

Overview

Complete Commerce comes free* with a fully featured back-office system which includes “live” integration.

- Telesales staff in your office are actually competing live with your web customers for stock allocation, so all customers genuinely know they will receive their goods at checkout

- Live stock levels can be displayed on the web site



- Back order management, if required, with live display of expected purchase deliveries and forecast customer delivery dates directly from the back office system

- Customers can view the live status of their orders ‘as it happens’, e.g., in picking, despatched, courier track-and-trace references (including Royal Mail Special or Recorded Delivery signed-for services), etc.



- Customers can see all of their history (and re-order from it) whether previous orders were web, call centre, or in a shop, say

- Price changes and promotions updated immediately from one place



- Common pool of stock data, images, html, etc., shared, so you have a single point of maintenance for all information



- Support for multiple web sites from one back office master system



* Conditions Apply