

ICTCRM User Guide

ICTCRM has been developed using open source SuiteCRM software <https://suitecrm.com/> and open source communications framework ICTCore <http://www.ictcore.org> and we have enhanced its functionality by adding computer telephony integration (CTI) features and functionality .

ICTCRM is a modern CRM software integrated with CTI to manage your organization's daily business and communications needs, It is suitable for small, medium and large companies . You can manage your telemarketing campaigns either through sms, voice, email or fax .

Sign in

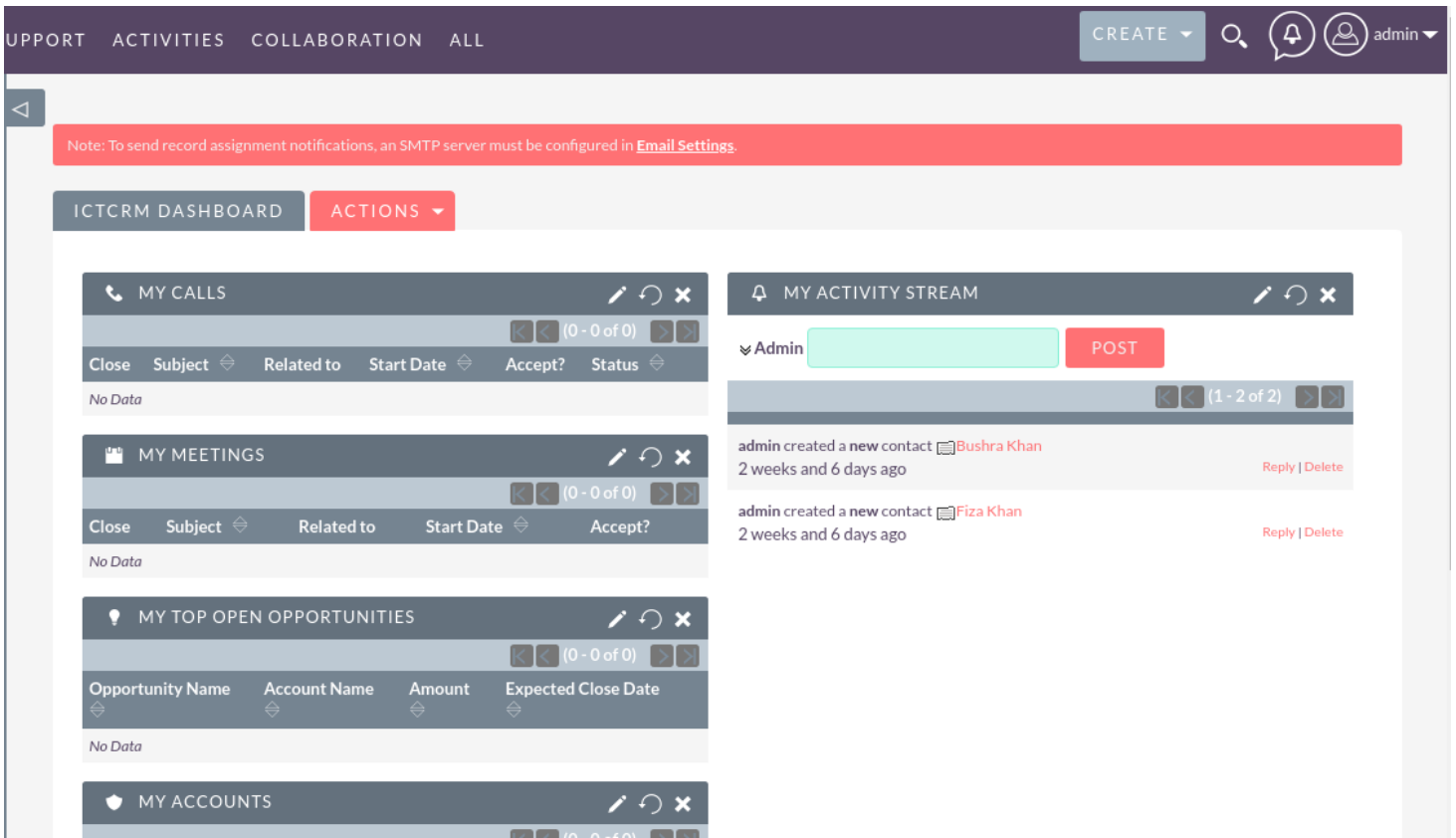
To start using the ICTCRM, firstly open the ICTCRM and login to the panel.

Enter your username and password and press the **Enter** button.



The screenshot shows the login interface for ICTCRM. At the top center is the ICTCRM logo, with 'ICT' in orange and 'CRM' in blue. Below the logo are two white input fields. The first field is labeled 'Username' and has a person icon on the left. The second field is labeled 'Password' and has a masked password icon (***). Below these fields is a red button with the text 'LOG IN' in white capital letters.

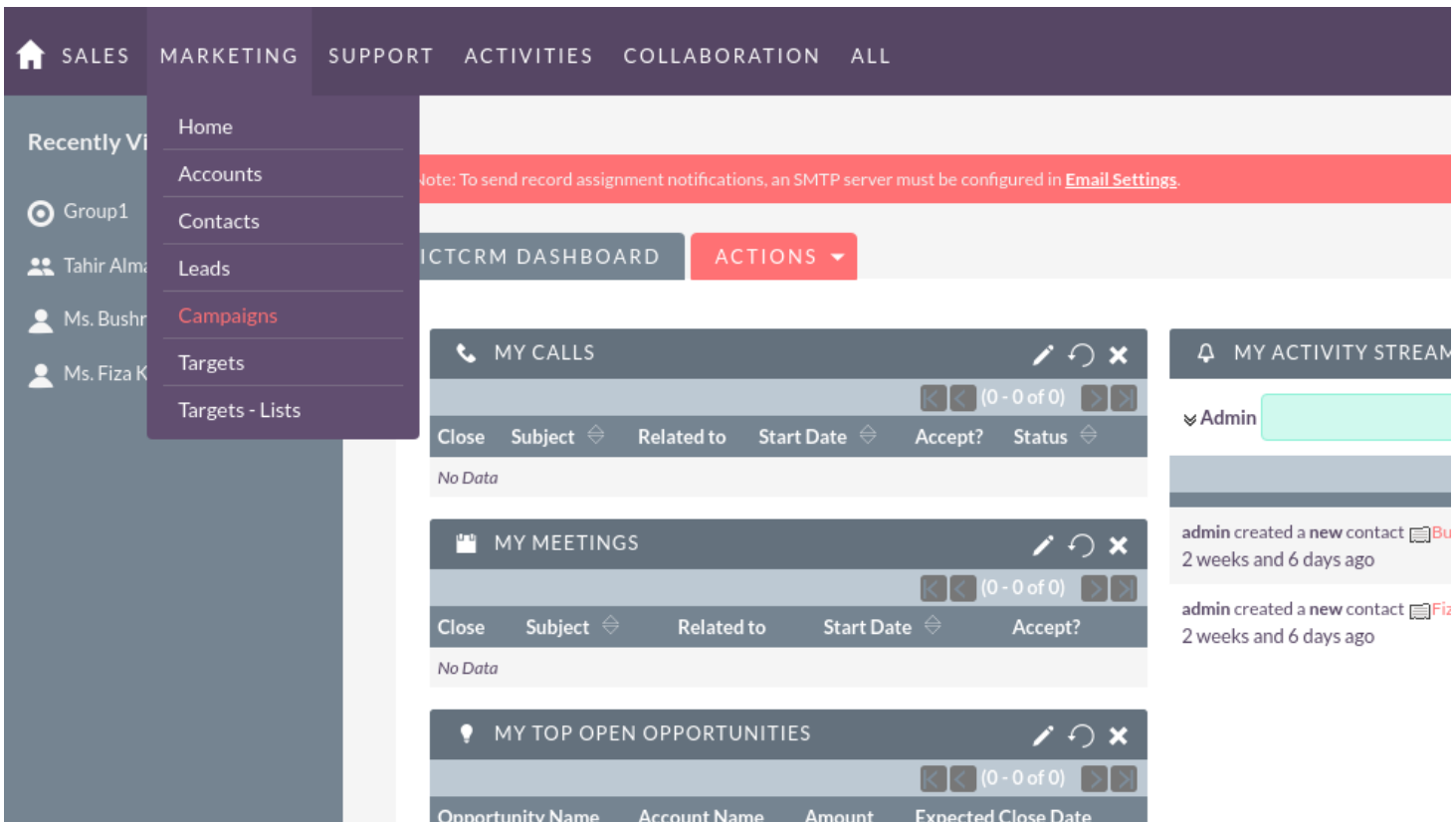
Once you have logged in, following Dashboard screen will appear.



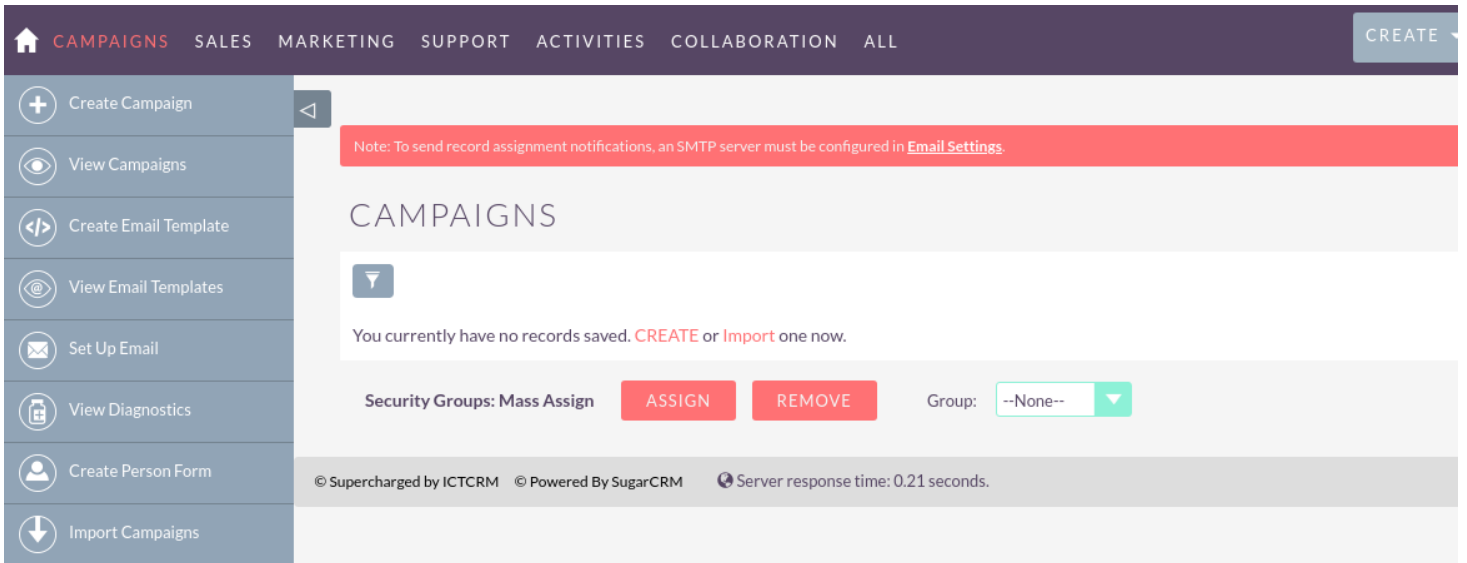
Here it contains the statistics and recent activity of the user.

Campaign management

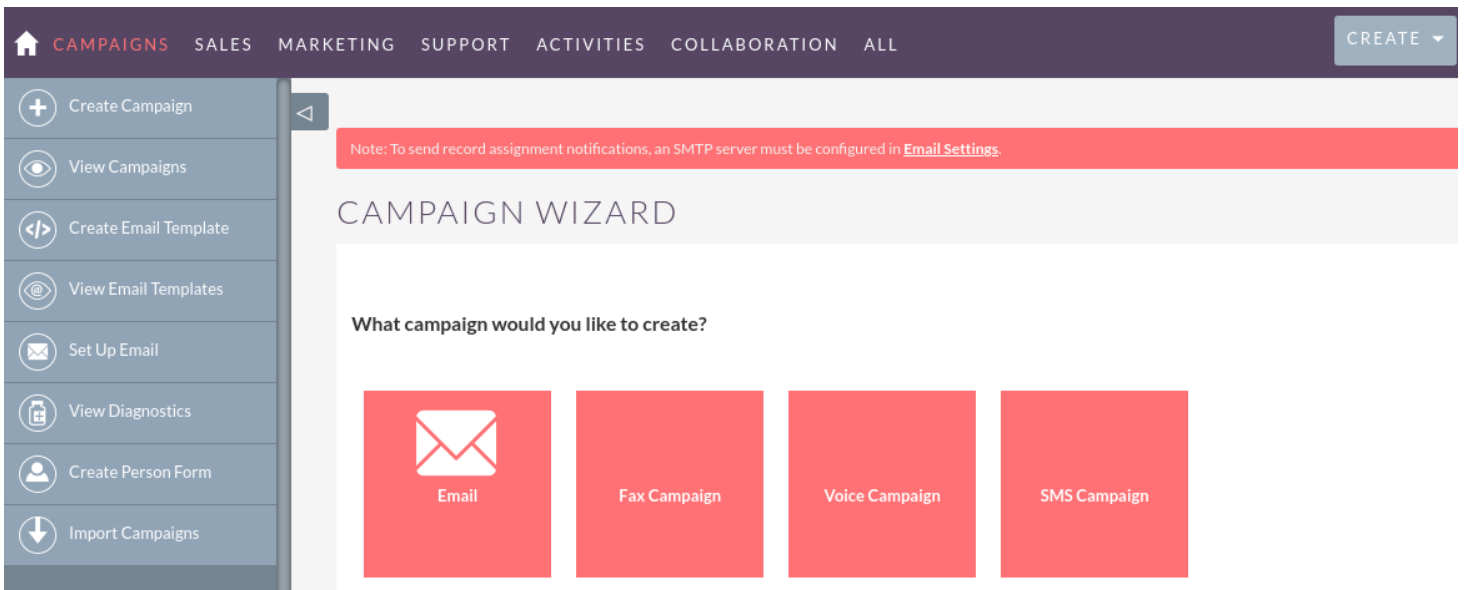
To manage the ICTCRM Campaign, Open the Campaign module for this Select the **Marketing Tab** in the header and Choose **Campaigns**.



Following Campaign management module will open

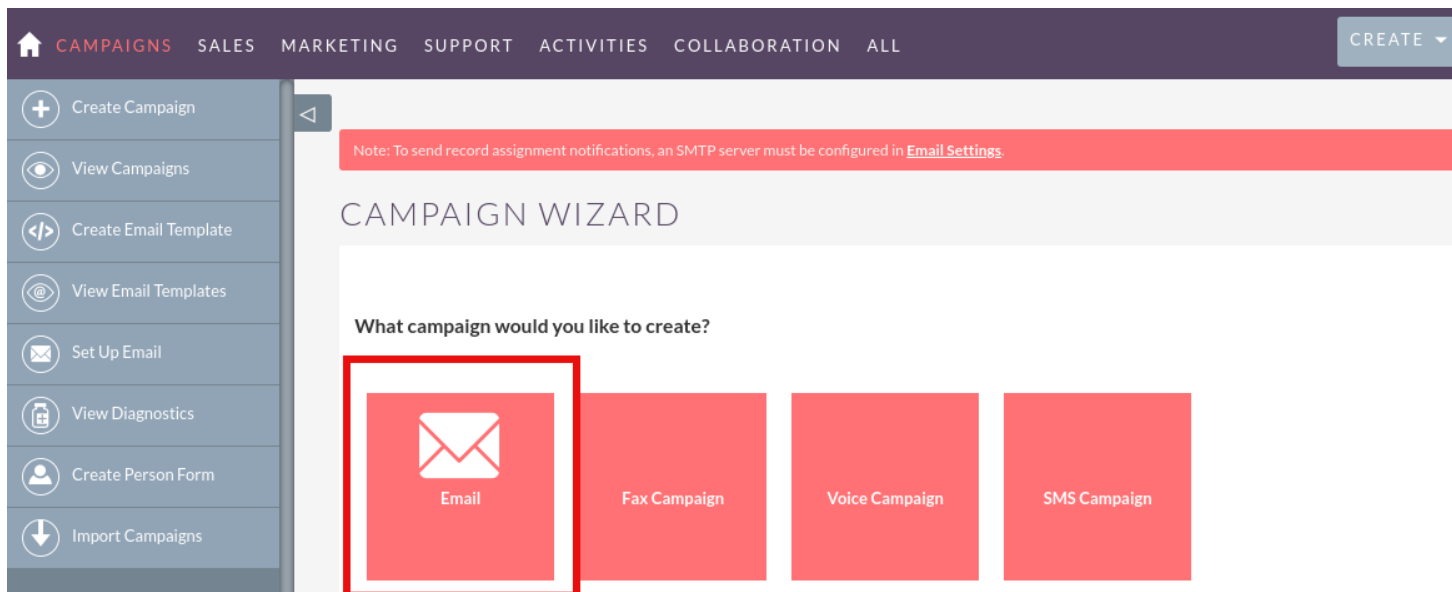


Here Select the **Create Campaign** button from the top left and following screen will be shown

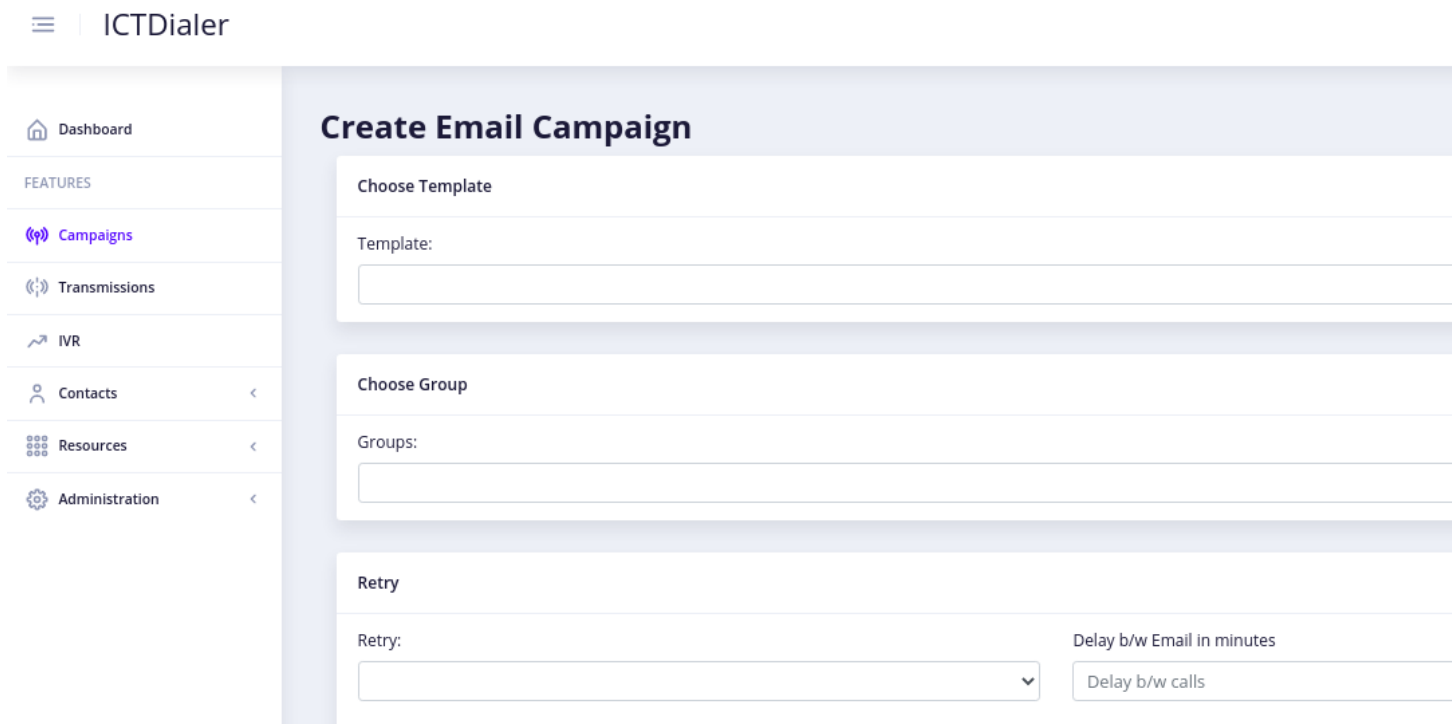


Email Campaign

In order to start the **Email Campaign** click on it in the campaign Wizard

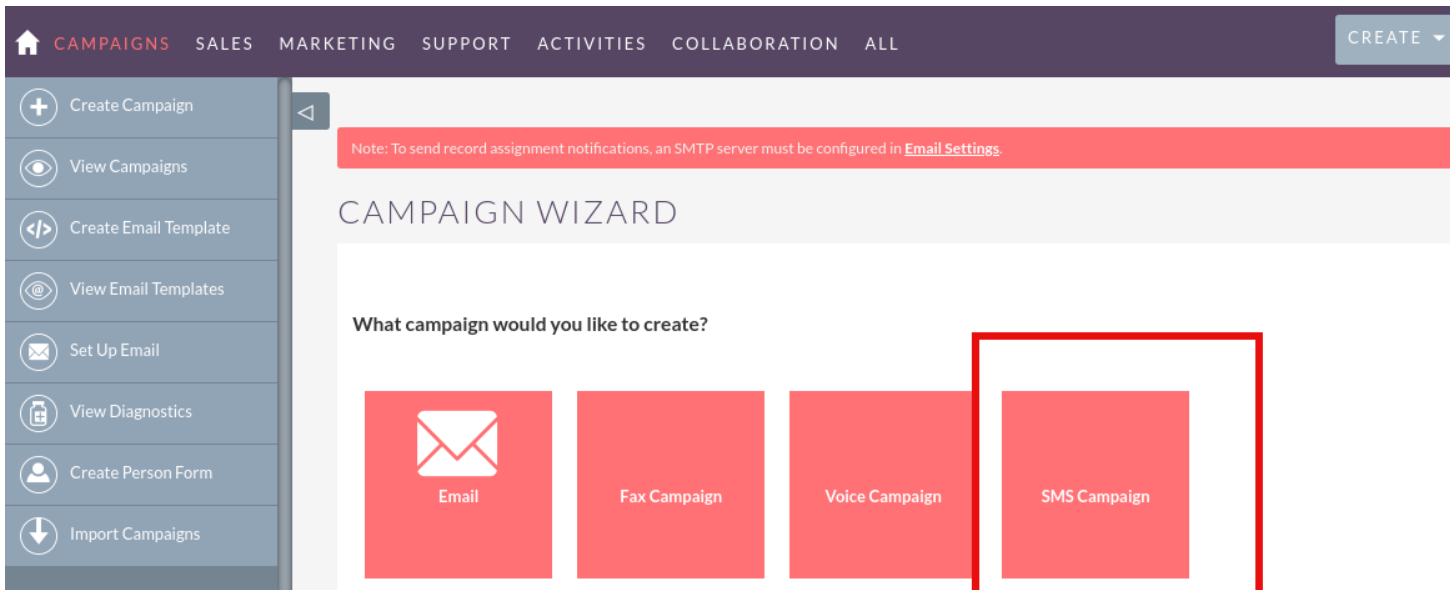


and it will take you to the ICTDialer where all of the target list are already fetched you only need to select the Email template and Press the **Submit** button and email campaign will be launched.

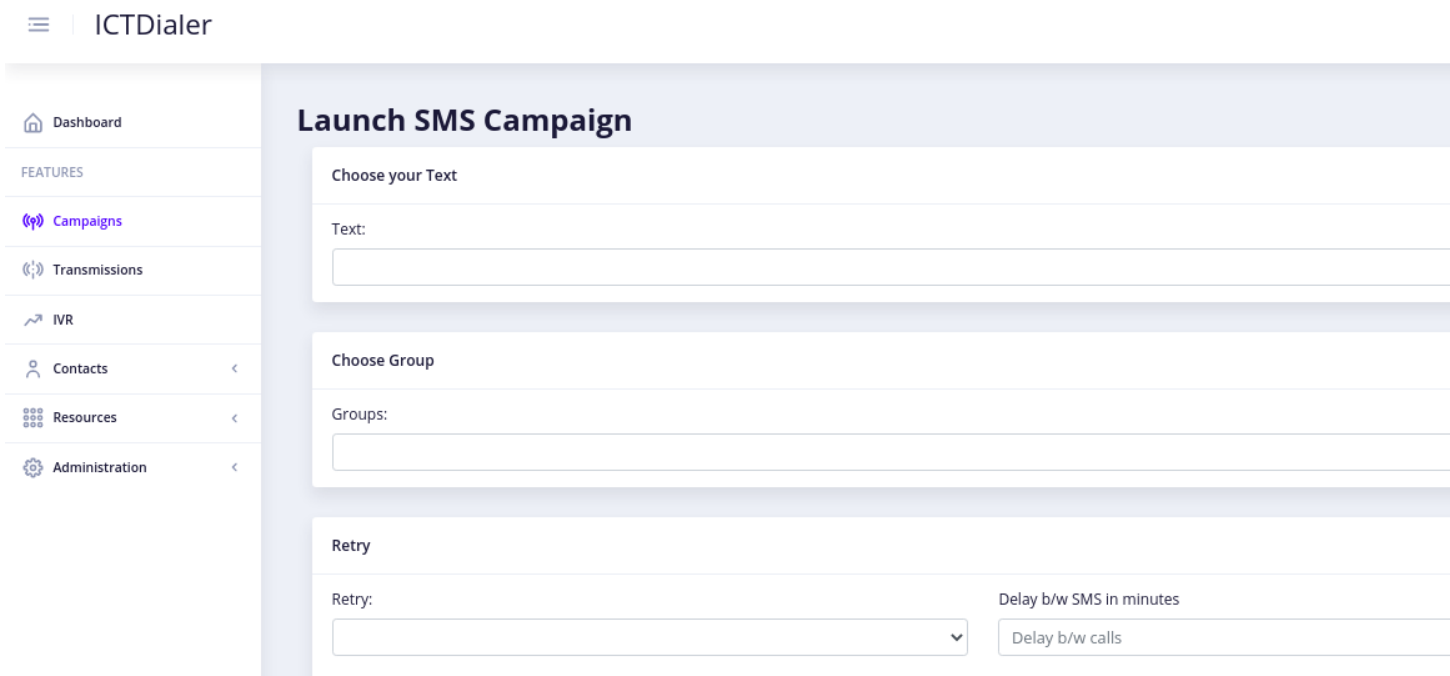


SMS Campaign

In order to start the **SMS Campaign** click on it in the campaign Wizard

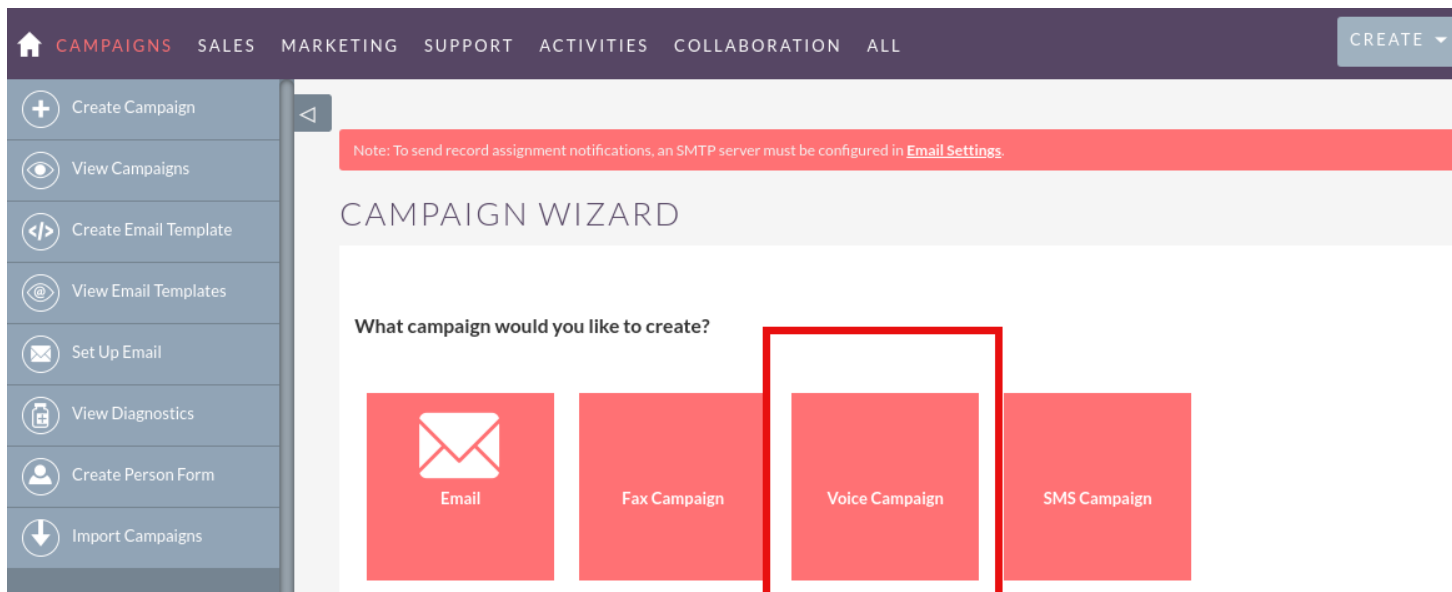


and it will take you to the ICTDialer where all of the target list are already fetched you only need to select the SMS Text and Press the **Submit** button and sms campaign will be launched.

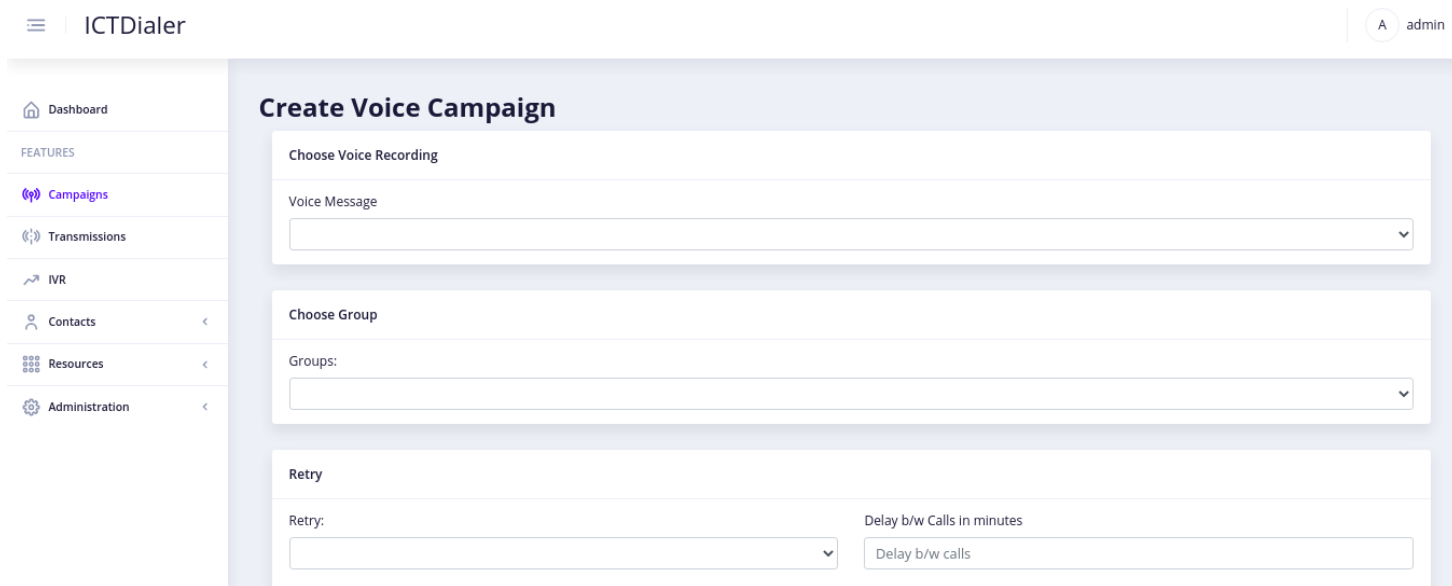


Voice Campaign

In order to start the **Voice Campaign** click on it in the campaign Wizard

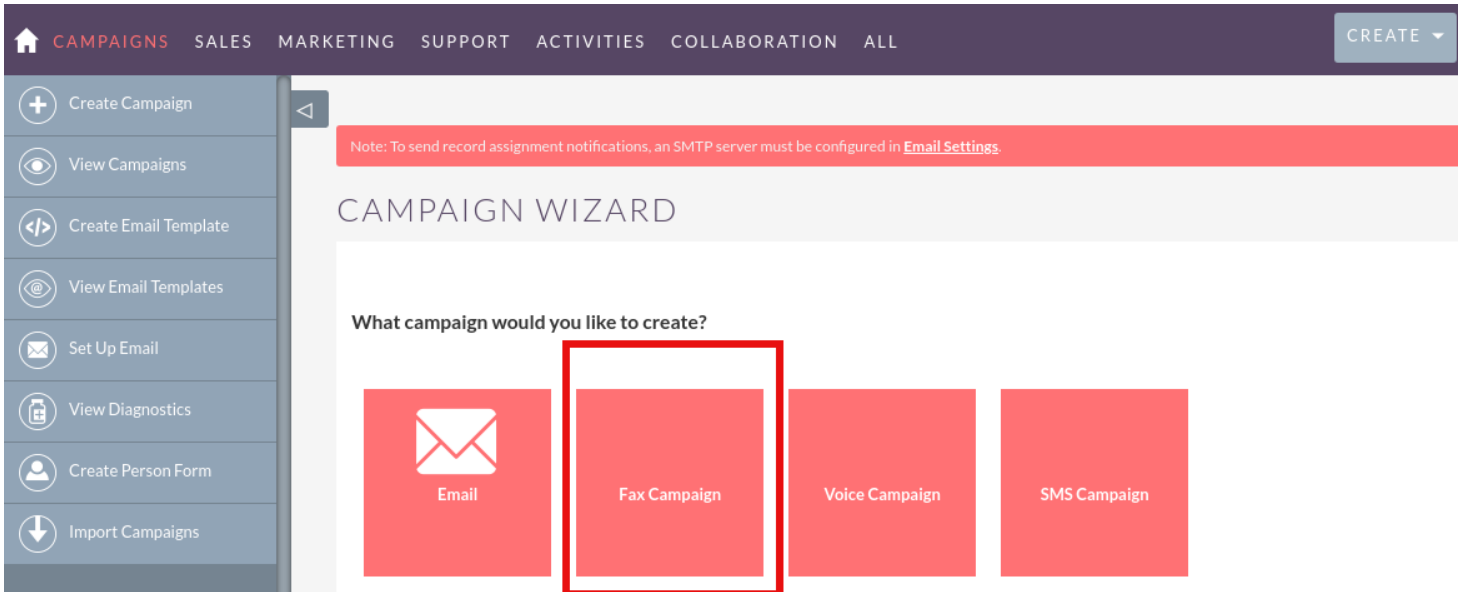


and it will take you to the ICTDialer where all of the target list are already fetched you only need to select the Voice message and Press the **Submit** button and voice campaign will be launched.

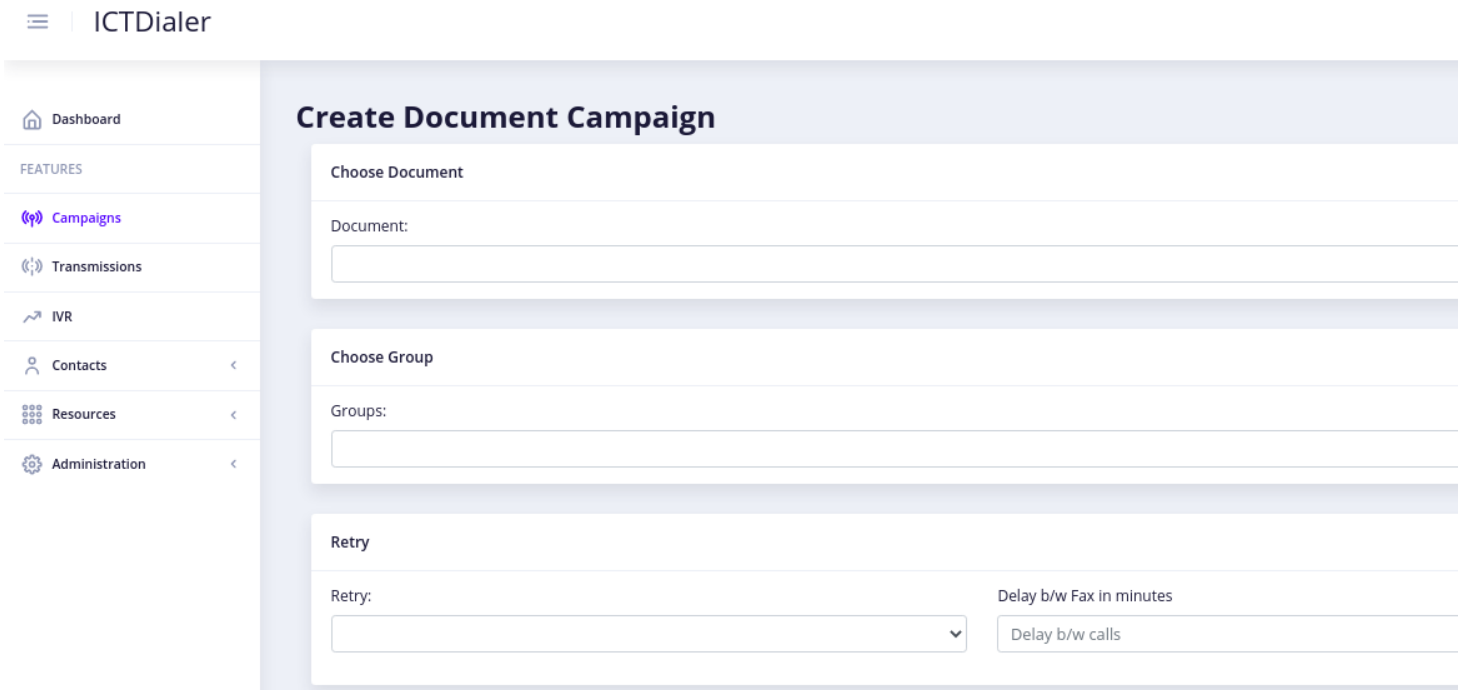


Fax Campaign

In order to start the **Fax Campaign** click on it in the campaign Wizard



and it will take you to the ICTDialer where all of the target list are already fetched you only need to select the Fax document and Press the **Submit** button and fax campaign will be launched.



For more information on ICTCRM Other modules please see the [SuiteCRM Guide](#).

For more information on ICTDialer User guide please see the [ICTDialer User Guide](#)