

Customer 360

One Customer Context. A Team Empowered to Act.

Connect customer conversations, commercial records and operational context. Give sales, service and operations a shared view of what matters—and AI-assisted workflows to move the work forward.

A REPEATABLE FOUNDATION. CUSTOMIZED BY YOUR EXPERTS.

Start with a Defined Core Product

Neuclon establishes the connected data foundation, reusable customer views, AI-assisted briefings and approval workflows. Process Owners and Subject Matter Experts then adapt tools, rules and automations in natural language, within IT’s permissions and guardrails.

CONNECT

Odoo accounts, opportunities and orders; Microsoft Outlook correspondence; Microsoft Teams conversations; Microsoft OneDrive files.

UNDERSTAND

A unified account view, relationship memory, open commitments, opportunity risks and next best actions.

ACT

Agents prepare briefs, follow-ups, tasks and handoffs. People approve actions; activity is logged.

Support the Full Customer Lifecycle

- 01

CAPTURE

Bring inquiries into an owned customer pipeline.
- 02

NURTURE

Use account history to prepare relevant follow-ups.
- 03

CLOSE & DELIVER

Coordinate quotes, order exceptions and customer updates.
- 04

BUILD LOYALTY

Track service commitments and identify expansion needs.
- 05

REACTIVATE

Surface dormant accounts for a reviewed outreach plan.

CORE APPS



Odoo



Outlook



Teams



OneDrive



Twilio



WhatsApp



Facebook



Instagram



LinkedIn



YouTube

ADDITIONAL CHANNELS • CONFIGURE TO YOUR SCOPE

Additional channels and ERP / MES / WMS / TMS connections depend on APIs, permissions and deployment scope. Website chatbot workflows can also be configured. Logos identify third-party apps, not endorsements.

Built Around the People Who Own the Work

Start with one workflow. Agree its baseline, configure the foundation, then let the team improve it in plain language.

PERSONA & USE CASE	EXAMPLE SUCCESS METRIC ¹
Account Manager Brief a customer call using orders, emails, meeting commitments and the latest proposal.	Brief preparation time 20 → 5 minutes 75% less
Customer Service Leader Prioritize unanswered inquiries; draft responses and route exceptions to the right owner.	Median first response time 4 → 2 business hours 50% less
Operations or Logistics Manager Link late orders to customer commitments; prepare escalation and ship-date updates.	Late orders updated within 24 hours 60% → 90% +30 percentage points
Finance and AR Lead Combine invoice, dispute and account context to prepare collection follow-ups.	Median dispute resolution time 10 → 7 business days 30% less
Sales or Customer Success Director Identify dormant accounts and review tailored reactivation and expansion outreach.	Dormant accounts reactivated² 5% → 8% +3 percentage points

¹ Illustrative pilot targets, not customer results or guarantees. Compare matched periods and workloads. ² Reactivated = a dormant account placing a new order within the agreed campaign window; define dormancy before launch.

Make the Business Case Measurable

600 hours

ANNUAL CAPACITY RETURNED

\$42,000

ANNUAL CAPACITY VALUE

110%

ILLUSTRATIVE YEAR ONE ROI

Model: 10 users × 5 briefs/week × 48 weeks × 15 minutes saved ÷ 60 = 600 hours. At \$70/hour, capacity value = \$42,000. Assuming \$20,000 total year-one cost, net capacity value = \$22,000; ROI = (\$42,000 – \$20,000) ÷ \$20,000 = 110%.

Cost is a modeling assumption, not a Neuclon quote; include subscription, implementation, training and operating costs. Capacity value is not cash savings. At 50% realization, value is \$21,000 and ROI is 5%. Excludes revenue uplift and other benefits to avoid double counting.

Your Experts Define the Next Improvement.

“Add a daily view of late orders for priority accounts and draft updates for approval.”