

# Infor Customer Experience Suite

## Soho User Experience

**Infor Ming.le™** Business Collaboration

**Mobile CRM**

**Analytics** Pervasive, Embedded Business Intelligence

Sales Force Automation

Omni-Channel Marketing  
Orchestration

Customer Service &  
Support

Configure Price Quote

Contract Lifecycle  
Management

Marketing Resources  
Management

Marketing Content  
Management

Customer Profiling

Field Service

Real-Time Interaction  
Management

Dynamic Content  
Personalization

Product  
Recommendation

Lead Management

Next Best Offer

Web and Mobile  
Engagement

## Technology

**Interaction Advisor** Predictive Analytics and Machine Learning

**ION** Integration, Workflow, Alerts, Business Vault, BI

**Front Office Integration**, Outlook, Gmail, MS Office

**CloudSuite** Hybrid, SaaS