retail price
<div><div><input type="checkbox"/> ≡</div><div>GOBLES Women Solid Casual Work Trousers High Waist Ruffle Bow Tie Pants</div><div>Color</div><div><div>Black</div><div>Grey</div><div>Pink</div><div>White</div></div><div>Sizes clothes</div><div><div>S</div><div>M</div><div>L</div><div>XL</div></div></div> <div></div>	2	pcs.	₺100	
<div><div><input type="checkbox"/> ≡</div><div>NIMIN Corduroy Pants for Women Elastic High Waisted Pants Loose Vintage Pants Fall Clothes</div><div>Color</div><div><div>Black</div><div>Blue</div><div>Brown</div></div><div>Sizes clothes</div><div><div>S</div><div>M</div><div>L</div><div>XL</div></div></div> <div></div>	0	pcs.	₺90	
<div><div><input type="checkbox"/> ≡</div><div>Rekucci Women's Ease into Comfort Capri with Button Detail</div><div>Color</div><div><div>Pink</div><div>Purple</div><div>White</div></div><div>Sizes clothes</div><div><div>S</div><div>M</div><div>L</div><div>XL</div></div></div> <div></div>	49	pcs.	€31.90	
<div><div><input type="checkbox"/> ≡</div><div>siliteelon Women High Waist Casual Wide Leg Long Palazzo Pants Trousers Comfy Work Dress Pants</div><div>Color</div><div><div>Blue</div><div>Green</div><div>White</div></div><div>Sizes clothes</div><div><div>S</div><div>M</div><div>L</div><div>XL</div></div></div> <div></div>	0	pcs.	₺120	

# Inventory

Inventory ☆

ADD

Filter and search


</

# Write-offs

Write-offs ☆

ADD

Filter and search

<input type="checkbox"/> ⚙ Name	Status	Modified on	Responsible person	Total	Warehouses
<input type="checkbox"/> ≡ Write off #1 of 20 April, 2022	DRAFT	20/04/2022 01:46:18 am	 Roza Ayman	€91	Warehouse

SELECTED: 0 / 1

TOTAL: 1

PAGES: 1

< PREVIOUS

NEXT >

RECORDS: 20 ▼

✕ DELETE

SELECT ACTION ▼

APPLY

Transfers

ADD

Filter and search

<input type="checkbox"/>		Name	Status	Modified on	Responsible person	Total	Warehouses
<input type="checkbox"/>		Transfer #1 of 20 April, 2022	DRAFT	20/04/2022 02:10:46 am	Roza Ayman	€0	<div>Warehouse</div> <div>Warehouse 2</div>

SELECTED: 0 / 1

TOTAL: 1

PAGES: 1

< PREVIOUS

NEXT >

RECORDS: 20

DELETE

SELECT ACTION

APPLY

# Sales orders

Sales orders ☆

ADD

Status: Processed x + search

Q x

<input type="checkbox"/>	⚙	Name	Status	Modified on	Responsible person	Total	Customer	Warehouses
<input type="checkbox"/>	≡	Sale order #98/2 of 10 May, 2022	PROCESSED	10/05/2022 01:36:04 am	زیدان قاسم دعاء دادر زیدان قاسم ...	₹576.55		<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #54/3 of 3 May, 2022	PROCESSED	03/05/2022 04:06:07 am	زیدان قاسم دعاء دادر زیدان قاسم ...	₹21.24	Tala Amer	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #14/2 of 3 May, 2022	PROCESSED	03/05/2022 03:09:32 am	Roza Ayman	₹42.34	salem osba	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #16/2 of 3 May, 2022	PROCESSED	03/05/2022 03:06:52 am	Tamara Nazzal	₹49.46	aseel asi	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #53/2 of 3 May, 2022	PROCESSED	03/05/2022 02:53:26 am	Roza Ayman	₹59.69	najwan	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #8/2 of 3 May, 2022	PROCESSED	03/05/2022 02:24:37 am	Tamara Nazzal	₹42.48	aziza mhmd	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #90/2 of 3 May, 2022	PROCESSED	03/05/2022 01:54:54 am	Roza Ayman	€12.32		<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #88/2 of 3 May, 2022	PROCESSED	03/05/2022 01:52:47 am	Roza Ayman	€44		<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #22/3 of 3 May, 2022	PROCESSED	03/05/2022 01:47:03 am	Roza Ayman	₹5.95	samera ali	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #86/2 of 3 May, 2022	PROCESSED	03/05/2022 01:45:54 am	Roza Ayman	€17.04		<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #22/2 of 3 May, 2022	PROCESSED	03/05/2022 01:46:49 am	Tamara Nazzal	₹51.58	samera ali	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #84/2 of 3 May, 2022	PROCESSED	03/05/2022 01:38:27 am	Roza Ayman	€43.12		<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #12/2 of 3 May, 2022	PROCESSED	03/05/2022 01:38:17 am	Tamara Nazzal	₹48.55	alia ali	<div>Warehouse</div>
<input type="checkbox"/>	≡	Sale order #82/2 of 3 May, 2022	PROCESSED	03/05/2022 03:11:07 am	Roza Ayman	€15.14		<div>Warehouse</div>



# Segment

Segments ☆

Filter and search

+

CREATE SEGMENT

<input type="checkbox"/>		ID	Name	Use count	Recipients	Status
<input type="checkbox"/>		56	Birthday in Five Days		email 10, phone 10, messenger 10	Ready to use
<input type="checkbox"/>		54	Damage Repair Protein Shampo Segment		email 57, phone 57, messenger 57, contact 13	Ready to use
<input type="checkbox"/>		52	pajamas Segment		email 18, phone 18, messenger 18	Ready to use
<input type="checkbox"/>		50	Good Girl Segment		email 16, phone 16, messenger 16, contact 16	Ready to use
<input type="checkbox"/>		48	Segment of 22 April		email 80, phone 79, messenger 944, contact 940	Ready to use
<input type="checkbox"/>		46	Birthday's in two months		email 179, phone 193, messenger 1036	Ready to use
<input type="checkbox"/>		42	Top Face Segment		email 80, phone 79, messenger 944, contact 940	Ready to use
<input type="checkbox"/>		30	All clients and leads		email 378, phone 414, messenger 2936, company 13, contact 1891	Ready to use
<input type="checkbox"/>		28	Trousers segment		email 14, phone 22, messenger 3, company 13, contact 9	Ready to use
<input type="checkbox"/>		26	Thanksgiving sale		email 94, phone 101, messenger 947, company 13, contact 949	In progress

SELECTED: 0 / 10

TOTAL: 22

PAGES: 1 2 3

PREVIOUS


ALL

NEXT

✕ DELETE




# Segment

Good Girl Segment 


FEEDBACK FORM


Clients



Select from contacts and companies 

selected: 0

Leads


Status group: Success 

Product: Good Girl 


selected: Email - 16, Phone - 16, Messenger - 16, Contact - 16 

View

Dynamic list. 


Custom recipient list

+ import

Static list. 

SAVE

CANCEL

☐ Hidden 

# Campaigns

Campaigns ☆

Filter and search

ⓘ ⚙

CREATE CAMPAIGN ▾

<input type="checkbox"/> ⚙ Name	Actions ^	Status	Statistics	Consent
<input type="checkbox"/> ≡ Summer Offer of May 2 email campaign	Completed May 2, 1:40 am	Sent 👤 1	recipients views: 100%, clicks: 100% / -0%	Yes
<input type="checkbox"/> ≡ Summer Offer of May 2 email campaign	Completed May 2, 2:45 am	Sent 👤 2	recipients views: 100%, clicks: 100% / -0%	Yes
<input type="checkbox"/> ≡ Mother's Day Offer of May 2 email campaign	<div>▶ RESUME</div> Stopped May 4, 1:06 am	Suspended 👤 33% ⌚ less than one hour	recipients views: 0%, clicks: 0% / -0%	Yes
<input type="checkbox"/> ≡ Summer Offer 2022 ! email campaign	<div>▶ RESUME</div> Stopped May 4, 1:10 am	Suspended 👤 0% ⌚ less than one hour	recipients views: 0%, clicks: 0% / -0%	Yes
<input type="checkbox"/> ≡ Winter Offer 2022 May email campaign	<div>▶ RESUME</div> Stopped May 4, 7:07 pm	Suspended 👤 50% ⌚ less than one hour	recipients views: 33.3%, clicks: 33.3% / -0%	Yes
<input type="checkbox"/> ≡ Good Girl Offer of May 1 2022 email campaign	<div>▶ RESUME</div> Stopped May 4, 7:07 pm	Suspended 👤 50% ⌚ less than one hour	recipients views: 100%, clicks: 100% / -0%	Yes
<input type="checkbox"/> ≡ 30% Mother's Offer email campaign	<div>▶ SEND NOW</div> Will be launched March 18, 7:07 pm	Scheduled 👤 5 ⌚ less than one hour	recipients	Yes

SELECTED: 0 / 7

TOTAL: 7

PAGES: 1

◀ PREVIOUS

ALL

NEXT ▶

RECORDS: 10 ▾

✕ DELETE

# Campaigns

**\*Sokkar Banat\***

Dear Friend ,  
because this your favorite perfume , we have special offer for you



• Sokkar Banat •

*Good Girl Perfume*



20% Off


Visit our online store Click here

Golden Collection

[Instagram](#) [Facebook](#) [Our site](#)

**\*Sokkar Banat\***

, Dear Friend  
Because you are one of our special customers, we want you to enjoy  
the discounts currently available on the occasion of Mother's Day



• Sokkar Banat •

**30% Off Mother's Day Sale**

Show your love and give Mom a treat on this  
special day



Enjoy major discounts from our store  
on March 15 to 21  
You can choose any product you want.


Visit our online store Click here

Open Website

[Instagram](#) [Facebook](#)

**\*Sokkar Banat\***

Dear Friend  
Enjoy with our new summer collection for this season



• Sokkar Banat •

**SUMMER OFFER**



UP TO  
50% OFF

Visit our online store Click here

Our Website

**\*Sokkar Banat\***


Dear Friend ,  
Enjoy with our new Winter collection for this season



• Sokkar Banat •

**Winter Sale**

50% Off  
March 3 to 6

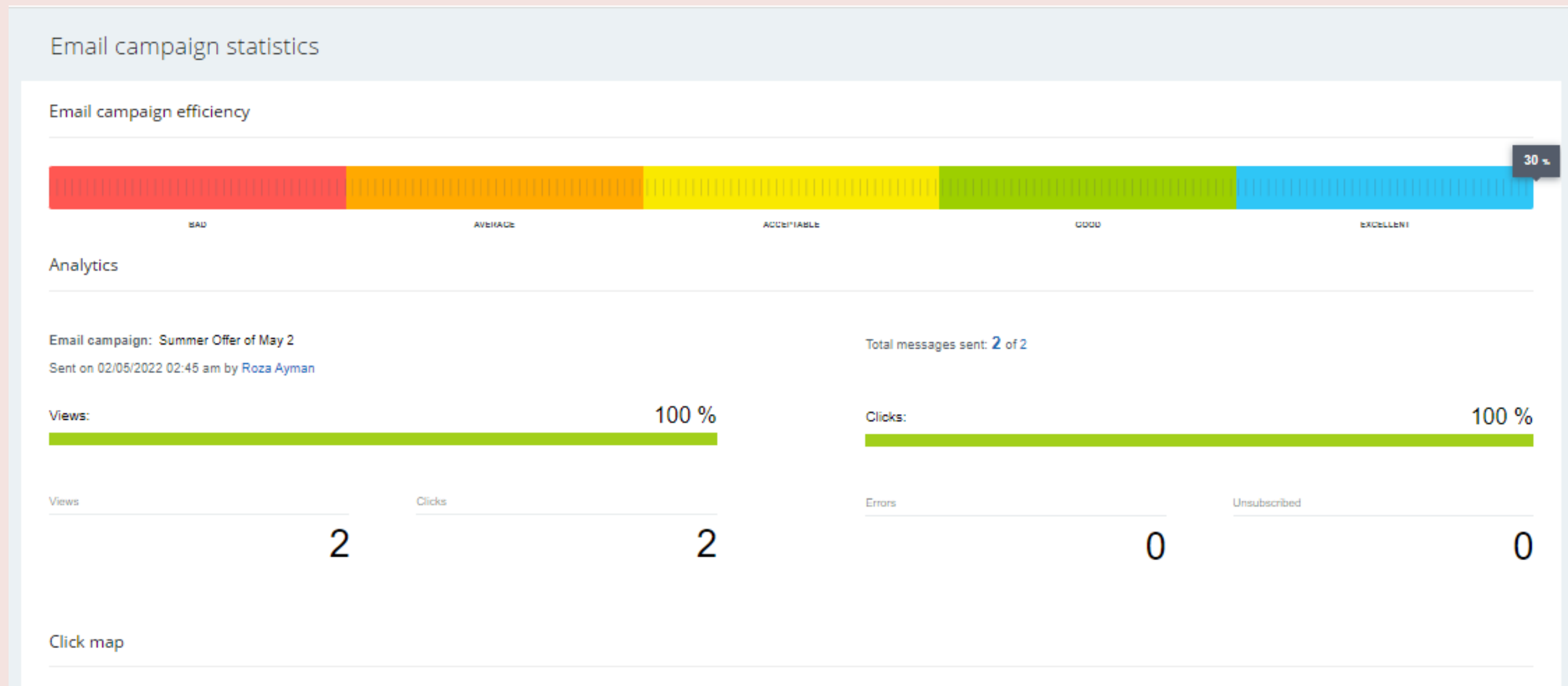


Visit our online store Click here

Our Website

[instagram](#) [facebook](#)

# Campaigns




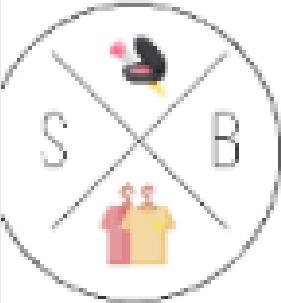


# Campaigns

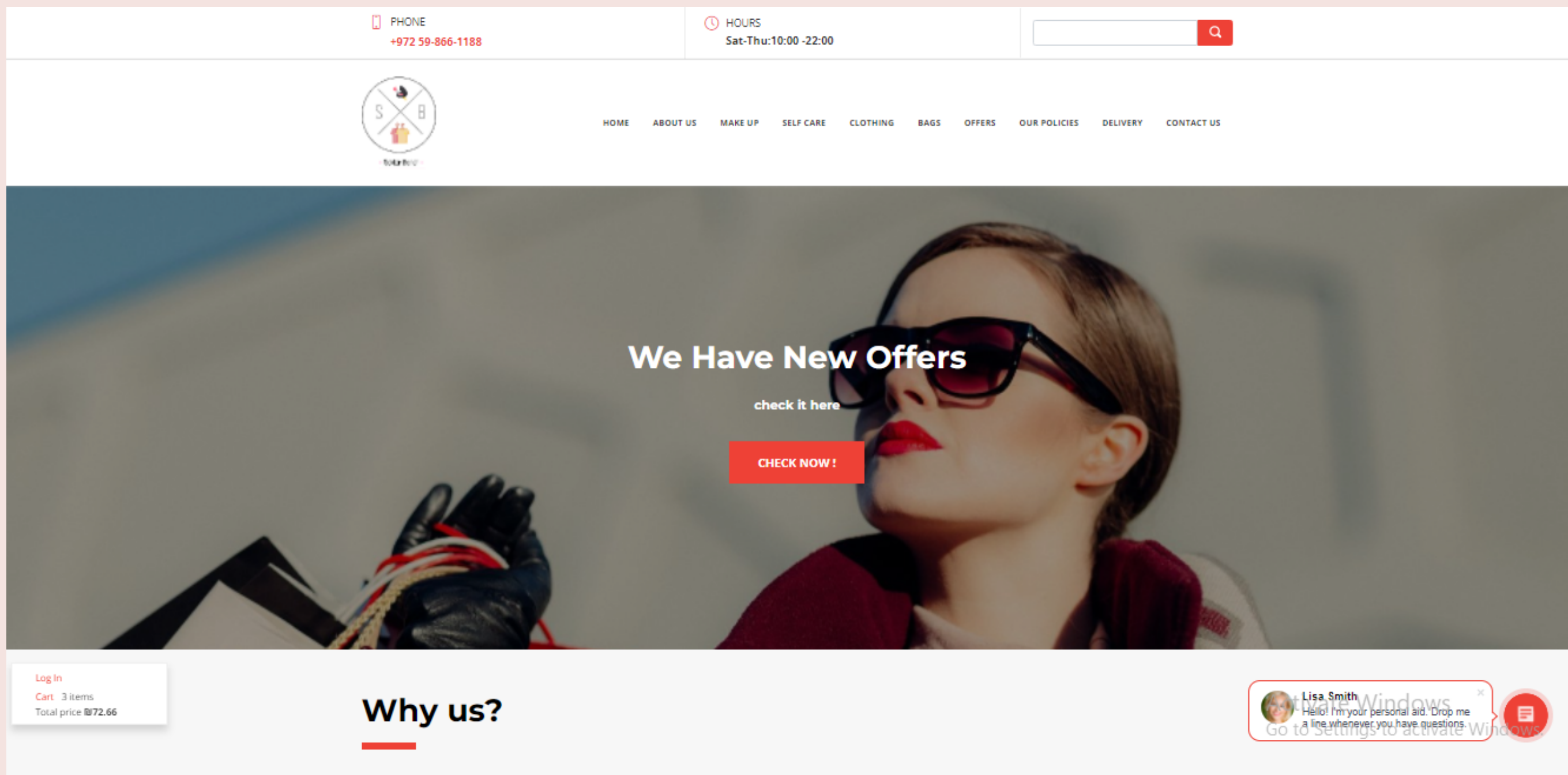


# Online Store

## Header

 PHONE <b>+972 59-866-1188</b>	 HOURS <b>Sat-Thu:10:00 -22:00</b>	<input type="text"/> 										
 • Solidar Bani •			HOME	ABOUT US	MAKE UP	SELF CARE	CLOTHING	BAGS	OFFERS	OUR POLICIES	DELIVERY	CONTACT US

# Body





# Offer

## We Have A New Offers Here

Special offer



-7%

Gel Eyeliner  
~~₹31.45~~ ₹29.25

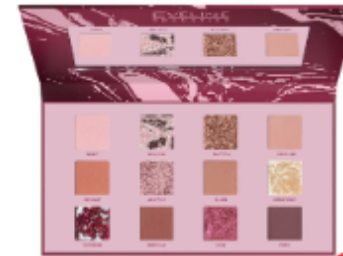
Special offer



-7%

Mini Primer Oil  
~~₹18.83~~ ₹17.51

Special offer



-7%

Eyeshadow pink palette  
~~₹54.62~~ ₹50.80

Special offer



-7%

Twin Mascara  
~~₹18.83~~ ₹17.51

Special offer



-7%

Litchi Shine Lip Care  
~~₹6.07~~ ₹5.65

Special offer



-7%

Hand Wash  
~~₹36.44~~ ₹33.86

Special offer



-7%

Hand Creams  
~~₹27.34~~ ₹25.40

Special offer



TOPFACE INSTYLE MAKEUP BASE  
~~₹19.10~~ ₹17.76

Log In  
Cart



Lisa Smith

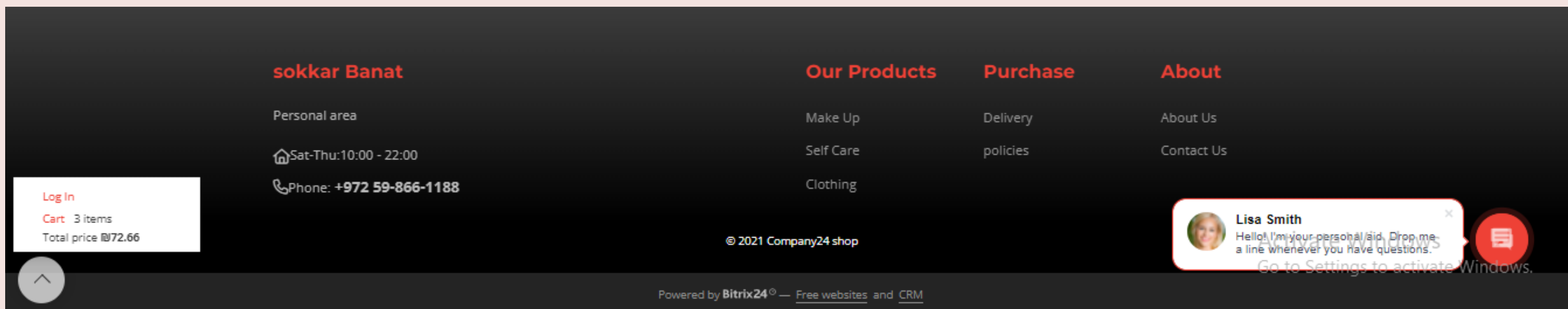
Hello! In your personal aid. Drop me a line whenever you have questions.

Go to Settings to activate Windows.






# Footer



# Payment System

Payment systems ☆							
NEW PAYMENT SYSTEM		Filter and search					
☰ ⚙ Sort.	Name	Description	Logo	Active	ID ^		
<input checked="" type="checkbox"/> ☰ 100	Cash	payment when order receive		yes	12		

# Delivery services

Delivery services ☆

ADD

Filter and search

☐

⚙

Name

Description

Logo

Group

ID ^

Sort


Active

☐

≡

Delivery service

Delivery being from two to three days days and the delivery cost 20 ILS



2

100


Yes

☐

≡

Local pickup

You can take your order from our store.



4

200


Yes

☐

≡

Custom delivery service

If your order price equal or more than 300 the delivery cost will be 15 ILS



8

100


Yes

☐

≡

Free delivery service

If the total of your order equal or more than 500 ILS the delivery cost will be free

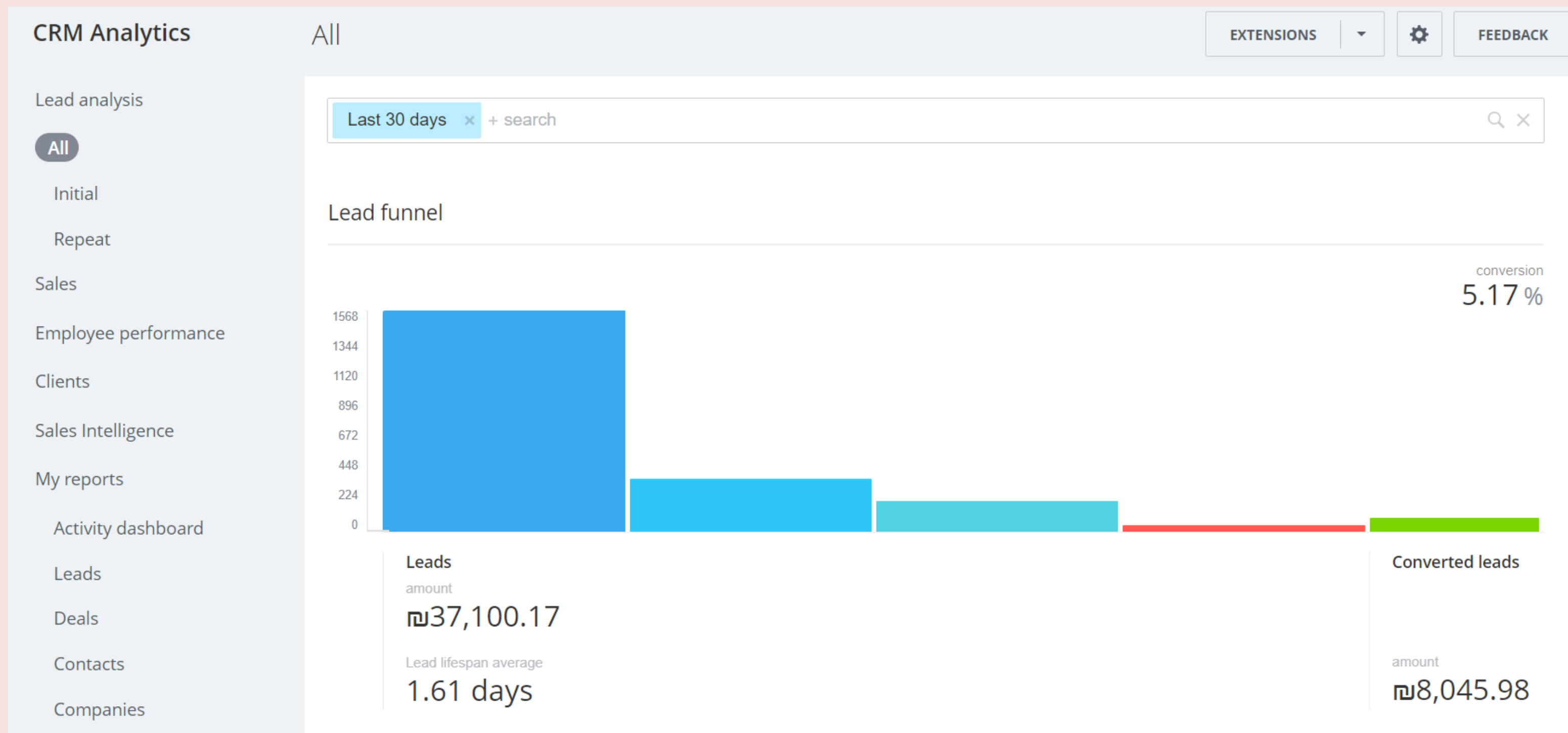


10


100

Yes

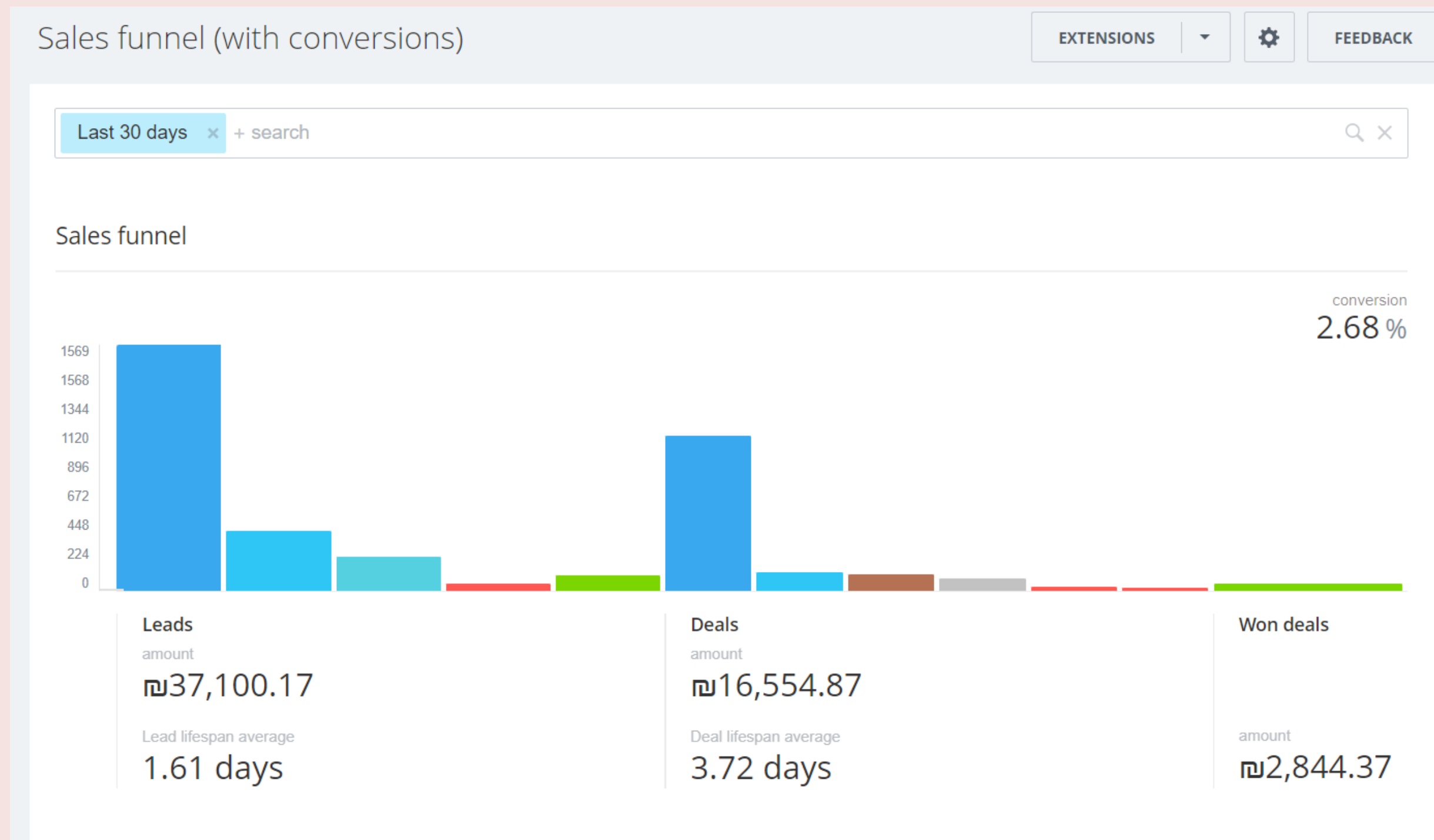
# CRM Analytics



# Employee performance


Employee performance					
Manager	Active	Converted	Junk leads	Lost	Conversion
 <b>Roza Ayman</b>	1365	43	9	0.66%	3.15%
<b>Tamara Nazzal</b>	80	21	1	1.25%	26.25%
دعاء نادر زيدان قاسم	123	17	14	11.38%	13.82%
Total:	1568	81	24	1.53%	5.17%

# Sales funnel (with conversions)

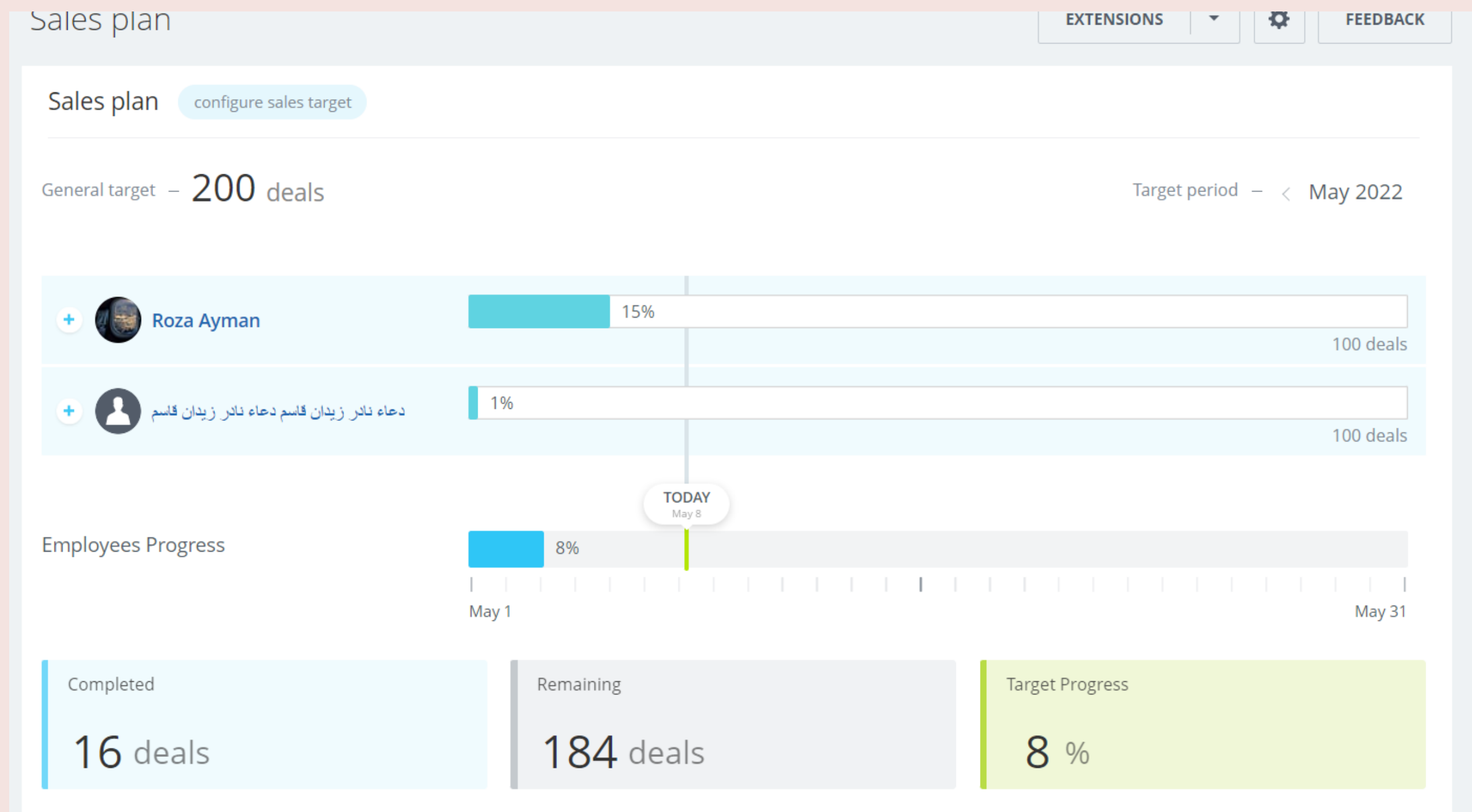




# Employee performance

Employee performance						
Manager	Number of leads	Number of deals	Deals lost	Deals total	Deals won	Deals won amount
 <b>Roza Ayman</b>	1366	920	3	₪5,035.06	21	₪2,031.18
<b>Tamara Nazzal</b>	80	21	1	₪3,142.08	4	₪561.34
دعاء نادر زيدان قاسم	123	21		₪2,761.04	1	₪251.85

# Sales Plan



# Sales intelligence

# Advertising ROI

Traffic ROI

Source	Color	Costs	Views	Actions	Leads	Deals, Orders	Won	Conversion, %	Profit	ROI
Email Marketing		₺38.45 <a href="#">add</a>	5	9	0	4 - Orders	2 - Orders	22.22%	₺146.66	● 281.43%   GOOD
Facebook <a href="#">details</a>		₺0 <a href="#">add</a>	0	0	345	1 - Deals	0	0	₺0	● NONE
Brought by traffic source		₺38.45	5	9	345	5	2	0.56%	₺146.66	● 281.43%   GOOD
Other traffic		₺0	0	0	299	145 - Total 108 - Deals 10 - Orders 27 - Orders	40 - Total 26 - Deals 14 - Orders	13.38%	₺5,693.58	
Total		₺38.45	5	9	644	150	42		₺5,840.24	● 15089.18%   GOOD

Advertising ROI

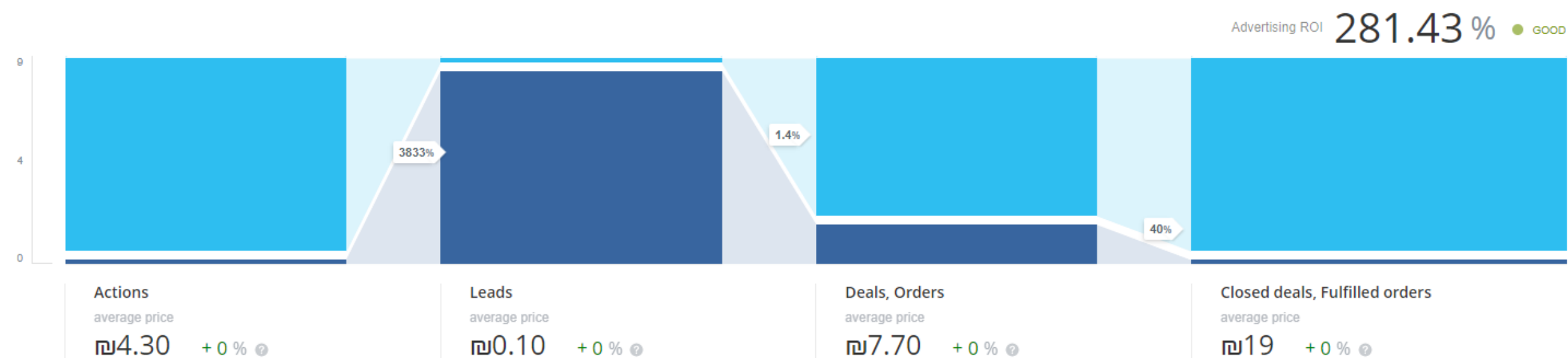
FEEDBACK

CONFIGURE

Last 30 days ×

Q ×






















Channel performance



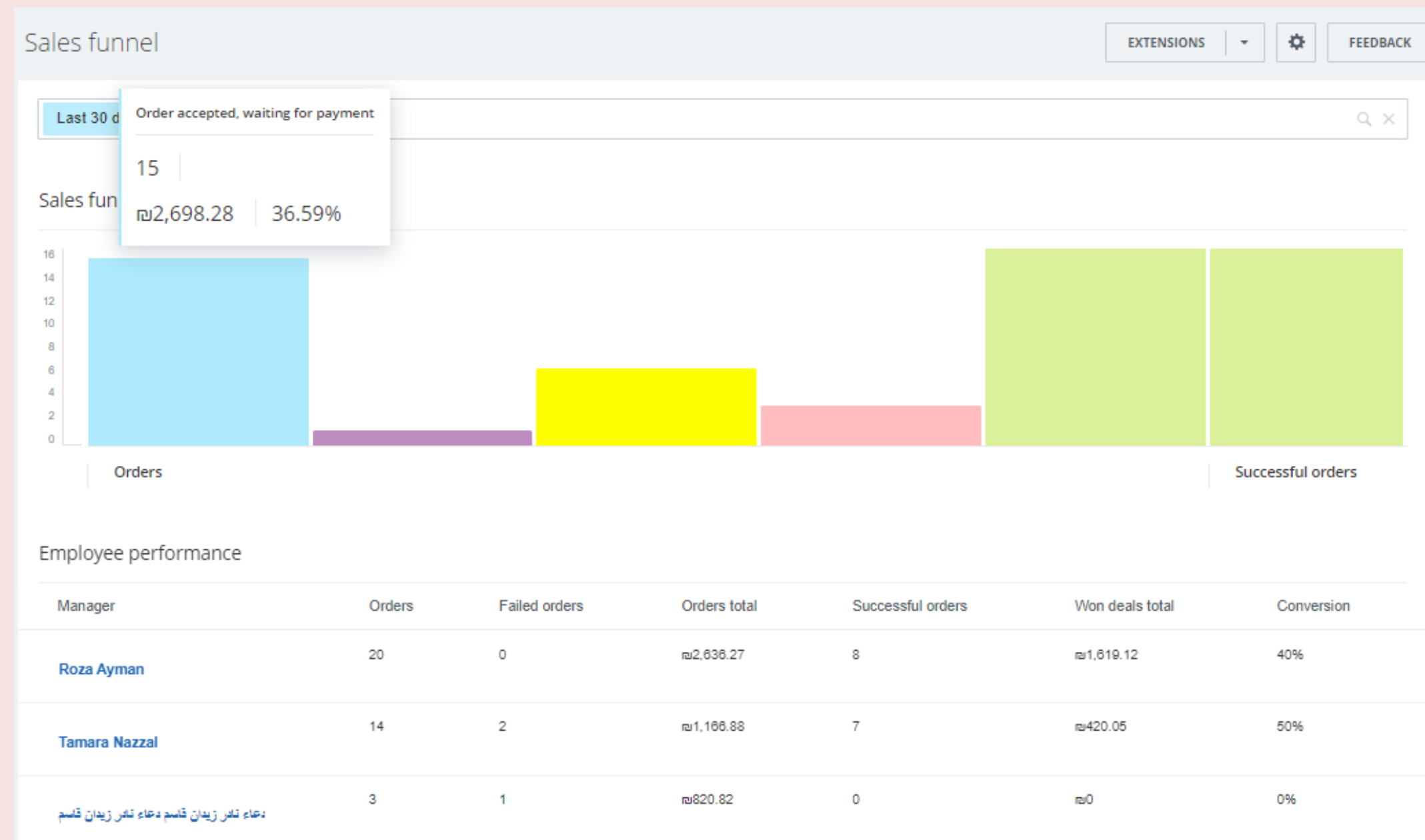
# Traffic Report



# Employee Traffic Distribution

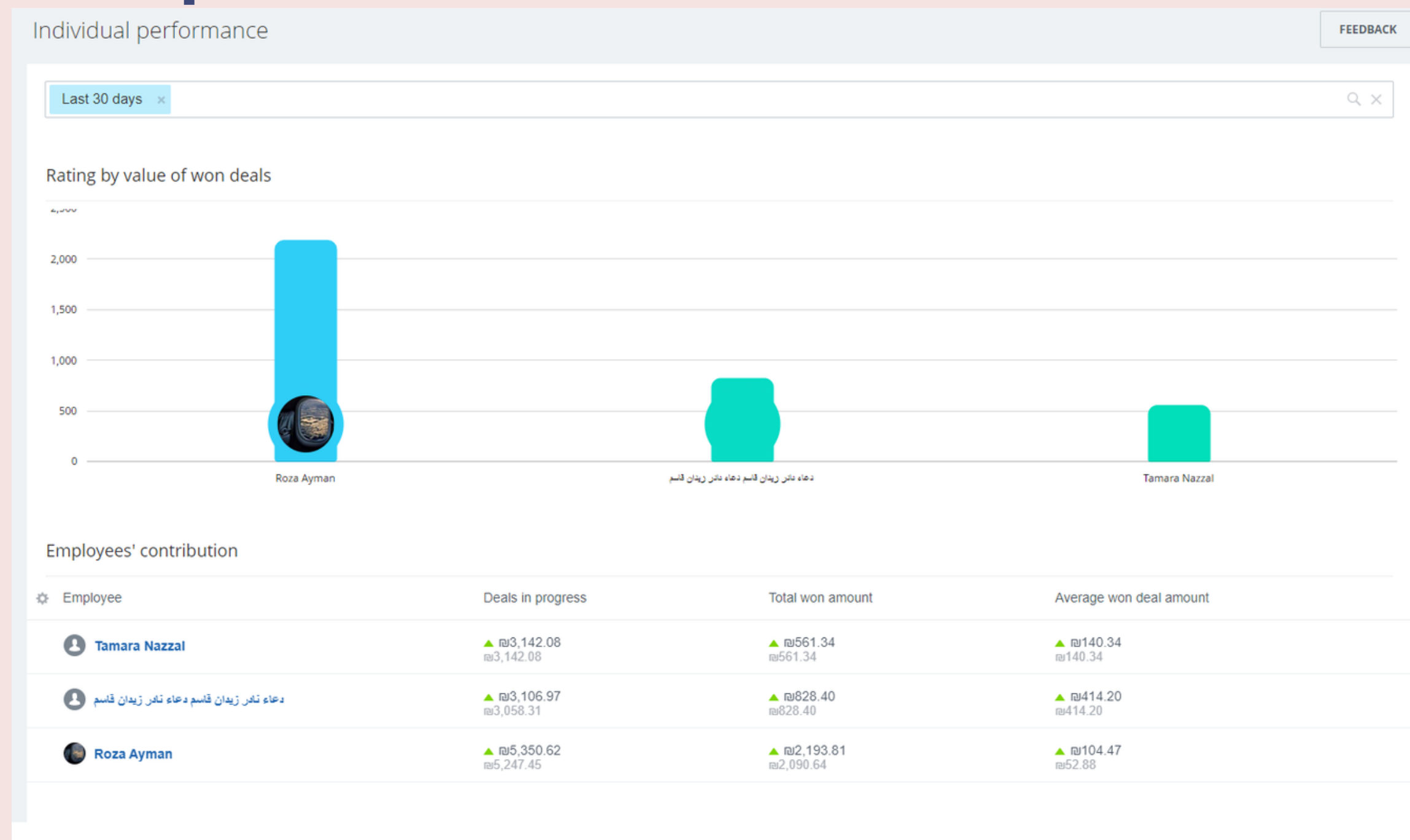
Source	Leads	Deals, Orders	Won	Conversion, %	Profit
 <b>Roza Ayman</b>	564	80	28		₹3,770.45
 Facebook details	294	1 - Deals	0	 NONE	₹0
 Other traffic	270	78 - Total 59 - Deals 8 - Orders 11 - Orders	27 - Total 20 - Deals 7 - Orders	 10%   GOOD	₹3,664.13
 Email Marketing	0	1 - Orders	1 - Orders	 100%   GOOD	₹106.32
 <b>Tamara Nazzal</b>	54	35	11		₹981.39
 Facebook details	25	0	0	 NONE	₹0
 Other traffic	29	33 - Total 21 - Deals 2 - Orders 10 - Orders	10 - Total 4 - Deals 6 - Orders	 34.48%   GOOD	₹941.05
 Email Marketing	0	2 - Orders	1 - Orders	 50%   GOOD	₹40.34
 دعاء تاجر زيدان قاسم	26	23	2		₹828.40
 Facebook details	26	0	0	 NONE	₹0
 Other traffic	0	23 - Total 20 - Deals 3 - Orders	2 - Deals	 8.7%   GOOD	₹828.40
 Email Marketing	0	0	0	 NONE	₹0
	0	6	0		₹0

# Online Store Analysis

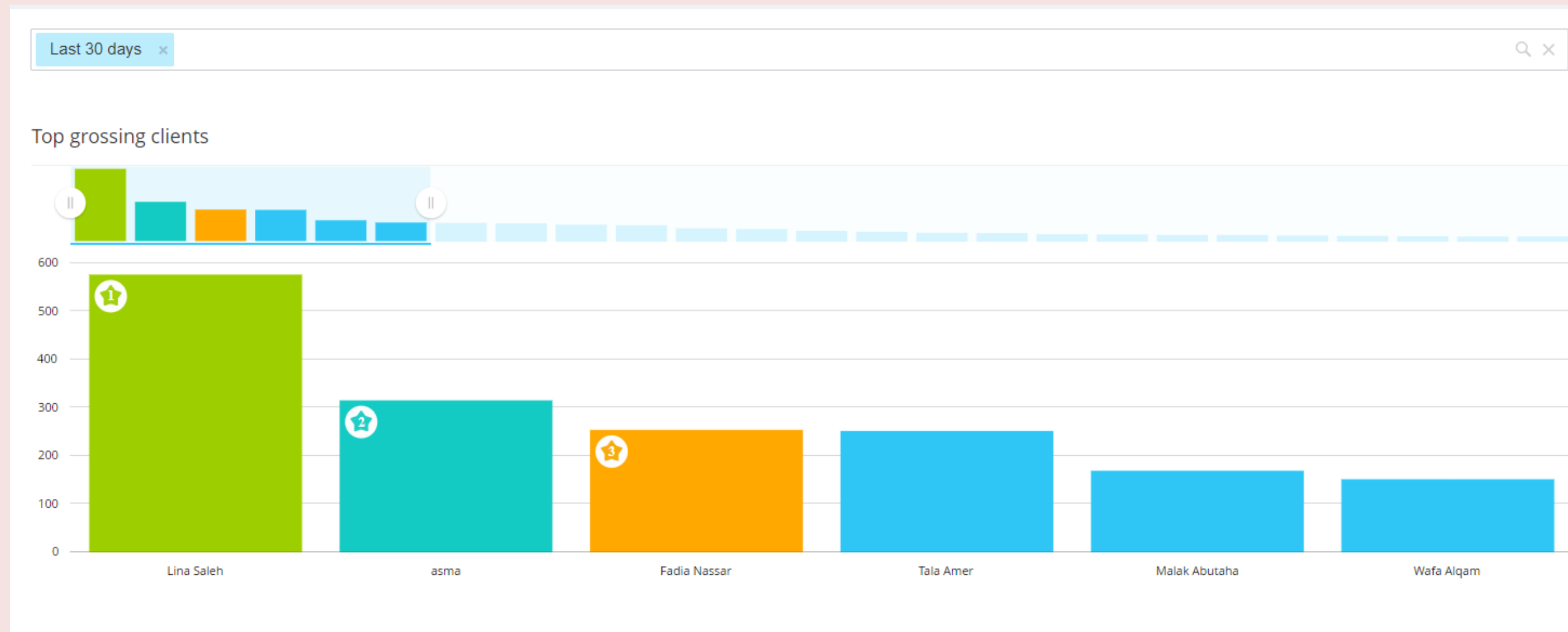




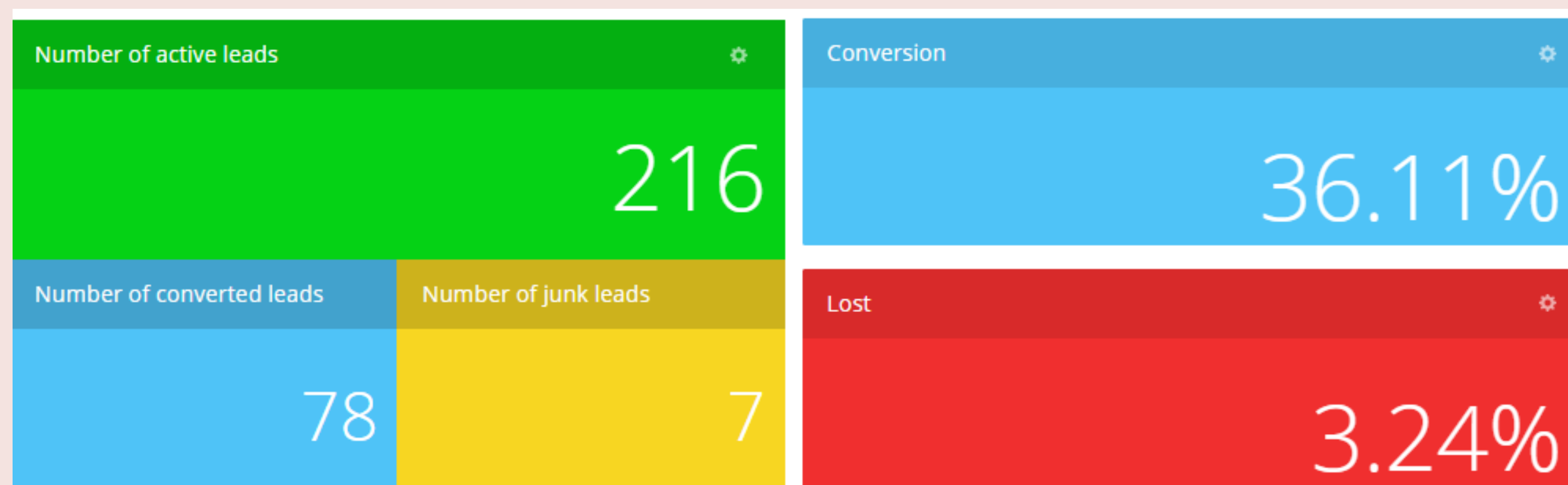
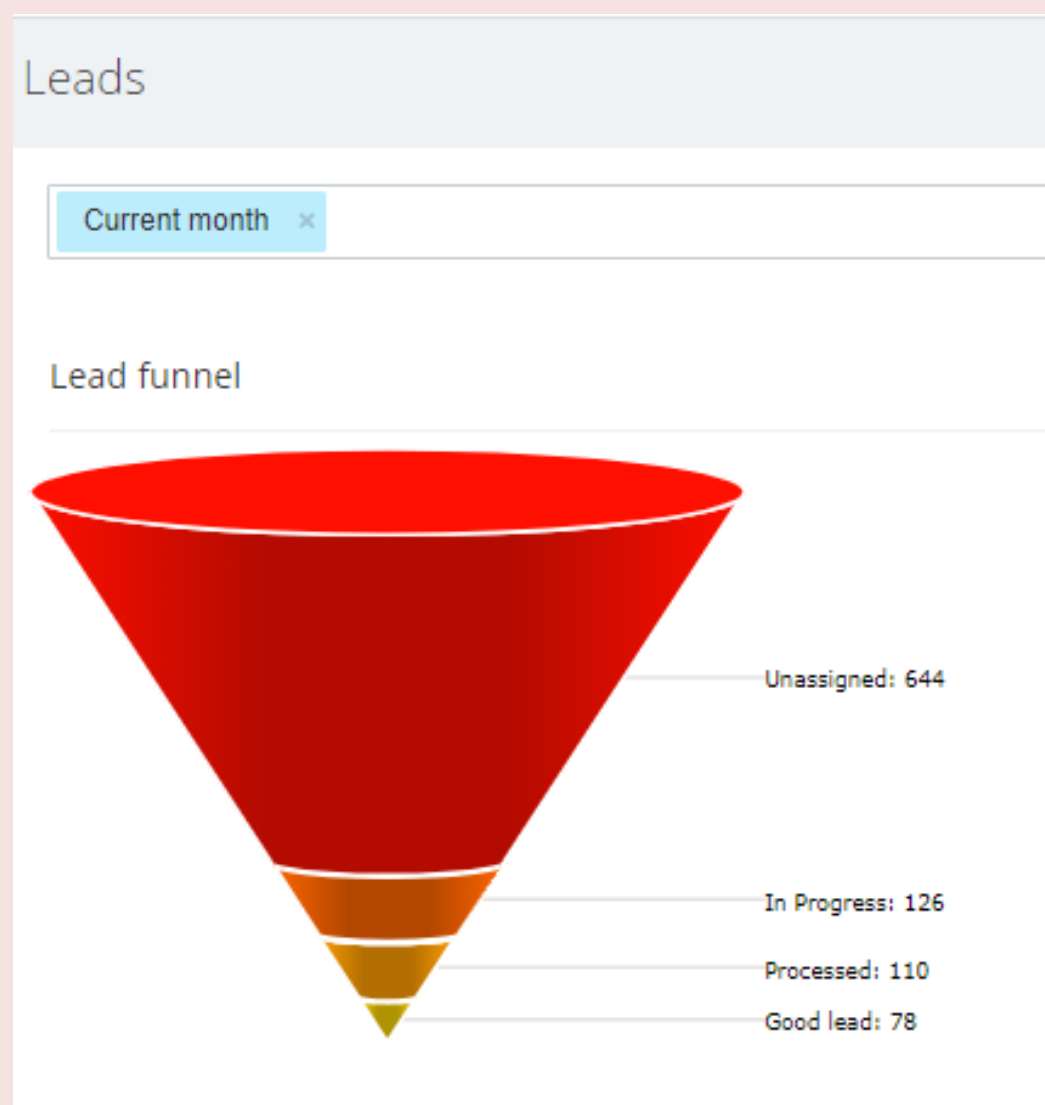
# Individual performance



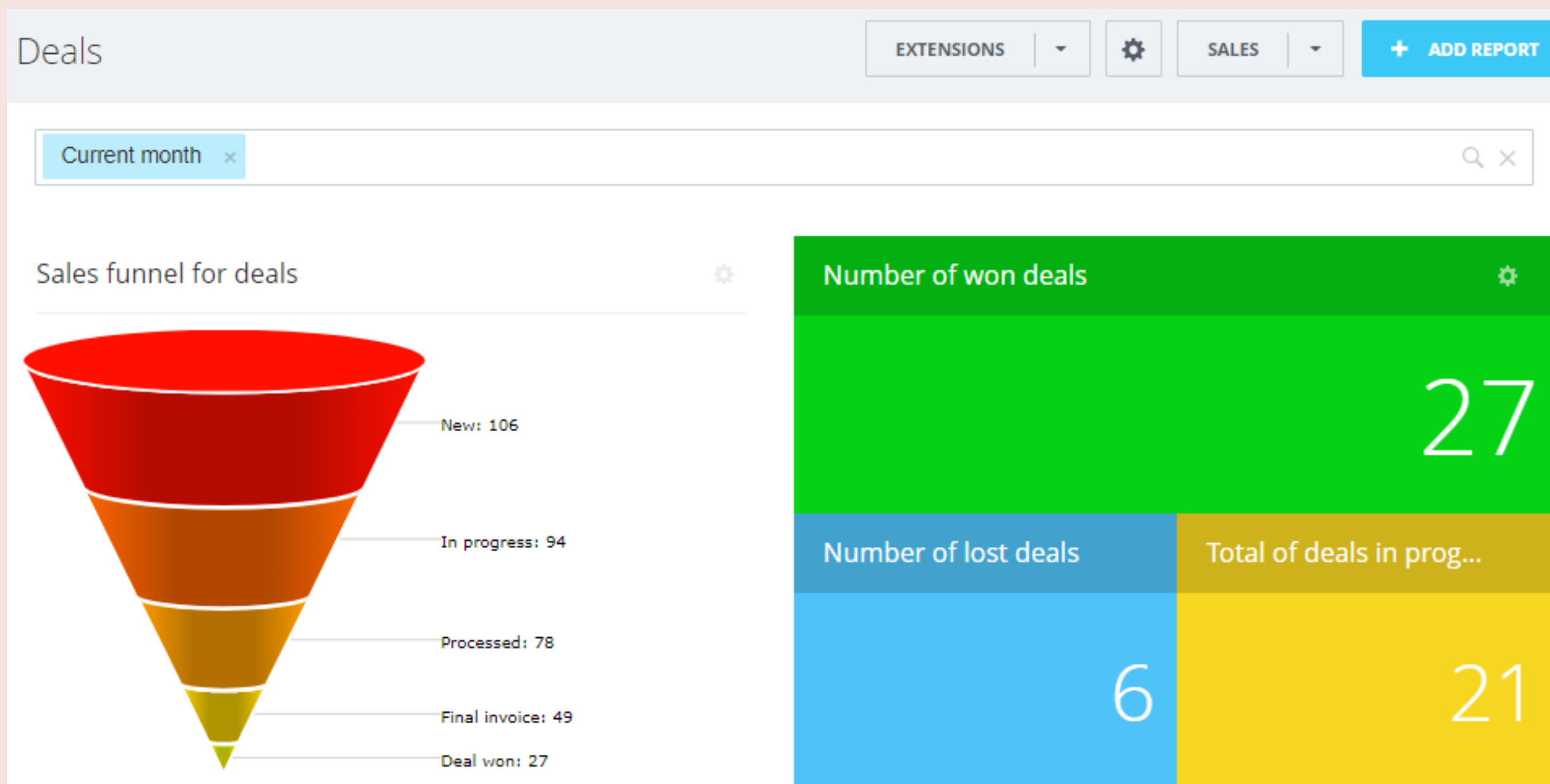
# Top Grossing clients



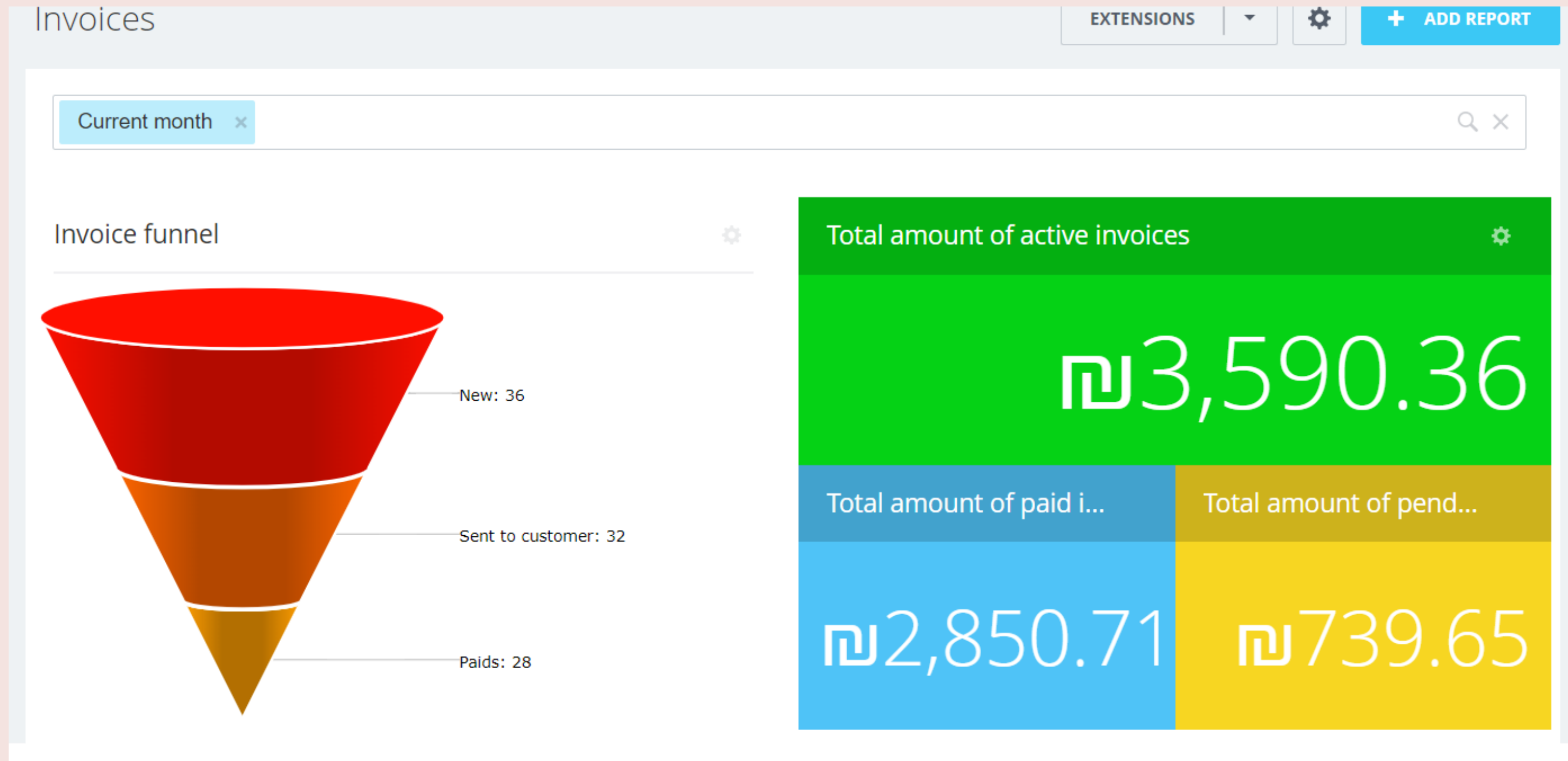
# My Report "Lead"



# My Report "Deal"



# My Report "Invoice"



Bitrix24<sup>⌚</sup>

Bitrix24



Fanpage Karma



Social Insider





The End

Thank you  
for listening

