eServeCloud

By CallComm Technologies Inc.

Partner Programme

Become a partner now!

AUGUST 2023

CRM Challenges faced by Small and Medium Businesses

Our SME clients highlight some of the key CRM challenges faced with other brands:

High Cost

An expensive CRM brand over the years burdens SMEs with feature upgrade and other additional costs

Enterprises prioritized over SMEs

Most CRM platforms prioritize enterprise needs over small businesses.

Lack of Customized Solutions

Many SMEs pay for unwanted features and lose out on crucial features due to lack of custom solutions.

Poor product training

Improper onboarding & training leads to inadequate use of product, rendering solution ineffective in the long run.

Why You Love eServeCloud

eServeCloud is a CRM automation platform designed for growing and established businesses. It offers seamless communication across channels and a robust ticketing system.

Manage and prioritize customer inquiries
Streamlining issue resolution and ensuring accountability of support with smart routing to prioritize queries.

Data-driven analytical approach
Valuable insights into 360-degree customer behavior and trends across the website/ app in real-time.

Leverages automation and artificial intelligence
Customer interactions are streamlined with automated, customized support and intelligent routing.

Better efficiency with a personalized touch
Automated responses to AI-driven suggestions for issue resolution in less turnaround time.

Easy-to-integrate and handle multiple stores
Integrate effortlessly with multiple ecommerce stores and various industry tools from the same platform.

Omni Channel Approach
Integrate multiple business apps and handle customers seamlessly through a single platform.
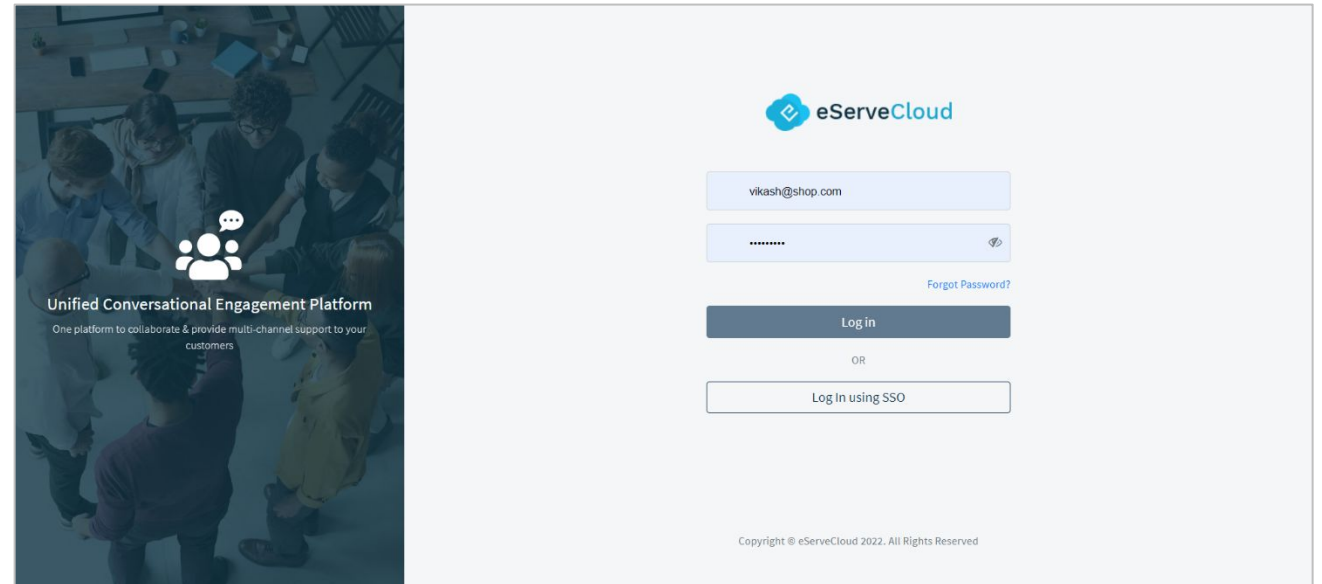
Integrated KB Platform
AI enabled KB helps integrate with your website in one click and provides options to help your customers with a detail Knowledge base on divergent queries.

# Our Product Functionality

Login page

1. Open Any Browser and Search Our Web App. www.eservecloud.com click on the login button add the valid credentials.

2. Email id & Password. If you don't have an account with us you have to signup using email & password.

3. Once the User has click on login page then he will land on the home page

Unified Conversational Engagement Platform
One platform to collaborate & provide multi-channel support to your customers

eServeCloud

vikash@shop.com

....

Forgot Password?

Log in

OR

Log In using SSO

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Dasboard

1. Once, User is on the Home page then User have to click on the "Project Setting" Icon on the left menu bar.

2. Now it's time to Manage project.

3. Now Click on "Integration"

4. Under "Integration" you need to integrate your Shopify Store
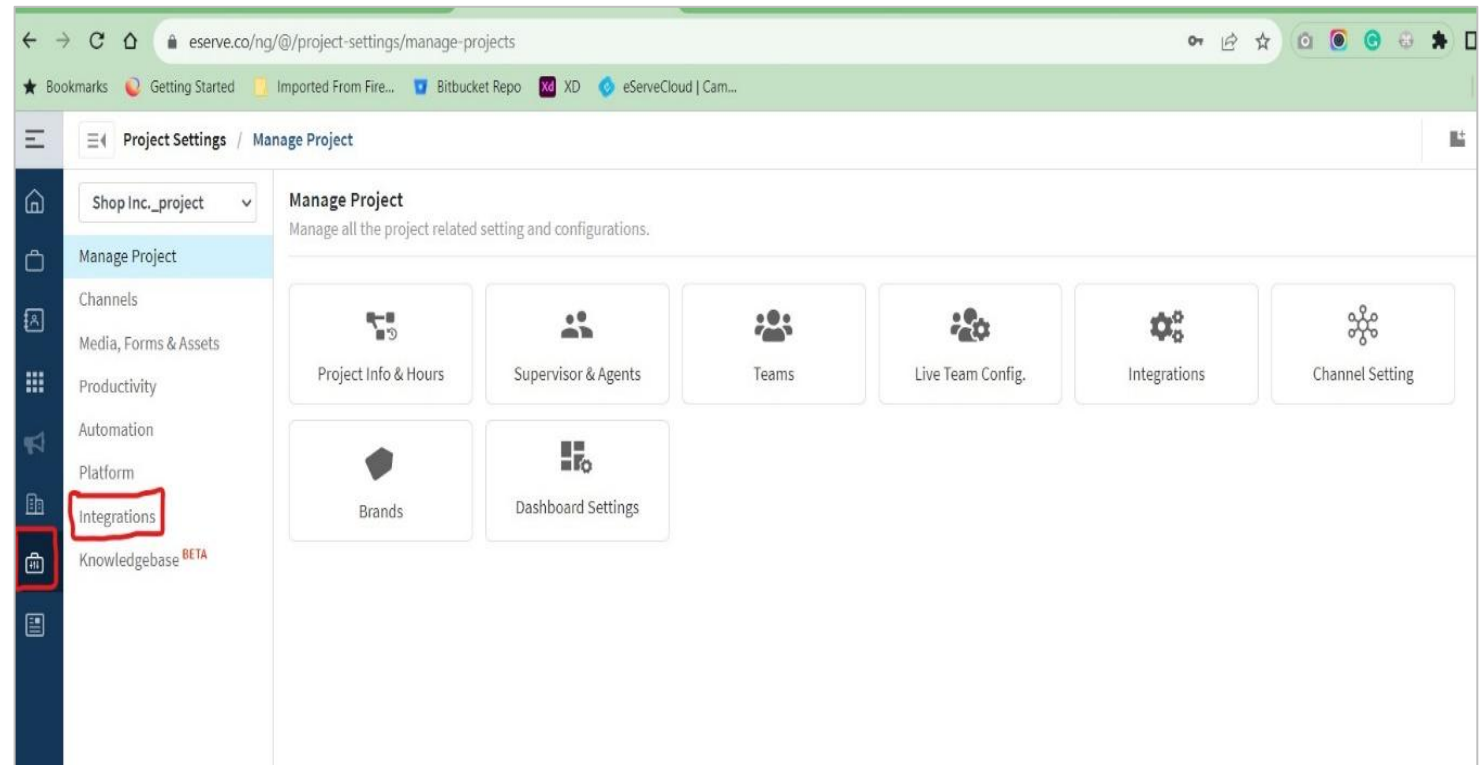
# Integration page
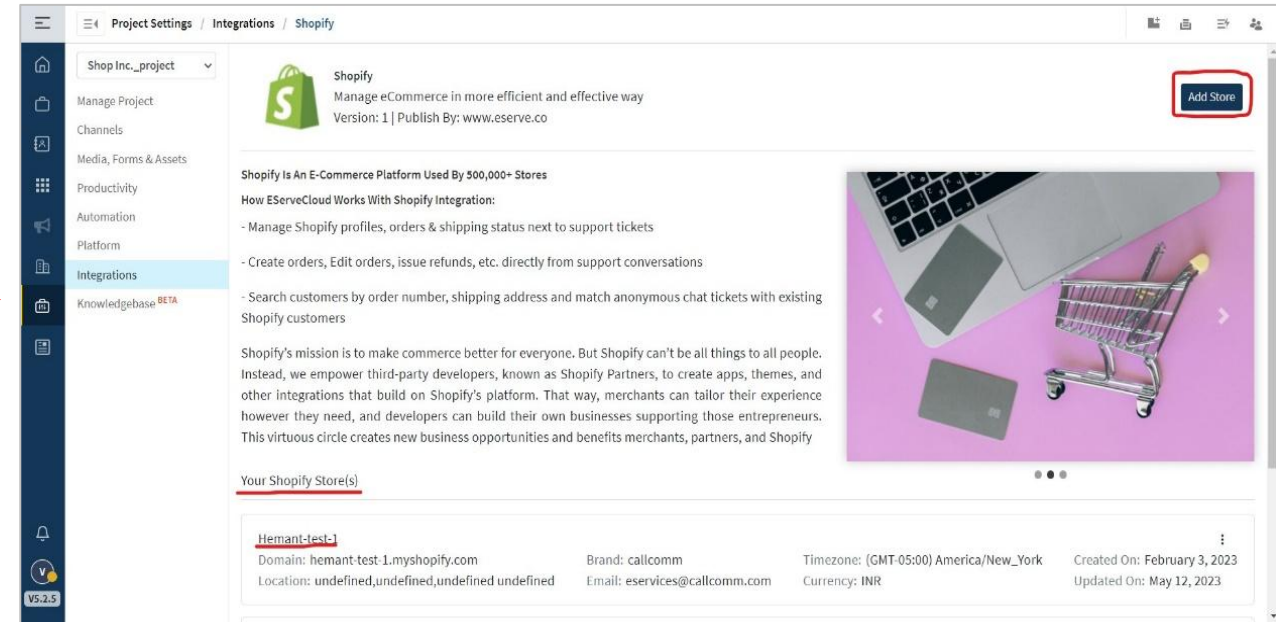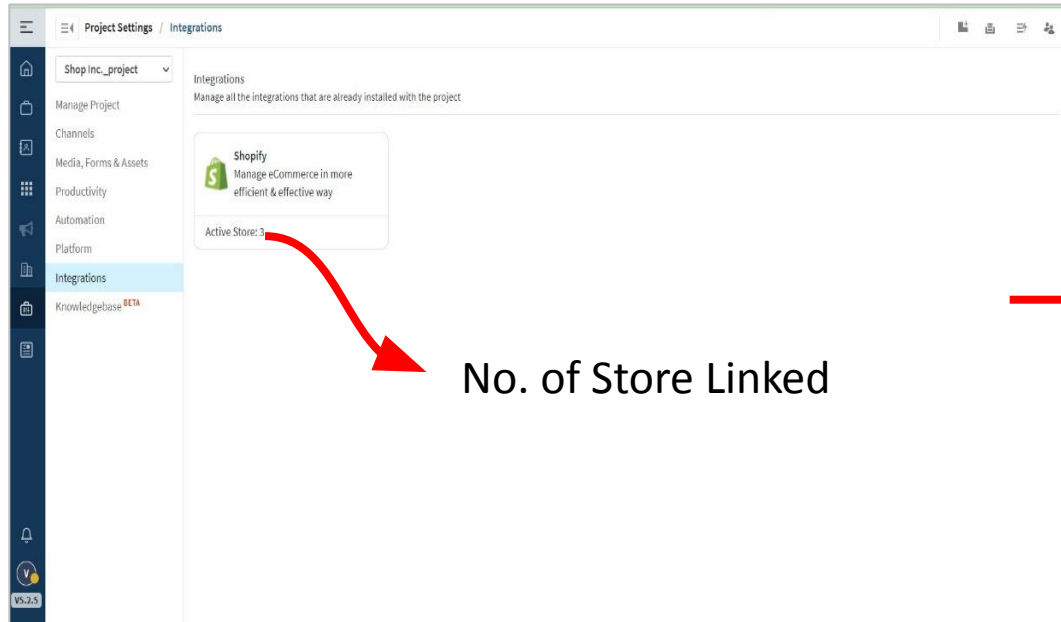
No. of Store Linked

1. Under Integration Page, you can see the number of Active Store Linked to eServeCloud Shopify Platform.

2. To "Add" New Store Click on the "Shopify Icon".

To add new Store Click on "Add Store" Icon then you need to add your store name credentials of your shopify store page.

Adding / Deleting of Shopify store and Syncing data
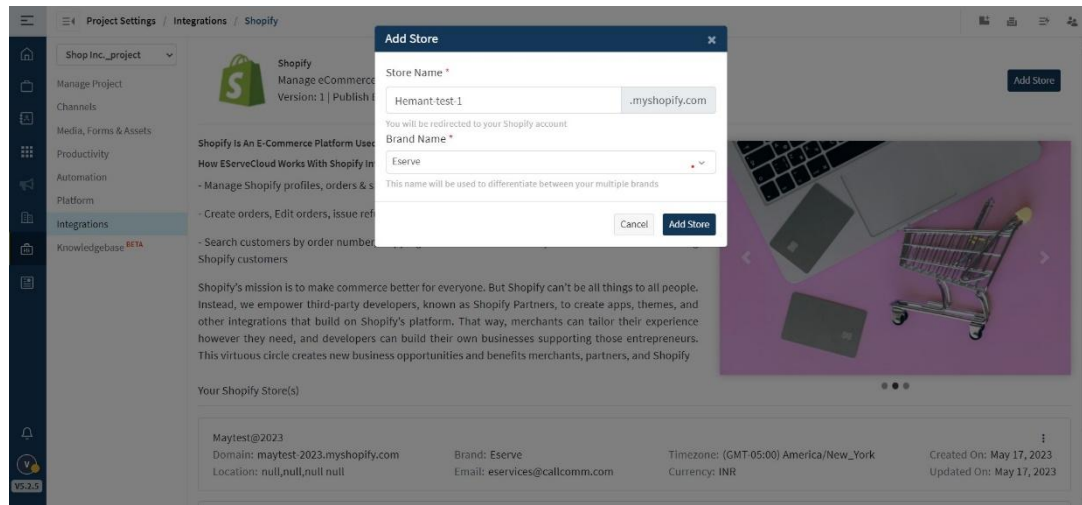
1. Once the user will click on Add Store link, there will be new page open to add a store.

2. Now, it's time to enter the store name and Select the Brand, If it's not created any. You need to create a new brand.

3. Then click on "Add Store" button.

4. Once you will click the button then the store will get added successful.
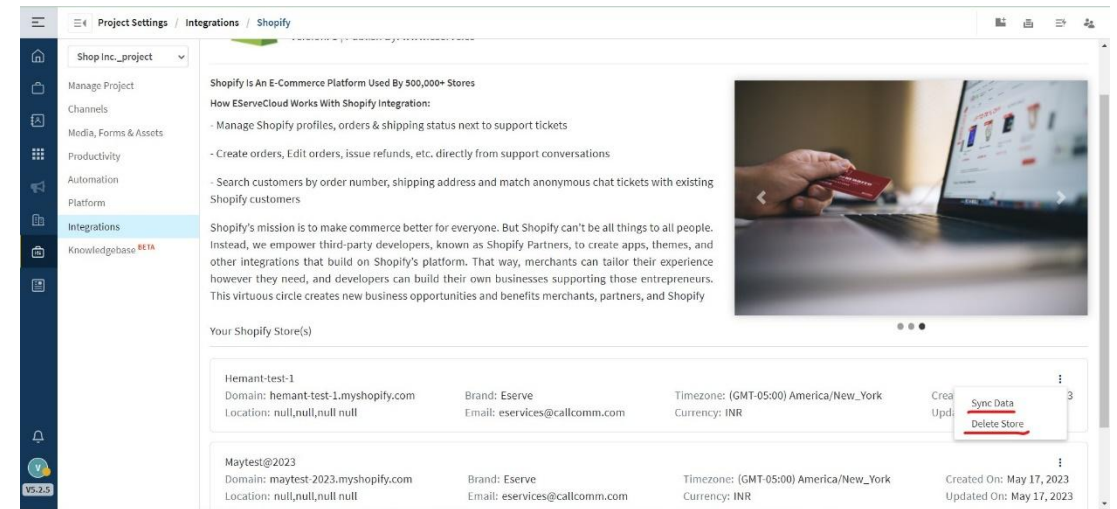
1. Once you add the Store then it's time to sync Store Data with eServeCloud Web App.

2. If in case Data didn't get auto sync then the User can click on the 3 dot and sync all the data.

3. On the other hand, If a user want to remove the store from eServeCloud Web App then you just need to click on same 3 dot option and click on "Delete Store" button.

PS: All the Data is Secure and we didn't store it in internal Server.

Place an Order from Store front

1. Under Store Home Page, You can see different – different Product and from there you can place the order. To Place the order from Store front.

2. User has to select any product where you can view detail about the products like it's description, title, Pricing and product variant. Where you have to select the product and place the order.

Under Store front itself you have to select no. of Quantity then you can click on the buy button.
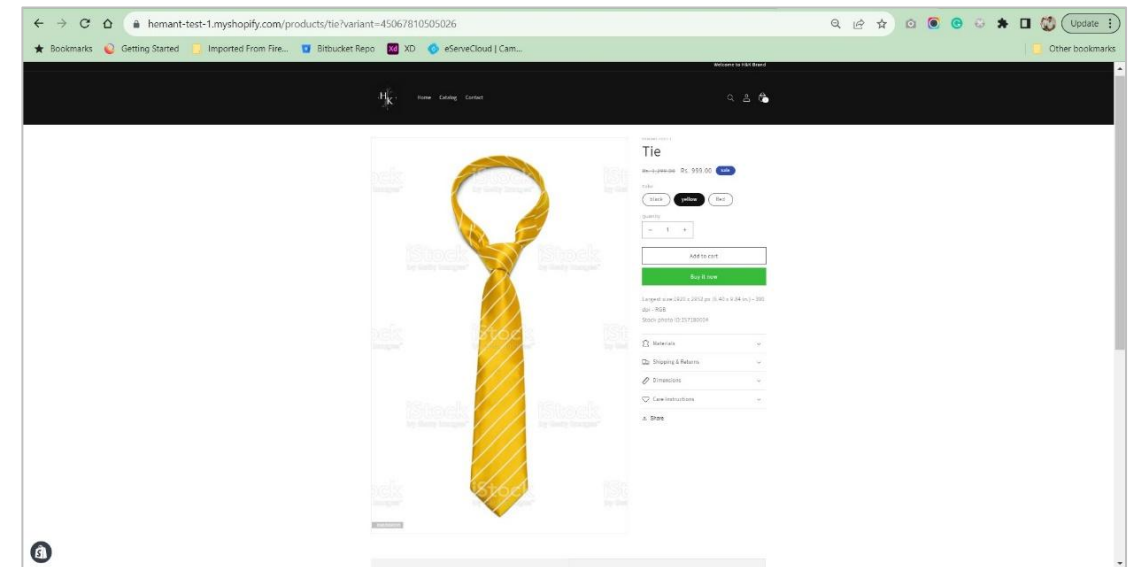
Order placing and tracking in our platform

1. Under Buy now, User has to add all the details i.e –
   Contact no., shipping address, billing address etc.

2. Then it will show the product quantity & Estimated cost.
   After reviewing cost you can place the order.

3. There are multiple options available to placing the order
   like COD, Credit/Debit Card or Other Options which ever
   your store support. Then you have to make the payment.

1. Once the Customer made payment in your store the customer detail and
   product detail will auto sync with eServeCloud Web App.

2. You can view and handle your customer from eServeCloud Web App it
   self.

3. Under eServeCoud Web App, The User have options to select your
   Customer list from "Directory"

4. Agent can add the customer and their detail from our Web App as well
   that will sync to the Shopify Store ("Directory" Icon is present on the Left Side Menu bar)

Customer page and order Details

1. On the Customer page, User can see the Customer details, Order details, Order id, Transaction details, Product Quantity, Product price.

2. A Customer can place multiple order and every Order will have Unique id

3. When the Customer has placed the order then they will also get the Order id along with product details so that, If the Customer is having any doubt or issue then he can interact with the Agent by sharing the order id. Agent have capability to alter the order detail after getting confirmation from Client
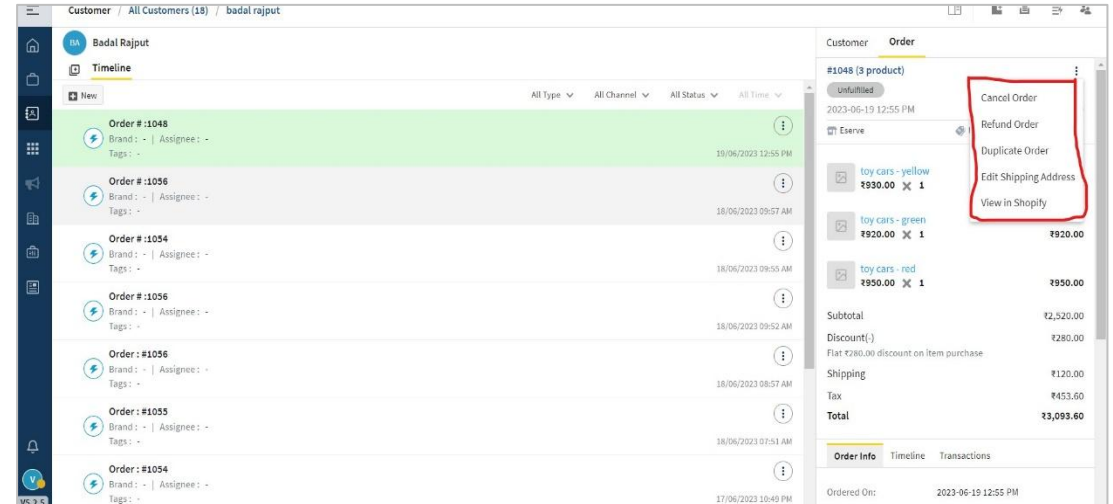
1. In terms of Alteration An Agent can Cancel the Order, Refund Order Amount, Partial Cancelation available and even you can duplicate the order, edit your billing and shipping address. Cancel / Refund order can be done fully or partially.

2. Once the Agent will click on the **3 dots** under order tab then he can see cancel order , refund order and more

Live Chat with Customer
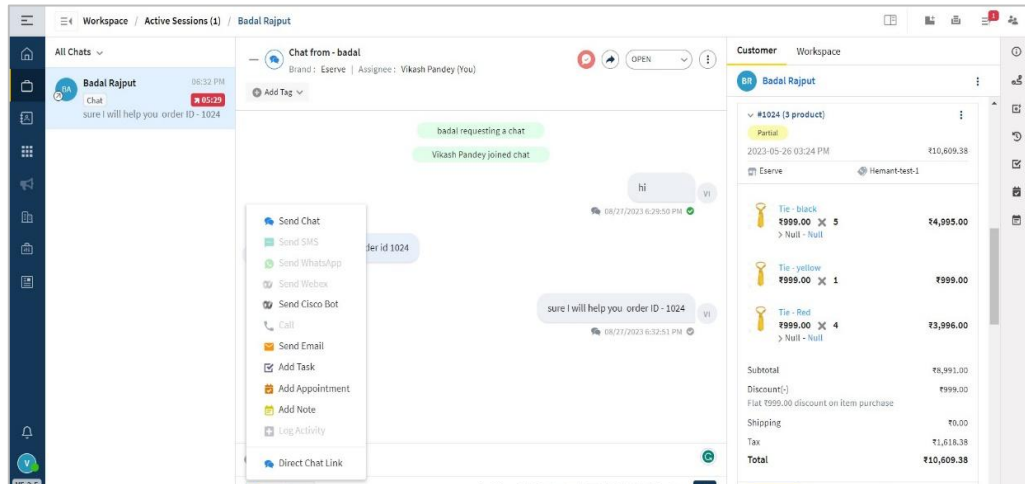
1. Omnichannel Chat Availablity, A Customer can chat with the agent through multiple ways like web chat (chat link), WhatsApp, Webex, Email and SMS.

2. A Customer have to entered his/her Email id associate with the Shopify Store, So our Intelligent System will auto track all the detail of that Customer like it's Customer Id, Product Detail, Shipping Detail, etc.
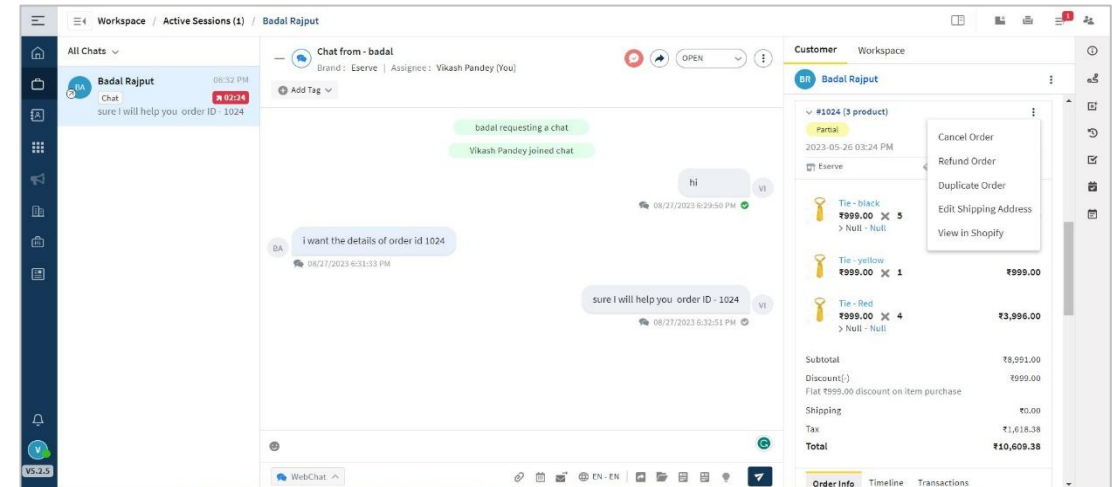
1. A Customer can Enquiry about there order and get the help from the Agent quickly.

2. Customer has to share order id (in case multiple order) and Agent will provide the quick help like - Cancel order, Refund Order, Duplicate Order , change Address etc.

Record of Order, product, Refund and Configuring the Attribute List
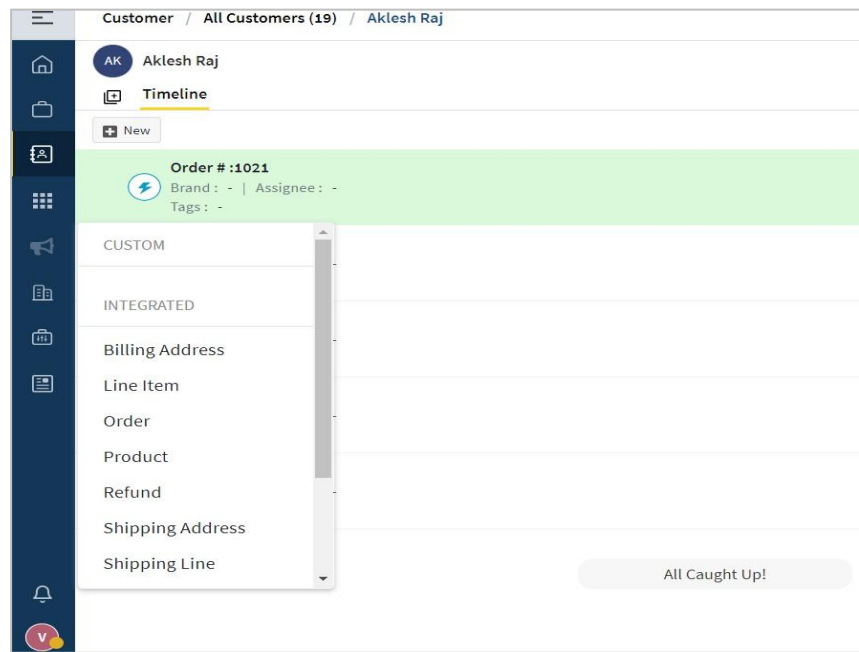
1. eServeCloud Web App will record the Order, address, product, refund , variant, Shopify Abandon checkout and much more in just one single click.
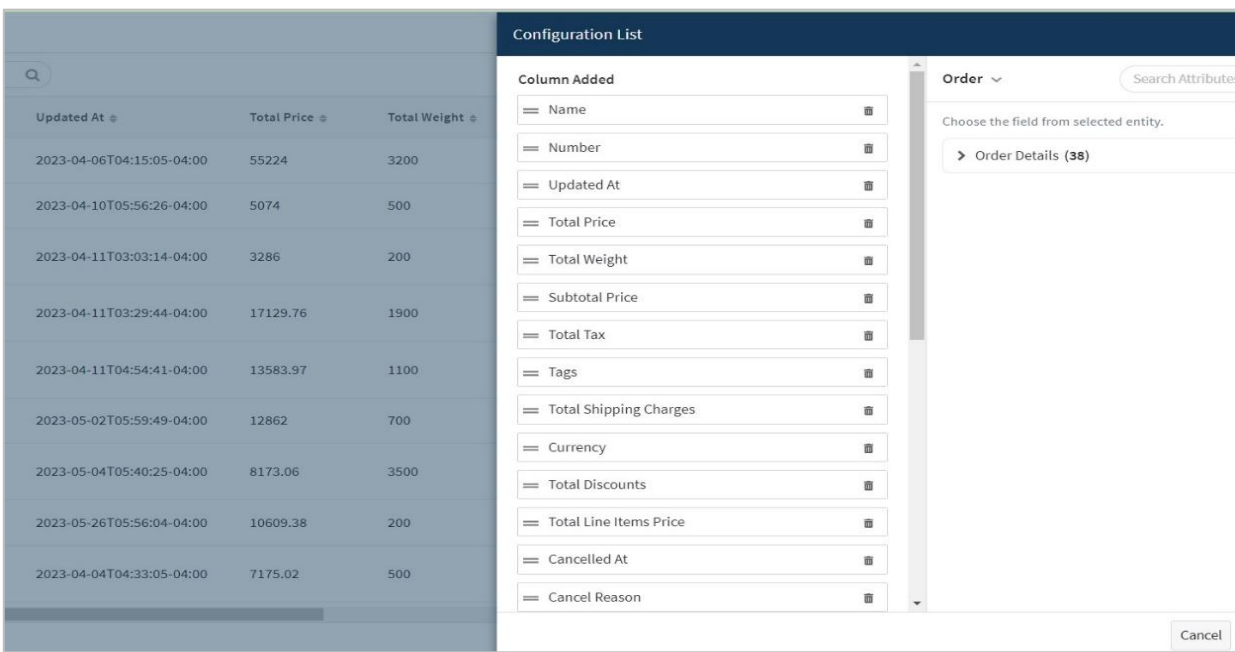
Agent have capability to configure the attribute by clicking on the Setting icon.

View Detail Attribute

Name	Number	Updated At	Total Price	Total Weight	Subtotal Price	Total Tax	Tags	Total Shipping Charges	Currency
#1004	1004	2023-04-06T04:15:05-04:00	55224	3200	46800	8424			INR
#1012	1012	2023-04-10T05:56:26-04:00	5074	500	4300	774			INR
#1013	1013	2023-04-11T03:03:14-04:00	3286	200	2700	486	Test 1	100	INR
#1014	1014	2023-04-11T03:29:44-04:00	17129.76	1900	14432	2597.76	Test 1	100	INR
#1016	1016	2023-04-11T04:54:41-04:00	13583.97	1100	11511	2071.98	Test 1	0.99	INR
#1018	1018	2023-05-02T05:59:49-04:00	12862	700	10900	1962			INR
#1015	1015	2023-05-04T05:40:25-04:00	8173.06	3500	6867	1236.06	Weekly	70	INR
#1024	1024	2023-05-26T05:56:04-04:00	10609.38	200	8991	1618.38			INR
#1001	1001	2023-04-04T04:33:05-04:00	7175.02	500	6039	1087.02	Aakash Order	49	INR

Search Order

eServeCloud Partner Program

Let's help brands create engaging ecommerce experiences together.

Our goal is to grow together, while ultimately helping scale our mutual clients.

LET'S JOIN THE HANDS TOGETHER

If you are a Marketing firm, development agency, automation strategists, ecommerce experts, designers, freelance developers... this program is for you.

BECOME AGENCY & FREELANCER PARTNER

This program is geared toward development, digital marketing agencies and freelancers, who manage tech stack for their clients.

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TECHNOLOGY PARTNER

Open a wealth of growth opportunities through building onto eServeCloud's API. Reach brands to provide value across the ecommerce ecosystem.

BRAND AMBASSADOR PARTNER

If You're an existing eServeCloud client, and you want to share your experience with friends and peers.
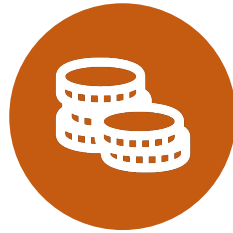
AFFILIATE PARTNER

This program is for social influencers, content publishers, educators, or video creators who want to promote eServeCloud to their audience.

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WHY PARTNER WITH US

LEAD SHARING

Generate leads through our company directory and get leads whenever we have a customer that needs your services.

REVENUE SHARING

Receive revenue share for eservecloud customers you refer or manage. Get rewarded with an industry leading commission

DEDICATED SUPPORT

Get a dedicated partner manager to stay in constant communication and give the best support to your clients.

MARKETING SUPPORT

We will help drive awareness for your business with personalized co-marketing initiatives, and much more.

HOW TO BECOME A PARTNER?

JOIN THE PROGRAM

Fill out the partnership program application to tell us more about your company. We'll get back to you with more details. Here is the link of the form.

LEARN MORE ABOUT ESERVECLOUD

You will have your own dedicated support team, and ongoing training to assist you in becoming, and scale as, eServeCloud expert.

GROW TOGETHER

Gain exposure through co-marketing, inclusion in our agency directory, and early access to new features to remain ahead of the curve.

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FREQUENTLY ASKED QUESTIONS

Are there any fees to join the Partner Program?

No, There is no any joining fee!

How are referrals tracked?

We have internal Mechanism to track each and every mail.

How do I get paid?

As soon as any company signup our tool and pay the first signup amount we will pay the commission on the same day.

How much commission do I get?

Discuss with our Sales team.

What are the differences between referral partner and agency partner?

Referral Partner will get one time referral payment while agency partner have opportunity to get recurring bonus.

Do I get a demo account?

Yes, We do provide one demo account for all our partner.

If I am a referral partner, how do I promote eServeCloud?

You can leverage the power of Social Media and promote it on your social media channel.