



Connected Sales, Contracts and Customer Service Management

Jaggle.CRM provides visibility and operational control across the complete customer relationship, from opportunity creation and pipeline management to contract management, scheduled invoicing, cash-flow visibility and customer support.

It connects sales, finance, operations and service teams through one adaptable Low-code environment designed for connected commercial and service workflows

The Challenge

Organizations often manage opportunities in one system, contracts in another, invoicing schedules in spreadsheets and service requests through separate support tools.

This creates fragmented visibility across opportunities, contracts, revenue, costs, invoicing, approvals and customer service.

Jaggle.CRM addresses this gap by connecting the commercial and service processes behind each customer relationship within one structured environment.

Business Value

- Maintain a connected customer view across opportunities, contracts, assets, service entitlements, scheduled invoicing, projects and support activities.
- Connect pipeline management with revenue forecasting, margin analysis, recurring revenue and related costs.
- Improve visibility into invoicing schedules, scheduled purchases, payment terms, expected collections and planned payments.
- Reduce coordination gaps between sales, finance, operations and service teams.
- Track contracts, billing periods, renewals, support agreements and upcoming service commitments.
- Support contract-aware customer service through service entitlements, Service Level Agreement monitoring and customer asset information.
- Maintain control through role-based access, structured approval workflows and complete audit trails.
- Support connected commercial and service workflows through an adaptable Low-code foundation.



Core Capabilities

Opportunity & Pipeline Management

Manage opportunities throughout the sales process. Define sales stages, monitor probability of success, forecast expected revenue and manage next steps, tasks, meetings, demonstrations and follow-up reminders.

Margin Analysis

Connect expected revenue with the related costs of each opportunity or revenue stream. Support subscription and recurring revenue models, include supplier-related costs and maintain visibility into expected profitability based on the commercial structure of each agreement.

Closed Won Operational Steps

When an opportunity is marked as Closed Won, Jaggle.CRM can activate the next operational steps, including scheduled invoicing, scheduled purchases, cash-flow forecasts, projects and service obligations.

Contract Management

Manage customer and supplier contracts, technical support agreements, billing periods, renewal dates, price adjustments and commercial terms. Connect each contract with the relevant customer, opportunity, project, subscription and service entitlement.

Invoicing & Cash-Flow Visibility

Create future invoicing schedules based on accepted offers, contracts, recurring revenue, subscriptions, maintenance agreements and defined billing periods. Connect planned invoicing with scheduled purchases, payment terms and expected cash movements.

Cash visibility

Maintain a connected view of expected collections and planned payments. Monitor invoicing schedules, customer payment terms, supplier costs, purchases and contract-related activities to support cash-flow forecasting and payment visibility.

Approval Workflows

Configure role-based and multi-level approval workflows for commercial offers, discounts, expenses, purchases, invoicing schedules and customer-specific requests. Maintain a clear audit trail of approvals, actions and changes.

Service Desk & Customer Support

Use Jaggle.Service to manage customer cases, incidents, questions, feature requests and service requests through structured workflows. Monitor priorities, status, ownership, actions and Service Level Agreement milestones while consolidating ticket-related communication in one place.

Customer Asset Management

Connect customer assets with accounts, contracts, subscriptions, service entitlements and support cases. Maintain visibility into installed systems, licences, devices, supported applications, versions and customer-specific configurations.

Jaggle.CRM

Sales & Service



Ideal Fit

Jaggle.CRM is designed for organizations with complex sales cycles, recurring revenue models, customer and supplier contracts, technical support obligations, scheduled billing, supplier-related purchases, approval workflows and customer service requirements.

It is especially suitable for organizations that need a cost-effective and adaptable CRM and Service Desk environment aligned with their operational processes, without the complexity and rigidity of oversized CRM implementations.

About Comsys

Comsys is a technology solutions provider with more than 35 years of experience in enterprise software and contact centre solutions. Since 1989, the company has delivered solutions across 22 countries, helping companies in sectors including telecommunications, financial services, energy, and retail.

With Jaggle.eu, its AI-powered low-code application generation platform, and the broader CX expertise acquired, Comsys supports organisations modernising legacy environments, integrating with enterprise ecosystems, and delivering secure applications with 24/7 post-implementation support.

Indicative client list



Contact us for a demo

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