Tiny ERP
Open Source — ERP & CRM

Request Tracker & eMail gateway

La gestion des requêtes dans Tiny ERP alie parfaitement simplicité, puissance et flexibilité.

Cet outil vous permet un suivi efficace et centralisé des demandes de support, des incidents, des demandes aux fournisseurs, des traitements internes et des opportunités commerciales.

Il est totalement intégré aux autres modules pour une grande puissance d'utilisation.

Mais ce qui rend cet outil unique, c'est sa gateway email qui permet d'automatiser toute la communication et la mise à jour des requêtes dans Tiny ERP.

Request Tracker

The request tracker and enables a group of people to intelligently and efficiently manage tasks, issues, and requests.

It manages key tasks such as communication, identification, prioritization, assignment, resolution and notification.

Get a better reliability

Tiny ERP ensures that all cases are successfly tracked by users, customers and suppliers. It can automatically send reminders, escalate the request, trigger specific methods and lots of others actions based on your enterprise own rules.
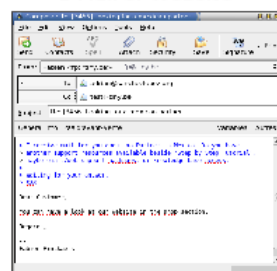
Convenient for end users

Users don't need to do anything special -- they can just send email to the request tracker. Tiny ERP will take care of thanking them for their message, automatically routing it to the appropriate staff, and making sure all future correspondence gets to the right place.
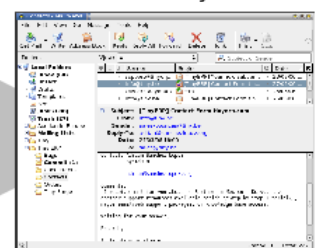
Open Source

The open source licence guarantee you to never have to pay by user, year or installed computer. It's completely free !

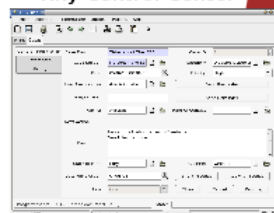Customer Support Request E-Mail or Website

Technician by email

Automatic Synchro.

Tiny ERP Mailgate

Tiny Control Center

- Statistics on requests,
- Configurable rules to automate actions,
- Automatic Reminders,
- Escalations,
- Email Routing to the right person,
- Synchro with others Tiny ERP modules,
- Backup and request database

Tiny ERP

Power in Simplicity !

Try it now, it's free ! Download on: http://tinyerp.org

Requests

A central point to track:
- ☑ Business Opportunities,
- ☑ Supplier requests or complaints,
- ☑ Support requests,
- ☑ Helpdesk communication,
- ☑ Internal tasks and issues.

Requests tracker

- ☑ Submit, Assign, Prioritize, Escalate
- ☑ Send reminders
- ☑ Partner's state of mind analysis
- ☑ Private comment not available to end-users
- ☑ Powerfull search engine
- ☑ Full history per request
- ☑ Manage planned costs and revenues with probabilities
- ☑ Multiples references to others ressources of Tiny ERP

Reporting

- ☑ Trends analysis per section, user, partner and category
- ☑ Compute graphs like the sales pipeline
- ☑ Export everything to PDF
- ☑ Complete integration with Ms. Excel or OOCalc form import and export.
- ☑ Design your own report using the Tiyn ERP Open Office connector

Powerfull

- ☑ Track multiple section sand companies within the same database, sharing some data and others not.
- ☑ Design your tree relation map between sections
- ☑ Configure everything through the Tiny ERP client

Rules configuration

- ☑ Design your own rules to automate tasks such as:
  - ➢ send automatic emails,
  - ➢ escalation to another section,
  - ➢ route or reassign requests,
  - ➢ prioritization based on different criterions,
  - ➢ reminders with a powerfull time control system.
- ☑ Design your own rules using python extensions.

Mail Gateway

- ☑ All communications by email with automatic synchronisation
- ☑ You can send commands to Tiny ERP by email:
  - ➢ close request, remind partner,
  - ➢ prioritize, escalate, reassign...

Installation

- ☑ No complex installation required
- ☑ Auto-Installers available for different platforms
- ☑ Configure the complete system in five minutes

Internationalisation

On login, Tiny ERP automatically detects which language each user prefers, so staff members can collaborate even if they speak different languages.

You've got customers around the world. Tiny ERP lets you interact with them in their own language. Internally, Tiny ERP converts all data to UnicodeTM, so you can respond to users in their native tongue, but work in yours.

Integrated

The tracker is integrated with others modules of Tiny ERP:
- ➢ history in partners forms,
- ➢ auto-complete timesheet,
- ➢ create proposal based on requests,
- ➢ mass-mailing and SMS support.

Security

- ☑ Security based on multiple levels: company, group, user, role, section.
- ☑ Design your own menus and access rights
- ☑ Support of secure distant connection using HTTPS

Ergonomy

- ☑ Quick zoom to related ressources in one click.
- ☑ Click and relate function for smart browsing through ressources
- ☑ Auto-completion on fields
- ☑ Preferences management system
- ☑ Control everything with the keyboards using shortcuts.

Flexibility

- ☑ You can customize every screen to add, move or remove special fields. (forms, lists, reports, search window...)
- ☑ Fine right management per companies, users and groups and menu designer.
- ☑ Extensible through several optionnal modules
- ☑ **Completely open source !**

Need more information ?

Demonstration on:
- ➢ http://tinyerp.com

Download Tiny ERP:
- ➢ http://tinyerp.org

Or contact us:
- ➢ sales@tiny.be

Tiny ERP

Small things done well makes big differences !