



Contact Center Research

[new rules for IP business communication] [old rule] "IP-enabled" is close enough. [new rule] Buy an IP system, not a label.

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November 29, 2007
Oncontact CRM 6.1 Web Released



By [David Sims](#), TMCnet Contributing Editor

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Oncontact Software ([News - Alert](#)) has released Oncontact CRM 6.1 Web, a customer relationship management (CRM) product that allows users to access data via the Web, network and synchronization.

The product gives customers "a consistent user experience feature set no matter how they wish to access their CRM system," Oncontact officials say.

"CRM users are constantly evolving with more people traveling and working remotely," said Jon Zimmerman, president, Oncontact Software. "Users can view their Oncontact CRM system through a Web browser, a traditional Windows network or on the road in a disconnected environment by easily syncing their database anytime, anywhere."

Oncontact CRM 6.1 Web is a Microsoft ([News - Alert](#)).NET, Vista-compatible product that only requires a Web browser to access. The Oncontact CRM system is built upon one consistent data model that allows an organization to utilize the system in any combination of environments.


About a month ago Oncontact and Sales Progress, a vendor of technology-based sales and customer service learning systems, have announced a partnership for Oncontact's .NET ([News - Alert](#)) CRM products with the on-demand SalesScoreboard.NET assessment system from Sales Progress.

Under the terms of the agreement Oncontact Software will recommend Sales Progress's line of assessment systems, called SalesScoreboard.net, to its prospects, customers, and throughout its distribution channel.

SalesScoreboard.net a CRM on-demand self-assessment system where corporate management can gauge the obstacles and objections a company's sales and service representatives are facing in real time. Users of the SalesScoreboard.net system can answer questions online from management about common objections or obstacles they are facing during their day from customers and prospects, and the system will collect and analyze this data.

This data is then automatically fed into the analytical tools included with the SalesScoreboard.net system to give management a return on what is happening in the field in real time.

Last year Oncontact announced the release of Oncontact CRM 6.0, the CRM software to "update its graphical user interface and visual style to complement Microsoft Windows Vista operating system," according to Oncontact officials.

Want to learn more about the topic covered in this article? Check out TMCnet's [White Paper Library](#), a collection of in-depth information on relevant topics affecting the IP  communications industry. This information is free to registered users.

[David Sims](#) is a contributing editor for TMCnet, covering the customer relationship management (CRM) and call center industries. He also blogs for TMCnet [here](#).

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