Commence CRM a Top-Recommended Alternative to Microsoft Dynamics for CRM

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Microsoft Dynamics 365, formerly known as Microsoft Dynamics CRM, is a cloud-based tool that supports customer relationship management (CRM), sales, and marketing functions. It can track customer interactions, identify and nurture leads, as well as run multichannel campaigns.

The tool offers Android and iOS apps and is suitable for primarily large businesses and enterprises. In addition to CRM, Microsoft Dynamics 365 also offers enterprise resource planning (ERP) features such as field service, operations, finance, and human resources.

If you're a small or midsize business (SMB) considering the Microsoft Dynamics 365 CRM software because it's used by your peers and competitors, think twice. The alternatives to this software could be cheaper and far less complex to use. One of the recommended alternatives is Commence CRM.

★★★★★ Recommended by **100% of users**	✅ Self Service ✅ Phone ✅ Email ✅ Live Chat	✅ iOS App ✅ Android App ✅ Mobile Browser	✅ Free Trial Available ◯ 15 Day Period ◯ Credit Card Required

Commence CRM is a cloud-based solution that also offers core sales, marketing, customer service and project management functionalities. It tracks and manages leads and sales, automates email and social media marketing, and streamlines customer support tasks. Its real-time interactive dashboard lets you manage tickets and generate detailed, multilevel reports.

Commence CRM doesn't offer some of the advanced CRM capabilities that Microsoft Dynamics 365 does such as automated customer insights and activity control tracking. However, it can meet most CRM needs of SMBs. It also offers Android and iOS mobile access.

Here are some of key features of Commence CRM software:

- **Self-service portal for customers:** Create password-protected, self-service portals for customers that feature a knowledge base and FAQs. They can also raise new tickets on the portal and track older tickets.

- **Social media-style internal chat:** Use the tool's Twitter-like feature, called "Conversations", to connect and collaborate with team members. You can set up groups to follow, send messages, and get instant alerts when you receive a message.

We analyzed user reviews of [Commence CRM](#) to understand what users like and the areas where they think it needs some improvements.

What users liked:

- The ability to customize and modify the tool as it doesn't require a lot of technical expertise. Users could configure most changes themselves or with the help of guides and training videos.

- Unlimited custom fields for each customer and prospect that are better than predefined forms. Users could easily capture and prioritize the relevant information for each customer and lead.

For more information visit www.commence.com