CRM Software

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G2 Reviews

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Pros	"Salesforce is an excellent software to use in tandem with other CRM's like Outreach. Salesforce helps my team to see the interactions between the customer and our different outreach techniques." "Salesforce is obviously a very powerful tool, if that wasn't the case, it wouldn't be as popular as it is. There is a ton of flexibility to make it your own and use it the way you want to." "It brings me great joy to let you in on the Pros of Salesforce. D been looking for leads for Sales executive people, and I found 1 Albert, with excellent results." "Like all CRMs what you put into it is what you will get out. If you live in it day in and day out its a great program and the reason for their popularity and success."	"We actually ended up upgrading from sales to marketing and then enterprise. Hubspot makes great software that sales people actually want to use." "My overall experience with the Hubspot Sales Hub has been awesome." "Highly recommended for organizations of any size. Each company will find a great combination of Hubspot modules and versions." "Free software and great features in the free package."	"On the other hand, I use it full time because its strong deployment allows it. I also like it because I can have a totally effective marketing automation thanks to the flowchart that it provides." "An affordable and powerful solution ranging from simple email marketing to professional Marketing Solution." "It's important for me to be aware of the tools on the market, and there are other great ones, but none that have been a worthwhile transition off AC for." "ActiveCampaign is a solid platform. The CRM has nice communication options and the tagging system for contacts and in-the-moment segmentation are nice touches."	"The deal stages are really easy to track on the freshsales. And also easy email tracks and clicks tracks, call and email reminders, Notes of the account and the contact are the best." "Time to live and migration was easy, fast and can be accomplished in house without having to hire an outside resource. Freshworks support is excellent and responsive." "The activity feed is amazing, never seen anything like it other than on expensive SalesForce add ons. They also do a great job of auto filling details like social networks based on lead/contact email." "We are using freshsales CRM to send emails to clients and making connection with influencers. The best thing about this tool is its so easy to start using this."	"Zoho is a user-friendly and affordable solution for emails. Its very thorough and the best solution I have found while searching CRM." "Nice app that helps keep my email address and customer database safe. The sales purchased for payment is very good for e-commerce website." "I am using Zoho CRM since 1 year it was super easy to work with it while best thing I like to configure multiple email alias and at some point it's easy to divide emails in specific category of alias." "It is a very good software to manage the clients and resources for an organisation notifications on every event is a very good feature."	"I can see how it would be a great option for a larger organization, but for a one-man shop, I didn't need all of the features, but it was great to have them as an option." "Thanks to Pipedrive it is now possible to design the best sales strategies and we have obtained excellent results, in addition, the software does almost all the work for me." "I like how Pipedrive helps to track leads and users coming from various channels and focus on those that are the most effective. I love filters you can create and save to track campaigns." "It has been a great experience overall with the software. There haven't been any hiccups to date and the software has always provided the best results."	"You can easily integrate with Pandadoc and send agreements. You can send texts, emails and calls from the CRM very easily and track agents productivity." "The overall experience with Zendesk sell has been really good, I would recommend it." "Our team really liked this tool over salesforce. There are a ton of really great options and features, along with a pretty easy to use UI." "For other businesses, it is not a good option. The system is ok despite its limitations, but the price should be halved for it to be worth it."	"I will be very much happy to recommend it to anyone. I am very happy that I was given this opportunity to learn more about selling and how the pipeliner CRM tool can enhance selling skills." "Being able to handle leads and opportunities based on their resourcefulness is a thumbs up for me. No more waste of time on leads or opportunities which won't lead to any good." "Opportunities can be labeled as to their fitness such labeling allows sales people to stay focused on the right deals and they are not side tracked." "I never came across an amazing game changing software like this, that can impact positively on sales operations. Do you want to move your sales to the next level."	"It is an excellent tool when it comes to reaching port customers by email or on social networks and has the ability to update contacts through information from various platforms." "I like it because I can extract multiple data from different social networks, this helps me to have a conglomerate of information to attract triggers processes that free my workflow." "Nimble has been by far the best software our company has used. You can easily import contacts, ease of sending group emails, and overall productivity is remarkable." "I guess I am grateful that I learned to be more careful who I trust and where to dedicate my energy and efforts."	"Is a super great CRM, it has so many thing to take advantage of them. You can do marketing, workflows, contacts, leads, commercial process, database,etc." "I have used Dynamics for a while now and it's only gotten better and better. It's got fantastic account management resources and keeps you up to date." "This is a great app for business person like me because it helps to control my finances And I suggest entrepreneurs to check this app out because it's worthy for your business." "The precise planning and financial organization. I recommended to several friends who were with probERP motive of so much that I liked and the best they liked my indication."
Cons	"There are so many steps to having a complete file, so this isn't a lazy program. If you're going to use it, commit to using it, otherwise, crap in, crap out." "Before the Lightning update it looked terrible. Having so many features inevitably lead to chaos and for a new user it is hard to get around." "Cost is terribly high for bad customer service. Moreover, it takes ages to learn all aspects of it and you know bad customer support is the cherry on the top." "My introduction to this program was while working at a call center for fraud prevention. They incorporated its use with other proprietary software programs."	"It allowed us to manage a larger group of clients aand loose less time on follow ups and other tasks." "Not invoicing any one right now. It been over 4 months with NO INCOME." "The information is not organized very well. It is hard to find the info that I need and navigation is not very intuitive." "Sometimes we consider moving away from it just to lower some of our costs."	"I set an entire 50-step automation (YEARS AGO!) and there was nothing they could do about it... however, THEY DID change their software because this happened to more than one person." "You'll easily get lost in number of options and settings. The fact when creating an email you get redirected for simple steps just to edit email header also hurts the flow." "They charged my credit card for the next 9 months. After I complained to American Express, they refunded 3 months only because American Express made them." "Instead, in the midst of my campaign they stopped all of my emails so my new subscribers are unable to receive my emails. NOW I can not send out ANY Email bec they placed my Account 'UNDER REVIEW'."	"I tried to get support to create a ticket several times but they just refused, and then I asked to talk to their manager, which was also refused." "If you make a mistake converting a lead to a contact, there is no way to "downgrade" that contact back to a lead. And if there is a dupe lead/contact, you have to convert before you can merge." "Error logs were nearly impossible to find and though the log is supposed to be included on the email showing the errors it wasn't. Support couldn't figure it out either." "Time to switch between two pages in software and the filter that is removed if you accidentally go back."	"I had to call customer service three times just to figure out how to pay. That should have been enough of a warning." "The only thing I found that irritated me about Zoho was the two-factor authentication that was auto-enabled when we first started using the program." "The only problem I have with Zoho CRM is when trying to import/export leads. Sometimes the data will become corrupted but nothing a simple restart of the task doesn't fix." "One of the most annoying thing is that the email invitations generated from Zoho CRM, mostly gets blocked or listed as spam by mail filters."	"I hate doing sales and realized that if I was going to take the reigns for it in my business, I had to be way more organized." "I would have stuck with this software if it had not merged my calendars and copied things from previous years causing me a lot of stress, headache, and confusion with my day to day tasks." "We don't pay the premium licence, so we can't send e-mail directly from the platform. I think it's the only thing that is missing." "Functionality was terrible, I don't know if we misunderstood and they aren't actually a CRM system but what the product offered cannot be called a CRM."	"System has limited functionalities. It mainly doesnt support SaaS business model and lacks certain key and also unimportant features." "Zendesk has the word customer service, which is crazy because they are a customer service platform. Not many third-party integrations." "Does not support SaaS business model. Very overpriced in comparison to other options in the market."	"Not well known as compared to other major CRMs and hence finding the people who have skillset on Pipeliner CRM is difficult." "I can't really say what I dislike about it as this is my first experience with CRM platforms as a whole. Id just getting to know Pipeliner." "No need for external technical personnel, No programmers, No System integrator."	"It does not work within mac mail or other mail systems though. Other than that I can't really find anything I don't like about it." "Customer Support was terrible. Very rude and not helpful." "Some of the terminology can be confusing at first, but once you get used to the slight differences, it becomes clearer as you use the software more." "It will ruin your database by adding bad information. The software was great, until they decided they could find missing information via AI on the internet."	"The software seems to have many windows and tabs that may confuse new users. It also has too many sessions break that may disturb the flow of the work, even though it is for security reasons." "The CRM dashboard is difficult to navigate and configure, with broken areas in the interface, and confusing UX." "Honestly I would rather throw money out of a window then ever use this service again. I am not writing this software again. I am writing this as a warning." "Things things that bother me are the increasing prices and also the interface lags a lot."