5 Personal communication tools

The main purpose of a CRM system is management of customer relationships, in regard to which communication tools take on a role of critical importance. vtenext offers different kinds of tools to manage communication towards customers (existing or potential) and towards your work team, distinguishing between personal communications and marketing communications.

This chapter describes the tools used for personal communications:

- **Messages Module Email Template**
- **Talks Module**
- **Notifications Module**
- **Notes Module**
- **Documents Module**

In particular the Messages that allow the transmission of individual emails or emails to a limited number of recipients in which each message is linked to the recipient's record.

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