

# Youno Modules

**Youno**

zoeken...

Max Walker

### Dashboard

#### Reparatieverzoeken

Naam	Locatie	Topic	Status	Acties
Max Walker	Nieuwe emmasingel	Mijn lamp werkt niet meer	Te verwerken	👁️ ✉️ ✎
Max Walker	Franz Leharplein	Mijn lamp werkt niet meer	In behandeling	👁️ ✉️ ✎
Max Walker	Franz Leharplein	Mijn lamp werkt niet meer	In behandeling	👁️ ✉️ ✎
Max Walker	Franz Leharplein	Mijn lamp werkt niet meer	Te verwerken	👁️ ✉️ ✎
Max Walker	Franz Leharplein	Auto	Te verwerken	👁️ ✉️ ✎

#### Verzoeken van klanten

Naam	Locatie	Adres	Postcode	Acties
Juul van den Bungelaar	Nieuwe emmasingel	Rivierstraat 30	5615 KB Eindhoven	✅ 🗑️

Chat

## Meet Youno!

Youno is the world-first application building platform that can build any App, software, ERP, CRM, sales system and many more you like in less than 30 days. Youno has more than 40 modules you can choose from, so your software is completely customizable!

This document includes a description of all 40 modules and their main features!

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## CRM-module

Youno, with its various modules, can serve well as a CRM tool for your company. It makes it possible to bring different processes, communication, data, or actions into one system. Because the system is available online, every colleague has worldwide access to all data.

### Dashboard

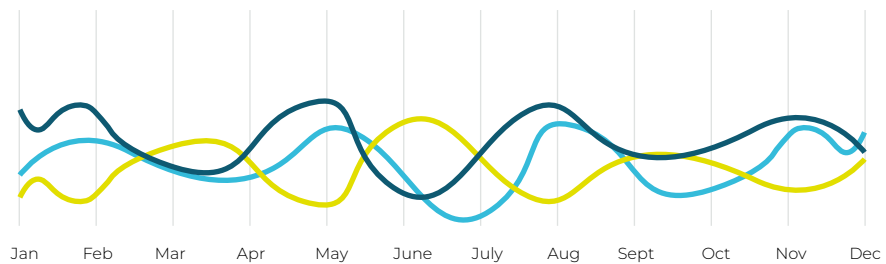
- Admin >
- Betalingen >
- Contracten >
- Support >
- Instellingen
- Uitloggen

## Dashboard

### Sales

Earnings  
€22,800

● Sales ● Profit ● Growth 2021



### Tasks

Assignee	Title	Description	Status	Actions
Mark	Inspection	Apartment 24b	Delivered	Show
John	Repair	Fix sink	Pending	Show

### Chat

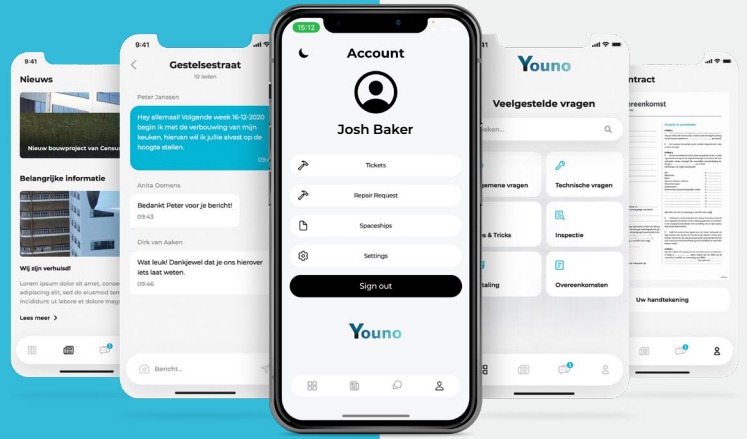
- zoeken... Q
- Mijn lamp werkt niet meer** 2 dagen geleden  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum ut ut libero amet, massa gravida amet.
  - Mijn lamp werkt niet meer** 7 dagen geleden  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum ut ut libero amet, massa gravida amet.
  - Mijn lamp werkt niet meer** 7 dagen geleden  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum ut ut libero amet, massa gravida amet.

### Mail

- Search Q
- Planning the next inspection**  
Dear sir, I would like to remind you that it is time for the yearly...
  - Customer service**  
Good day, our customer service is now available in the new app, powered by...
  - Repair request**  
Pim van de Walle put in a repair request to let the sink in apartment 24b repair...
  - New customer**  
A new customer is added to the customer list. Click the link to see...

## App module

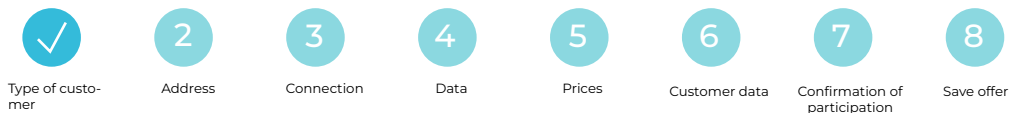
In addition to the dashboard and its associated functions, we also offer an option to create any App you like. It can be set up according to your wishes and can also serve as an extension. All Youno modules can be integrated into the app.



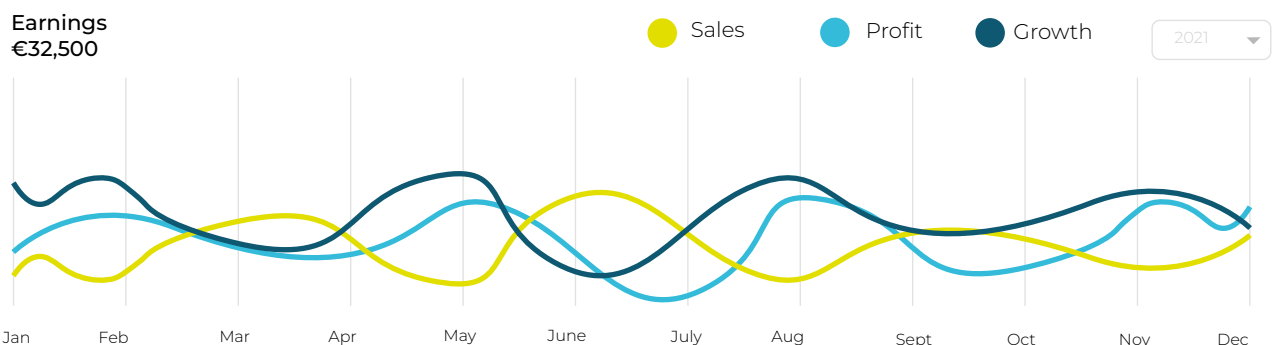
## Sales function

Every company has its own sales process. With the Youno platform, it is possible to simplify this easily and quickly. Together, we are going to make the sales flow digital and ensure that you can organize the sales in an easy and well-organized way. You can link employees to leads, create reminders and tasks, set targets, mail, monitor performance, and view financial data. It is also possible to link other parties to retrieve data more quickly. Examples include links with overheid.io, an EAN codebook, or a bag viewer.

### Sales flow



Possible customer	Product	Possible Turnover	Status	Date	Actions
John Williams	Product 1	€5000,-	Pending	24-05-2022	<a href="#">See</a>
Max Walker	Product 2	€10.000,-	Mailed	14-05-2022	<a href="#">See</a>
Bob Baker	Product 3	€17.500,-	Voicemail 1	12-05-2022	<a href="#">See</a>



## Task & to-do module

With this module, to-do's and matching tasks can be created for yourself or your employees. You can add comments, documents, dates, and deadlines to the tasks, for example.

### To do



To do	Date	Location	File	Actions
Inspection	20-04-2022	Wolfheze 70	<a href="#">see</a>	...
Inspection	22-04-2022	Wolfheze 72	<a href="#">see</a>	...

## FAQ

Through the FAQ, customers can solve problems themselves in no time. The question tree provides answers to various problems or questions, which can alleviate a large part of the support burden. This FAQ can be updated in real-time and analyzed so that you can improve it according to the use of your users.

### Most asked questions



General questions



Technical questions



Tips & tricks



Customer service

## Tasks



Task	Status	Urgency	Actions
Inspection	Done	Orange	...
Pay Bills	Done	Red	...

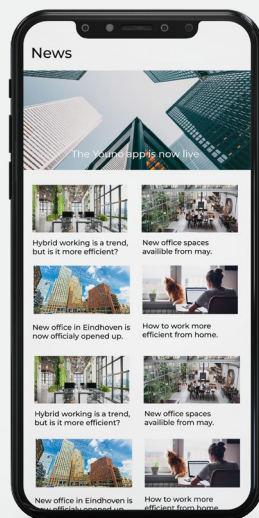


## Ticket module

Customers, users, or employees can create a ticket for problems, questions, or other issues. These tickets can for example be provided with a deadline, to do's, or the responsible employee. This makes it easy to create a support case. In addition, statuses can be added and the user is always kept up to date about his request.

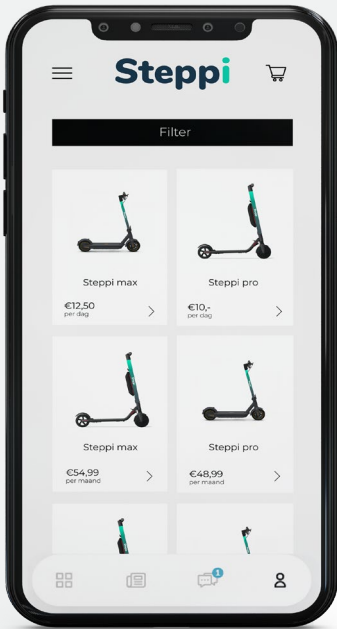
## Newsfunction

Want to keep your customers, users or staff members informed of the latest developments? This is possible with the news function. All important contributions or developments can be shared in this function. Think of all the major news sites and apps. It is also possible to send news by push notification or mail.



## Contract module & signing digitally

In this module, it is possible to create contracts easily. You only have to fill in the variable in the platform and the system generates the contract. Not only managing or creating it becomes possible in this function but also signing it. You can have the document or contract signed immediately and easily with our digital signature function.



## Webshopfunction

In this module, it is possible to set up a webshop in no time. Customers can easily buy products and pay via the app or online webshop. Managing and administering the webshop is easy on the Youno platform. Think for example of adding products or processing orders.

### Latest orders

Orderno.	Name	Address	Amount	Date	Order
1234567	A. Mitchell	Torenallee 20	€45,00	04-05-2022 19:45	<a href="#">See</a>
1234566	C. Williams	Langstraat 44	€3,00	04-05-2022 19:45	<a href="#">See</a>
1234565	F. George	Bakerstreet 34	€15,00	04-05-2022 19:40	<a href="#">See</a>
1234564	T. Smith	Hoofdweg 12	€65,00	04-05-2022 19:40	<a href="#">See</a>

### User roles and permissions



Sophie Queen

Address: Torenallee 20

Zipcode: 5617 BC

City: Eindhoven

Phone: 06-11123478

Email: sophie@live.com

Company: PWRDBYPIM

### Roles

Super Admin

Admin

### Permissions

#### Main Module

- View Employee
- Create Employee
- Update Employee
- Delete Employee
- View Permissions
- Create Permissions
- Update Permissions
- Delete Permissions

#### Contract Module

- View Contract
- Create Contract
- Update Contract
- Delete Contract

#### Customer Module

- View Customer
- Create Customer
- Update Customer
- Delete Customer

#### Inspection Module

- View Inspection
- Create Inspection
- Update Inspection
- Delete Inspection

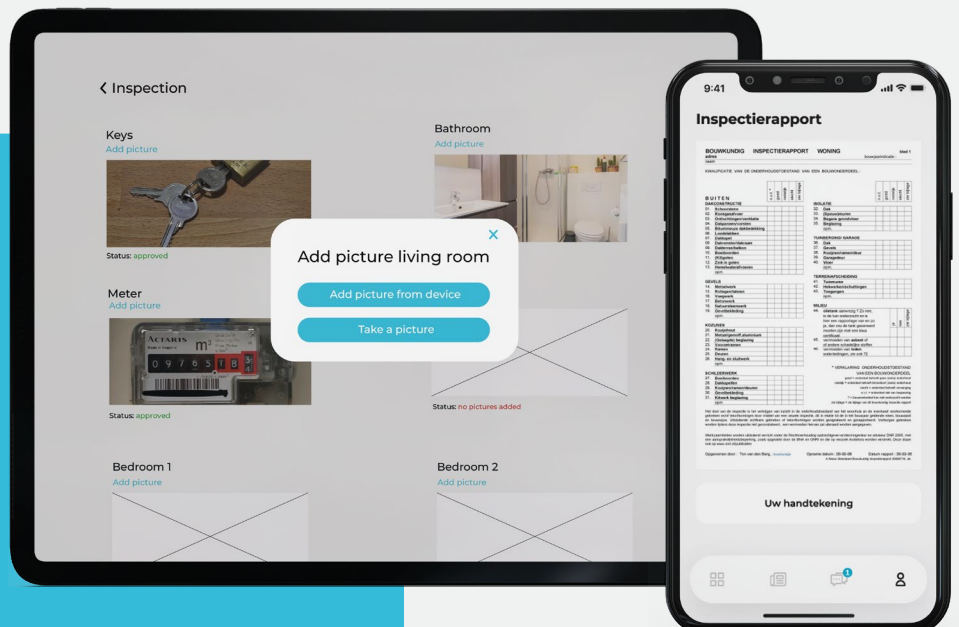


## User-function

You can create users in the system; these are colleagues who will have access to your system. You can assign different roles with the corresponding permissions. For example, a super admin, who has access to the entire system, or a manager, who only has access to his part of the company.

## Inspection module

With this module, you can perform inspections. A pre-created standard procedure that is easy to carry out via the dashboard or app can then immediately be digitally signed by the user or customer.

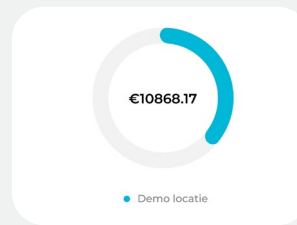




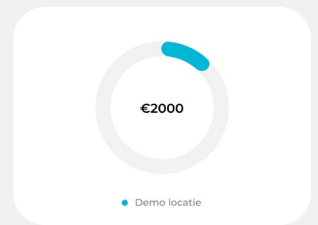
## Cash flows module

With this module, it is easy to get a clear picture of your costs, turnover, and profit. Through analytical data with graphs, you have a clear overview at a glance. It is also possible to filter; for example, an overview of the number of products sold, only in Q1, can easily be created.

### Income



### Expenses



### Create invoice

Add description

Incoive no.

Language

Currency

Select customer

Date

Due

Description	Tax	Quantity	Price	Total
Paint 1L	€2,50	2x	€9,00	€20,50

## Invoice module

Do you want to send invoices to your customers? You can create invoices easily and send them through the system or email! If you want, the Invoice module can also be connected to other financial modules and can be exported to your system, so the invoices come directly to the administration!



## Suppliers

Not only customers or employees can be linked to the system, but also suppliers. Think, for example, of a handyman or cleaning company. Suppliers can also easily schedule appointments with users or open a chat.

### Partners

Logo	Company	Type	Access	Actions
	Estate	Real Estate	<a href="#">see</a>	...
	Bartels	Painter	<a href="#">see</a>	...

## Documents module

With this module, it is possible to create your document formats like google drive or dropbox. It is possible to make certain folders visible in the app as well so that users can find documents again. When an agreement is signed, it is easy to find it in the app.

### Documents

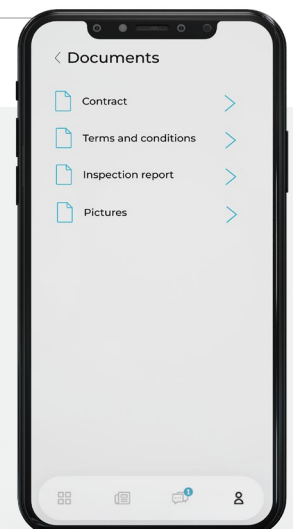
**Contract**  
Rentalcontract.docx [See](#)

---

**Terms and conditions**  
Termsandconditions.docx [See](#)

---

**Inspection report**  
Inspectionreport.docx



### Cloud



Databases	2 gb	<a href="#">See</a>
Reports 2022	0.7 gb	<a href="#">See</a>
Userdata	4 gb	<a href="#">See</a>



## Cloud module

This module ensures that all your data is stored in the cloud.

## Locations

It is possible to add different locations to the system. Think, for example, of different buildings that you rent out or different branches that you have. This way you can create a unique environment for each building and tenants from other buildings will see different data. This also applies if you have another branch for which different data applies.

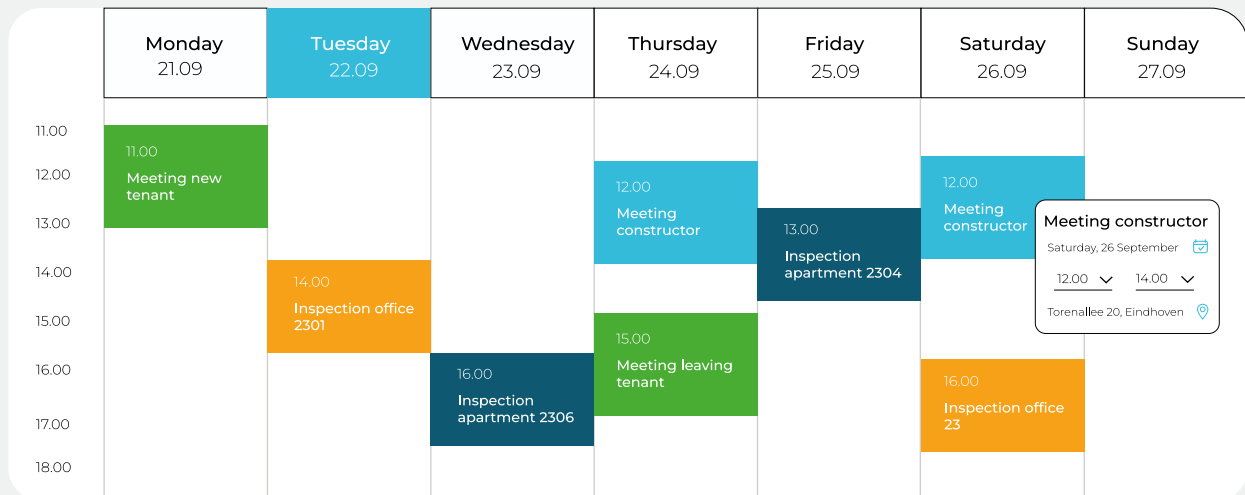
## Locations

Address	Town	Company
Torenallee 20	Eindhoven	PWRDBYPIM
Plaça dels Pinazos 5	Valencia	PWRDBYPIM
Torenallee 20	Eindhoven	PWRDBYPIM



## Agenda module

With the modules, it is possible to schedule appointments with your customers, users, or colleagues. It is possible to send a reminder before the appointment. If you have suppliers, they can also be linked and make their appointments with the user. For example, for a repair, the user can request the app and this can be forwarded in the dashboard to a supplier, who can schedule an appointment with the user through chat or email. The user also sees the appointment in the app.



Meeting constructor  
Saturday, 26 September  
12.00 - 14.00  
Torenallee 20, Eindhoven

## Company

Logo



Name

PWRDBYPIM

Email

Info@pwrdbypim.com

Address

Torenallee 20, Eindhoven

Phone

06-12345678

Actions

Delete

Edit

Employees

Josh Baker

Josh.baker@live.com

Bill Williams

Bill.williams@live.com

Customers

Bob Hout

Bob@gmail.com

Rob Jonson

Rob@live.com



## Company function

It is also possible to create companies as individual users. The individual users can then be linked to a company, creating the possibility for companies to have their login to your system and manage all functionalities themselves from there. You can also add data fields here. This allows you to create a clear overview of your customers and the corresponding users.



## Callback requests

Name	Number	Date
Redmar Kooij	06-12345678	24/04/2022
<b>Topic</b> Please reach out to help with the inspection		
Josh Williams	06-12345679	23/04/2022
<b>Topic</b> Traineeship new painter		

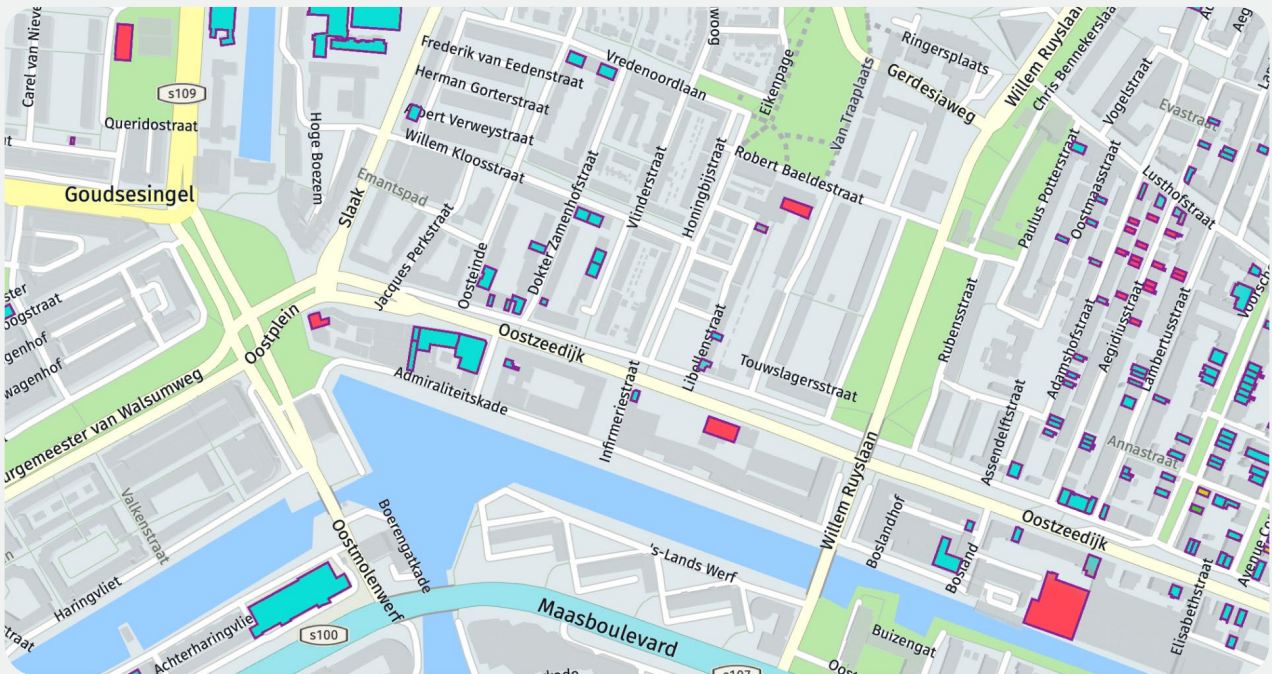
## Call back module

Forgotten to call back or a call doesn't come at the right time? No problem, just submit a callback request and schedule your call appointments!



## Digital map

With this module you can easily save data on a digital map by using colours. For example for scouting properties, this module can create a map with all the interesting properties.



## Payment



## Payment function

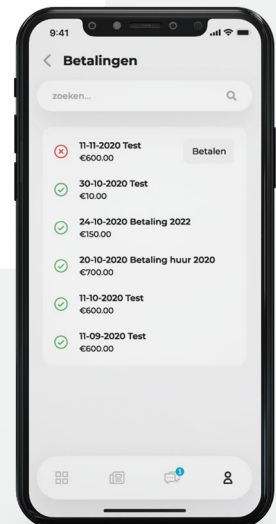
With the Youno platform, it is also possible to arrange your payments. These can be one-off, monthly, or daily recurring payments. The client receives in the app, by mail, or by SMS a link with which they can pay. When payment is not made, the system itself starts sending reminders until the payment is made. In addition, there is a clear overview of all payments in the app.

✗ 20-03-2022 Rent

Pay

✓ 20-02-2022 Rent

✓ 20-01-2022 Rent





## Customer

[Main](#) [Documents](#) [To do](#) [Email](#) [Activity](#)

**Name** Redmar Kooij  
**Company** PWRDBYPIM  
**Email** Redmar@live.com  
**Address** Torenallee 20, Eindhoven  
**Phone** 06-12345678  
**Roles** App user  
**Extra permissions** -

### Actions

Delete Edit

### Recent activity

75% Of tasks Completed  
50% Answerd call-backs  
90% Mails answered



## Customer funtion

Customers and users can be added to the system. You decide which data fields belong to the users, this is always easy to change. For example, think of a name, email, or address data. Furthermore, it is easy to link things to a user; think of contracts, files, communication traffic (chat/email), etc. In addition, the analytical data can be viewed for each user.

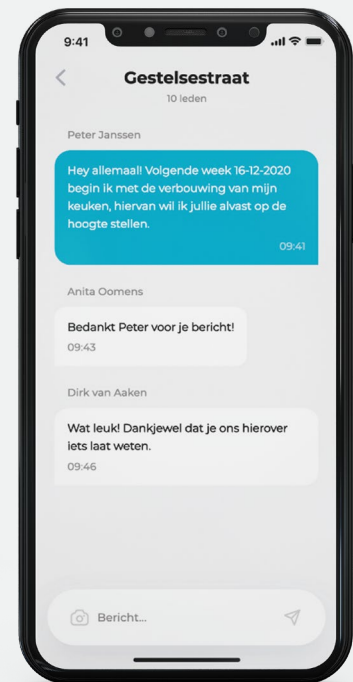


## Chatfunction

The chat function offers the possibility to chat with customers, users, and members of your team. As a user, you can choose when the chat should be online or offline. Easily chat with a group of employees? This is possible by creating communities! Separate modules can be created per community.

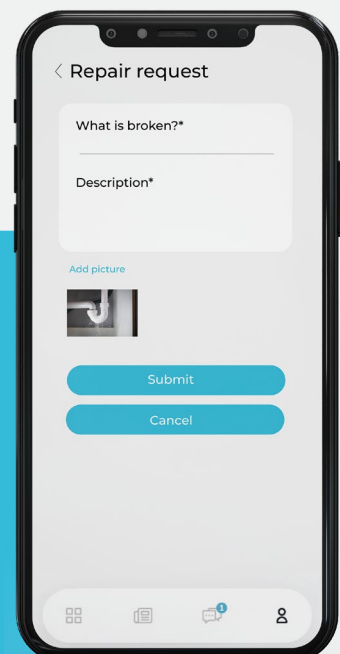
Hallo,  
I have a problem and need some help

Sure! What can I help you with today



## Repair requests



Naam	Location	Topic	Status	Actions
Josh Baker	Wolfheze 70	Sink is broken	pending	...
Ross Bobs	Torenallee 4	Need a new key	To process	...
Max Long	Langstraat 1	Elevator broke down	To process	...



## Maintenance module

This module makes it possible to keep customers informed when maintenance is required on a car or other product, for example.

## Products

Image	ID	Stock	Name	Brand	
	1234567	23	Screws	Rotadrill	<a href="#">Edit</a>
	7654321	05	Paint blue	Flexa	<a href="#">Edit</a>



## Product module

Users and customers can add products. Think for example of a car or other products. You can easily set the data that is attached.







## Mailfunction

An e-mail function can be added to the dashboard. This allows you to add an e-mail address to the system. All incoming mails are easily received in one place and from here they can be immediately responded to and a task or ticket can be created. A task or ticket can be linked to a colleague and this way you can easily deploy tasks. All mails are also stored under the user so that it is easy to find all mail traffic later.

Search

**Repair request** ↶ ↷ ↲ ↳

Youno

-  **Planning the next inspection**  
Dear sir, I would like to remind you that it is time for the yearly...
-  **Customer service**  
Good day, our customer service is now available in the new app, powered by...
-  **Repair request**  
Pim van de Walle put in a repair request to let the sink in apartment 24b repair...
-  **New customer**  
A new customer is added to the customer list. Click the link to see...

## Missing a module?

Our motto is #wemakeithappen, so everything is possible! Youno can create any module you have in mind, even if it's not in this document! It might take a little longer than 30 days, but you will get a custom-made module with the functionalities you choose! Don't hesitate to contact us if you have ideas for new modules!



Youno 2022

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youno.io

Made by PWRDBYPIM