

Rapport d'analyse

atechor



Monday CRM

18/02/2024

contact@atechor.com

Avis des Utilisateurs : 10/10


Source	Nombre d'avis	Score
Peerspot	222	4,7 / 5
G2	725	4,6 / 5
Capterra	381	4,7 / 5
Trustradius	128	8,5 / 10
Gartner	8	4,1 / 5
Score moyen	4,6 / 5	

/ MONDAY SALES CRM - NOTES

Note moyenne


- Facilité d'utilisation ★ 4,7
- Service client ★ 4,7
- Fonctionnalités ★ 4,5
- Rapport qualité-prix ★ 4,6


Probabilité de recommander le produit



 9,0/10

monday sales CRM a reçu une note globale de 4,7 étoiles sur 5 d'après 381 avis d'utilisateurs publiés sur Capterra.

[\(Capterra\)](#)



monday sales CRM  ★ Top Rated

  **Score 8.5 out of 10**

128 Reviews and Ratings • Customer Relationship Management (CRM)

[\(Trustradius.com\)](#)

725 monday sales CRM Reviews

★★★★☆ 4.6 out of 5

([G2](#))



monday sales CRM Reviews

by monday.com in Sales Force Automation Platforms

4.1 ★★★★★ 8 Ratings

([Gartner.com](#))



monday.com Reviews

Vendor: [monday.com](#)

★★★★☆ 4.7 out of 5 | [222 reviews](#)

([Peerspot](#))

Récompenses : 10/10



(Monday.com)

MONDAY SALES CRM AWARDS

Leader in Contract Management Software Award 2023

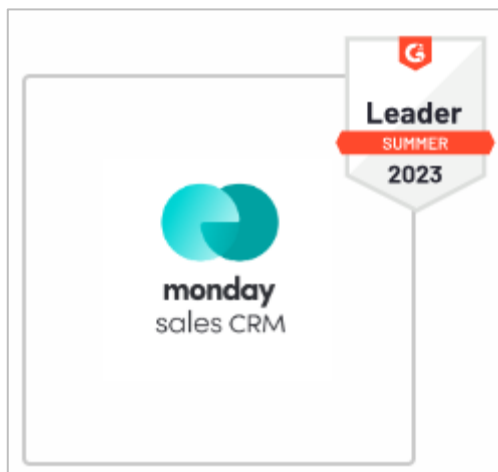
Winner in Sales Management Software Award 2023

Awarded the Quality Choice Award

Awarded the Trusted Vendor Award

Awarded the Happiest Users Award

(crozdesk.com)



Elu comme leader en été 2023(G2)






[\(Trustradius\)](#)

Interface et expérience utilisateur : 10/10

Retours des utilisateurs sur l'interface :

Ease of Use

★★★★☆ 4.7



Zac
President / CEO (É.-U.)
[Utilisateur LinkedIn vérifié](#)

Mode et vêtements, 2–10 employés
Temps d'utilisation du logiciel : 1 à 5 mois
[Source de l'avis](#)

[TRADUIRE EN FRANÇAIS](#)

A great all-in-one CRM and project planning software.
★★★★☆ 5,0 il y a 2 ans


Commentaires : This platform has allowed me to grow my business processes through one main "hub" platform and has made it so easy for me to onboard new members and get them acclimated to the work flow immediately.

+ **Avantages :**
The flexibility of boards to be created with different purposes such as client management, lead generation, financial analysis, project management, team management, file storage and so much more. I've really leaned to Monday to become my all-in-one hub for my business processes.

- **Inconvénients :**
There are definitely growing pains to creating the perfect software that fits your needs but trial and error is just part of the process. I'm planning and creating uses for Monday I never thought of 6 months ago which I've only been able to think of because of my experience gained from daily use of the software.

Alternatives envisagées précédemment : [Salesforce Sales Cloud](#) et [Asana](#)

Pourquoi passer à monday sales CRM : [Monday has a much more user-friendly interface which is important to me when onboarding new team members.](#) I want to make our system something people enjoy using instead of dreading to do a daily task on a non-ergonomic system like some of the competitors.



Samuel
Founder (Canada)
[Utilisateur LinkedIn vérifié](#)

Marketing et publicité, 2–10 employés
Temps d'utilisation du logiciel : 6 à 12 mois
[Source de l'avis](#)

[TRADUIRE EN FRANÇAIS](#)

Would recommend to manage everything
★★★★☆ 5,0 il y a 2 ans

Commentaires : We got more efficient because we can manage priorities and tasks more easily. Sections for leads helped our team see who had to contact clients. We also used it to work on social media content together.

+ **Avantages :**
Really liked the task management and the lead management. Super efficient with my team, easy to use and easy to implement. Liked the lead funnel to manage my prospection.

- **Inconvénients :**
The fact that time tracking is in a pricier version. I would like to see an access to clients for certain boards i want to show them.

Alternatives envisagées précédemment : [Workzone](#), [Trello](#) et [ClickUp](#)

Pourquoi passer à monday sales CRM : [Interface looked prettier and more seamless.](#) Price was also a factor. Free trial convinced us to use monday!



Roderic

director of client accounts (Canada)

TRADUIRE EN FRANÇAIS

Monday gives a full picture of our pipeline¹

★★★★★ 5,0 il y a 2 ans

Commentaires : [Love the interface and the user-friendly board.](#) We can basically create any type of board we need to fit our vision of expansion inside our company.

+ Avantages :

The easy setup and creation of different boards for our pipeline and future lead management. Easy to use and to track. Very user friendly even for our team that is not so user friendly with this type of software

- Inconvénients :

Terms are sometimes difficult to understand, like sort... not sure what it does until we play around with it and realize that we can alphabetically sort our lead board... email integration is difficult with chrome. That is why we don't use it yet.

Alternatives envisagées précédemment : [HubSpot Marketing Hub](#) et [Pipeline CRM](#)

Pourquoi passer à monday sales CRM : Easy to use and fits exactly our needs and the pricing is fair.



Alejandro

Bachelor of Digital Marketing (Mexique)

[in](#) Utilisateur LinkedIn vérifié

TRADUIRE EN FRANÇAIS

monday.com is amazing

★★★★★ 5,0 il y a 2 ans

Commentaires : [Easy to use](#) easy to manage, easy to implement. The Monday.com portal software has improved our communications with our customers and is extremely intuitive. Helps team members quickly analyze the tasks they need to work on, workflows are based on collaboration needs across departments. It is a useful CRM tool, I find it very useful due to its ease of use, pipeline management, marketing campaign management.

+ Avantages :

This software is very affordable and really helps with small business management. I work at a marketing agency, and since we implemented Monday.com as our communication device for customer-facing, project management, and when working on other teams, we've seen a huge reduction in confusion, fewer missed emails, and more satisfaction with customers. Monday.com is a useful CRM tool, I find it very useful due to its ease of use, pipeline management, marketing campaign management. -Optimize my daily and weekly team meetings -Track the completion of the project in real time. -Collaboration and project management with people outside my company.

- Inconvénients :

I love the web version, but I have problems with the Android application, it is super slow, it does not finish loading the information and when it loads, it uses a lot of data. Simply put, the smartphone app is not working.

Alternatives envisagées précédemment : [Trello](#)

Pourquoi passer à monday sales CRM : Offer more features at a lower price



Robin

Founder, Consultant (Canada)

[in](#) Utilisateur LinkedIn vérifié

TRADUIRE EN FRANÇAIS

Very happy with Monday.com

★★★★☆ 4,0 il y a 2 ans

Commentaires : This is my second company using Monday.com and the first time utilizing the CRM. The automations are great!

+ Avantages :


[The interface is simple and easy to use](#) while being pleasant to interact with.

- Inconvénients :

The system has crashed a few times due to technical errors and we do really rely on Monday.com so that hasn't been ideal. It is typically resolved quite quickly.

Alternatives envisagées précédemment : [Asana](#) et [HubSpot CRM](#)

Pourquoi passer à monday sales CRM : Familiarity, cost, aesthetics of the [interface](#)



Jennifer
Publicist (Canada)

Divertissement, 2–10 employés
Temps d'utilisation du logiciel : 6 à 12 mois
Source de l'avis [?](#)

[TRADUIRE EN FRANÇAIS](#)

Great for organization, deadlines, and execution of projects
★★★★★ 5,0 il y a 2 ans

Commentaires : Terrific. Seamless, and so helpful.

Avantages :
CRM - we have a huge database of clients, and this has been key in our pipelines for our PR campaigns.

Inconvénients :
Doing the automations takes time, and can get a bit confusing, but really helps the flow of our work.


Alternatives envisagées précédemment : [Asana](#)

Pourquoi choisir monday sales CRM : We didn't have enough organization and automation.

Logiciel antérieur : [Google Sheets](#)

Pourquoi passer à monday sales CRM : [The interface.](#)

(Capterra)



JC

JULY 01, 2022

Monday for a small financial business.

Jordi Cartagena
Senior Sales Engineer
Fitori (Financial Services, 1-10 employees)

[Share](#) [Save](#)

★★★★★ Score 10 out of 10 [Vetted Review](#) [Verified User](#) [Incentivized](#)

Use Cases and Deployment Scope

Monday helps to keep control of bill collection, service ticket management and sales funnel implementation. It helps us to improve our customer service and increase their overall satisfaction by decreasing notably our response time. The **interface** is really simple and it's very easy to improve or create new dashboards as required.

Pros and Cons

- ⊕ Easy **interface**.
- ⊕ Always online.
- ⊕ Personalized alerts.
- ⊕ Adaptable and customizable.
- ⊖ Whatsapp integration.
- ⊖ Better **interface** on handheld devices.



SEPTEMBER 06, 2023

[Share](#)[Save](#)

monday sales CRM for Cyber Club TLV

Gal Avraham

Partner

CyberClubTLV (Information Technology & Services, 11-50 employees)



Score 7 out of 10

Vetted Review

Verified User

Incentivized

Use Cases and Deployment Scope

We collect leads and quality them.

We also created a board that allow key users to vote and feedback on deals.

We use this for our pipeline.

It also gives us pretty good reports and we did setup automations to better support our business processes. In general, it is not sufficticated system. **Easy to use,**

Pros and Cons

- Leads
- Pipeline
- Polls and votes
- Customization
- Poor Hebrew support

Likelihood to Recommend

monday sales CRM is great for task oriented stuff, status management , follow up on things we need. it is very **easy** to follow up on leads status and make sure it is taking care of.

BJ

JUNE 30, 2022

[Share](#)[Save](#)

Mondays are better with Monday.com

Brianna Julius

Fulfillment Manager

Veil Trends (Apparel & Fashion, 1-10 employees)



Score 10 out of 10

Vetted Review

Verified User

Incentivized

Use Cases and Deployment Scope


We use Monday sales CRM to keep track of our current retailers and their needs, new leads, and weekly sales. As well as a full catalog of our products and their options. We even offer some of that information to our retailers. Then we also use Monday sales CRM to manage different projects like prepping for photo shoots and trade shows and managing supplies for our contractors.

Pros and Cons

- ⊕ Provide fast and **easy** steps to get started.
- ⊕ There's an automation for just about anything I need.
- ⊕ **Easy** to navigate thru the site
- ⊕ The overall look is very pleasing. Dare I say pretty? :)
- ⊖ I'd like there to be one place to hold all files, docs, etc - mainly the ones we use a lot. And then can pull from there for emails, boards and workspaces.
- ⊖ Capabilities to add video files
- ⊖ Capabilities to integrate with Quickbooks Enterprise.

Likelihood to Recommend




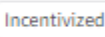
I love Monday sales CRM! It's super easy to use and I love how everything looks! We use it to keep track of our inventory and product options, as well as our current accounts and leads, plus so much more. It's great for ongoing (never-ending) projects and even for the short, one-off ones too.



JUNE 24, 2022

MONDAY.COM SALES CRM IS SO EASY TO USE, YOU WON'T REGRET IT







Verified User
Employee in Sales
Retail Company, 1-10 employees

 Score 9 out of 10   

Use Cases and Deployment Scope

WE USE MONDAY SALES CRM TO TRACK OUR INSIDE SALES. WE USE IT TO KEEP TRACK OF BOTH EXISTING AND POTENTIAL NEW CUSTOMERS. IT KEEPS ALL OF THE INFORMATION ON OUR PROGRESS IN ONE PLACE WHERE EVERYONE CAN ACCESS THE INFORMATION EASILY. IT KEEPS EVERYTHING IN ONE PLACE, PAPERLESS, AND EASY TO ACCESS.

Pros and Cons

-  **EASY TO USE**
-  LOTS OF FEATURES THAT ARE USEFUL AND HELPFUL
-  ACCESSIBLE TO ALL EMPLOYEES
-  WOULD LIKE MORE FEATURES AVAILABLE IN THE BASIC PACKAGE
-  SOMETIMES TAKE A LONG TIME TO LOG IN
-  WOULD LIKE TO BE ABLE TO LINK TO ALTERNATE EMAIL PROVIDERS




Likelihood to Recommend

MONDAY SALES CRM IS WELL SUITED FOR SMALL BUSINESSES THAT WANT TO KEEP TRACK OF THEIR SALES WITHOUT ALL THE COMPLICATED FEATURES OF SOME OTHER CRM SALES PROGRAMS. IT HAS THE CAPABILITY TO WORK FOR JUST A FEW INDIVIDUALS, OR A LARGE GROUP MAKING IT VERY VERSATILE. THE APP IS ALSO VERY GOOD. IT IS EASY TO MANAGE ACROSS DEVICES.

[Trustradius.com](https://www.trustradius.com)



Daniel C.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Nov 16, 2023

"A Project Management Game-Changer"




What do you like best about monday sales CRM?

I had the opportunity to dive into the world of project management with Monday, and I must say it has been a transformative experience. As someone who juggles multiple tasks and projects simultaneously, finding reliable and intuitive project management software was crucial for optimizing my workflow. Monday not only met but exceeded my expectations in several key areas.

User-Friendly Interface:

One of the standout features of Monday is its user-friendly interface. Navigating through the platform is a breeze, and the intuitive design makes it easy for team members to quickly grasp the system. The customizable dashboards allow for a personalized view of tasks and projects, creating a seamless and efficient user experience.

Katharine A.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Nov 16, 2023

"It's easy to use"

What do you like best about monday sales CRM?


What I like about Monday the most is the intuitive interface, seamless collaboration, and automated reminders. The customizable dashboards and robust reporting tools make sales management a breeze. It's a game-changer for boosting efficiency and driving results.

What do you dislike about monday sales CRM?

The extensive customization options can sometimes be overwhelming.

What problems is monday sales CRM solving and how is that benefiting you?

It's helping me by tracking my and my teams task and it also helps us prioritize projects.



Verified User in Retail ⓘ
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ Nov 14, 2023

"monday.com is versatile and easy to use - great for a small business"

What do you like best about monday sales CRM?
The interface is really easy to use, and I like that i can connect with my co-workers and everyone is on the same page.

What do you dislike about monday sales CRM?
I don't like that you have to pay for all of the apps.

What problems is monday sales CRM solving and how is that benefiting you?
It puts all of our sales information in one place, keeping things up to date for all of the colleagues involved. It helps us put our marketing plan in to action.



Austin L.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ Nov 16, 2023

"Monday is Great"

What do you like best about monday sales CRM?
Integratability and interface are awesome

What do you dislike about monday sales CRM?
Price compared to other options, certain features gated in enterprise edition

What problems is monday sales CRM solving and how is that benefiting you?
Keeping track of our holistic opportunities



Vahid D.
Business Solutions Consultant
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ Aug 03, 2023

"A game changer CRM"

What do you like best about monday sales CRM?
user-friendly interface and customizable features that streamline sales processes. Customizable Workflows & Great Data Organization

What do you dislike about monday sales CRM?
I don't have personal feelings or dislikes.

What problems is monday sales CRM solving and how is that benefiting you?
streamlines lead management, sales processes, and team collaboration



Verified User in Information Technology and Services ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ May 31, 2023

"Agile, simple and powerful"

What do you like best about monday sales CRM?
It is easy to interact with people, write e-mails and notes.
I would say that the best part about Monday Sales CRM is the interface.
-> Clean;
-> User friendly.

What do you dislike about monday sales CRM?
Mass e-mails are not available yet.
If you have more than one vertical on your company, the activities created in one CRM will appear in the other vertical's CRM.

What problems is monday sales CRM solving and how is that benefiting you?
A few months ago our company was on SalesForce.
The problem with salesforce is that the information can get loss, the client's advance throught the pipeline can get loss.



Ben J.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ May 26, 2023

"Just what I was looking for"

What do you like best about monday sales CRM?
Clean, intuitive user interface. Dark mode and color customization is cool too.

What do you dislike about monday sales CRM?
Expensive for small businesses like me, but some features are still hidden behind paywalls.

What problems is monday sales CRM solving and how is that benefiting you?
I'm finally able to have an intuitive way of looking through my leads, customers, and more. It's not all jumbled together.


([G2](#))

● LIKES

1. The GUI is very simple and **easy to use** and learn. 2. The app has been open to suggestions and feedback and we have 1-2 of our suggestions been undertaken and implemented in one of the recent updates. 3. Customization is the biggest plus in this CRM app.

October 10, 2023

([Gartner.com](#))



Terrie Whisenant
CEO at Workflow Solutions

✓ REAL USER TOP 10

Apr 13, 2023

Flexible, **easy to use**, and makes tracking and following up on various items easy

CB **Caesar Barrientoz** ✓ REAL USER
Chief Executive Officer at Elmridge Technology

★★★★☆ Mar 16, 2023

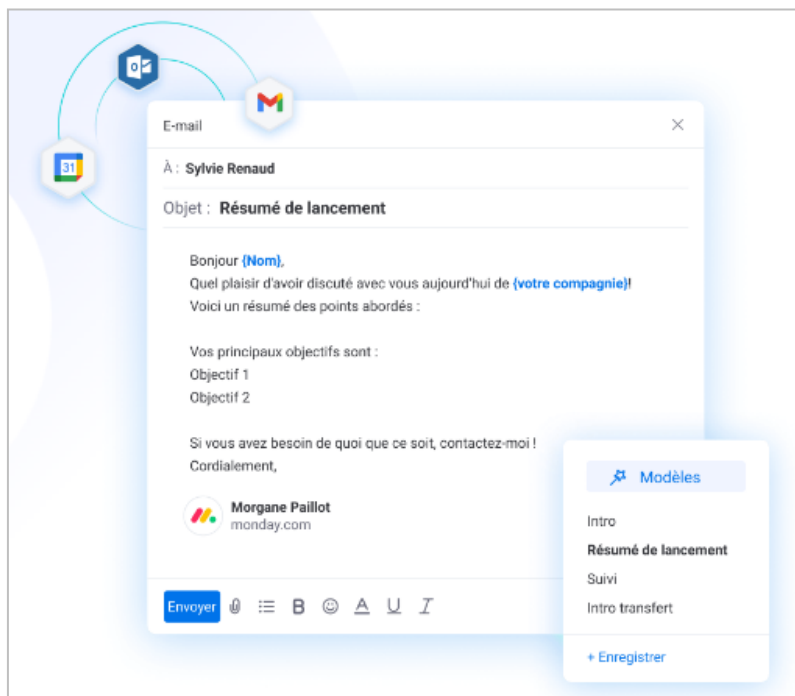
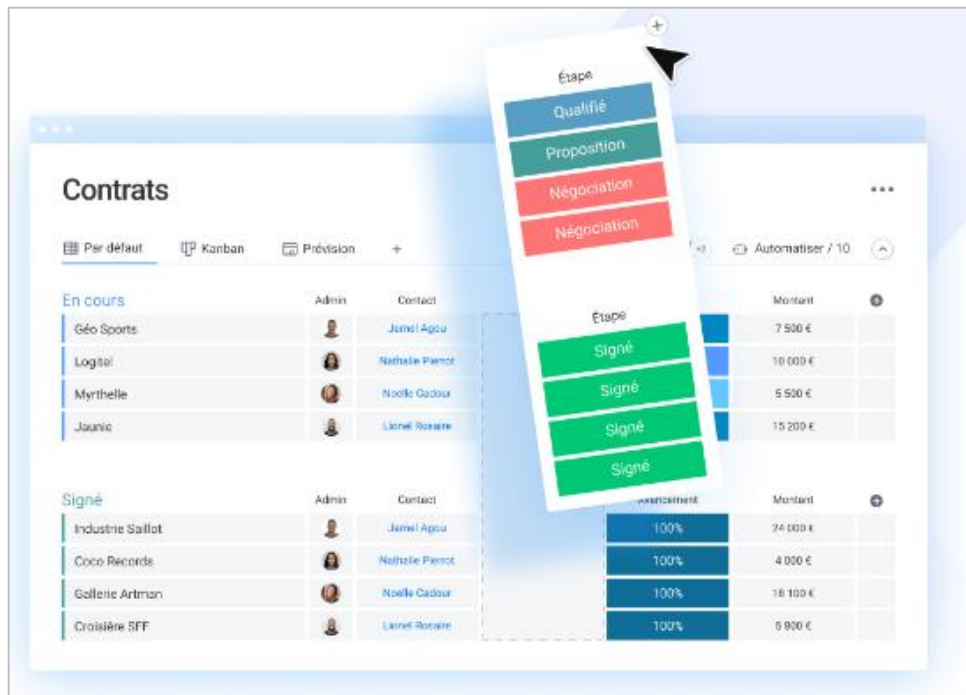
We can collaborate with our customers efficiently and professionally, and automation makes it **easy for everyone**

Pros and Cons

- ✔ **"It's very easy to use.** When we were trying to pick a system, we looked at Asana, Jira, and other platforms, and they were very cluttered. But monday.com is very user-friendly. As a user, everything is very clear. You don't need to be too tech-savvy to understand it and it's very **easy** to pick up on and learn."
- ✘ "We can send emails from monday.com, but when it comes to the format, we don't necessarily want to always have the monday.com logos. We want to be able to make the emails we send out from monday.com, especially if they're coming from a specific person, look like they would if they were coming from our Outlook."

[\(Peerspot\)](#)

Interface en image :



Contrat Lemieux

Info contrat

Contact: Denis Geluc

Étape: **Prospect**

Admin:

Montant: 119 000€

Signature: 80%

Priorité

E-mails et activités

E-mail de Denis

Re: Merci de m'avoir contacté !

Bonjour Michel, j'étudierai votre offre avec mon équipe et vous recontacterai bientôt. Merci !

Tâche

Appel

Tableau de bord des ventes

Chiffre d'affaires prévu: **211 800 €**

Recettes réelles: **206 500 €**

Objectif mensuel: **2,12M €** / Objectif 10,54M €

Chiffre d'affaires prévu par étape

Pipeline des ventes

● Signé
● En négø
● Proposition

Aperçu de l'avancement

Prospects

Nouveaux prospects

	Admin	Statut	Email	Titre	Entreprise
Jacques Grossaire		Prospect	jacquesg@mail.com	VP produit	JacGro LTD
Michael Lupin		Prospect	lupin@mail.com	Directeur	---
Léa Misse		Contacté	lea@mail.com	Commercial	Ecom
Daniel Nevers		Prospect	danw@mail.com	COO	---

Prospects qualifiés

	Admin	Statut	Email
Zacharie Gobert		Qualifié	zack@mail.com
Renaud Gordon		Qualifié	rgordon@mail.com
Sami Perraut		Qualifié	sami@mail.com
Marion Attelane		Qualifié	MarionJ@mail.com

Contactez-nous

Nom:

E-mail:

Titre:

Téléphone:

Entreprise:

Contrats

Contrats en cours

	Admin	Répartiteur	Étape	Conclusion	Montant
Géo Sports		Morgan Amoud	Qualifié	80 %	7 500 €
Logitel		Sandrine Adelane	Proposition	60 %	10 000 €
Myrthelle		Caroline Perlot	Négociation	40 %	5 500 €
Jaunitour		Nathan Coulon	Négociation	80 %	15 200 €

Contrats signés

	Admin	Répartiteur	Étape	Conclusion	Montant
Industrie Sailliot		Mehdi Atour	Signé	100 %	24 000 €
Coco Records		Marion Meyer	Signé	100 %	4 000 €
Gallerie Artman		Michael Lupin	Signé	100 %	18 100 €
Croisière SFF					

when **Stage** changes to **Won**, move item to **Closed won**, and notify **Manager**

Répertoire

Contacts principaux

	Admin	Compte	Type	Priorité	Valeur du compte
Morgane Arnaud		Géo Sports	Client	Haute	71 500 €
Sandrine Aitelane		Logitel	Prospect	Haute	140 000 €
Mehdi Atour					
Caroline Petiot					
Jacques Grassaine					
Nastacha Coulon					
Michael Lupin					
Marion Meyer					
Mathieu Brunet					
Léa Misse					

Choisissez un compte

Rechercher ou ajouter un compte

- Twister Sports
- Logitel
- Myrtheilles
- Les industries Saillot
- Coco Records
- Galerie Artman

Intégration des clients

Julien

Sandrine

Placem

Aperçu du trimestre

Montant prévu: **145 000€**

Montant dépensé: **7125€**

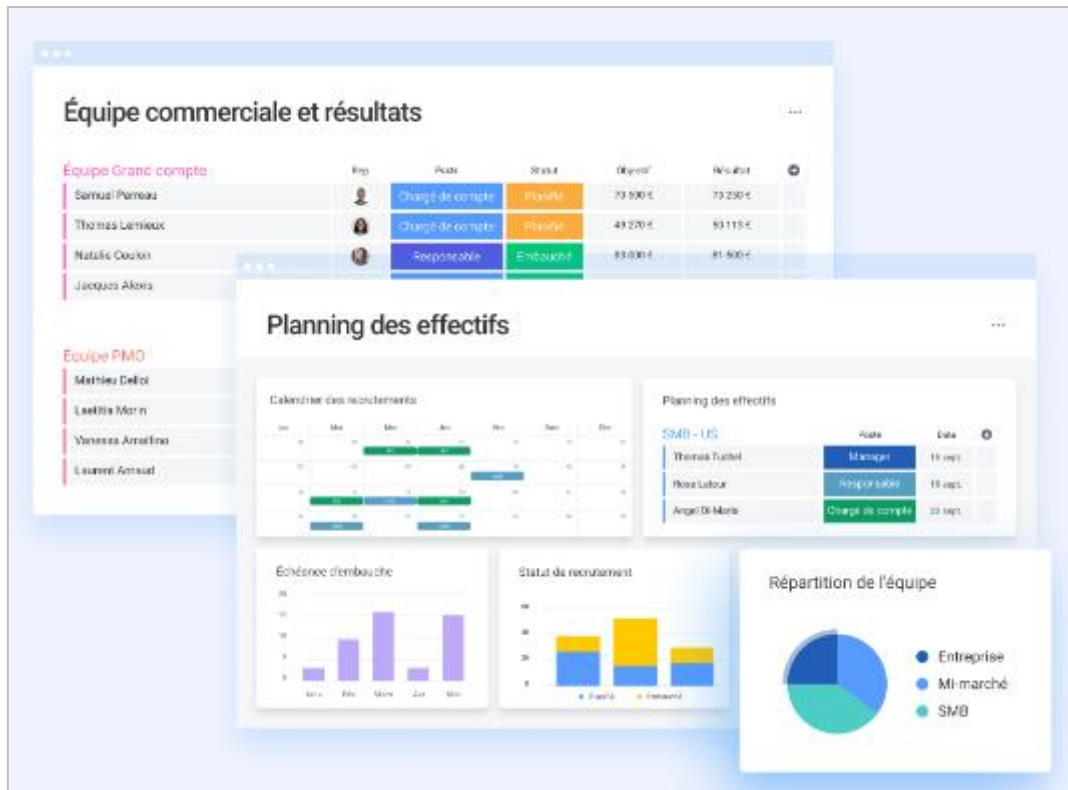
Montant resté par mois

État des montants

Projets clients

Projets en cours	Admin	Chéance	Analyse	Débat	Remarque
Condition de campagne		<div style="width: 100%;"></div>	Fait	En cours	5 jours
Créer un site web		<div style="width: 100%;"></div>	En cours	En cours	5 jours
Développement		<div style="width: 100%;"></div>	En cours	En cours	2 jours
Projet Monaco		<div style="width: 100%;"></div>	En cours	En cours	6 jours

Projets terminés	Admin	Chéance	Analyse	Débat	Remarque
Projet Liban final		<div style="width: 100%;"></div>	Fait	Fait	4 jours
Analyse de marché		<div style="width: 100%;"></div>	Fait	Fait	7 jours
Projet Liban v1		<div style="width: 100%;"></div>	Fait	Fait	2 jours
Projet Phoenix		<div style="width: 100%;"></div>	Fait	Fait	3 jours



([Monday.com](https://www.monday.com))

Fonctionnalités et capacités : 9/10

Fonctionnalités

- **Synchronisation des e-mails**
Synchronisez entièrement vos comptes Gmail/Outlook pour recevoir et envoyer des e-mails, ou connectez automatiquement vos e-mails envoyés, le tout depuis monday.com.
- **Suivi des e-mails**
Recevez des notifications automatiquement quand un prospect ouvre ou répond à un e-mail, afin de réaliser vos suivis au bon moment.
- **Modèles d'e-mail**
Gagnez du temps en envoyant des modèles d'e-mails personnalisés qui se remplissent automatiquement en fonction des informations du contact.
- **Gestion des activités**
Connectez toute activité liée à un contact ou prospect, tels que les appels, réunions, remarque et autres afin de toujours savoir où en est la communication.
- **Tableaux de bord**
Augmentez la visibilité à l'aide de tableau de bord personnalisés qui signalent instantanément la progression des contrats, les chiffres des ventes et la performance de l'équipe.
- **Prévisions de vente**
Déterminez la valeur d'un contrat et sa probabilité d'aboutir. Exploitez les rapports pour comparer les prévisions aux ventes réelles et analysez les prévisions par mois, par représentant commercial ou tout autre critère.
- **Suivi des activités**
Accédez à toutes les activités de votre équipe, tels que les appels et réunions, depuis une plateforme unique, pour suivre leur performance, comprendre leurs capacités et anticiper.
- **Objectifs d'équipe**
Gérez les quotas de votre équipe dans le temps, suivez les victoires et visualisez les objectifs pour des utilisateurs spécifiques ou pour l'ensemble de l'équipe.
- **Importation des données**
Transférez tous vos prospects, contacts et comptes existants depuis Excel ou via une API directement dans monday CRM.
- **Fusion entre les doublons**
Recevez des alertes lorsque vous saisissez un prospect ou un compte en double. Supprimez les doublons en identifiant et en fusionnant les prospects et les contacts en double.
- **Acquisition de prospects**
Capturez des prospects en les intégrant à vos outils existants, en ajoutant un formulaire à votre site web, ou simplement en les ajoutant manuellement lorsque vous les contactez.

([Monday.com](https://monday.com))

<ul style="list-style-type: none">Gestion des prospectsGestion des contratsGestion des comptes et des contactsService après-venteOpérations de ventes	Recueillez des prospects à partir de n'importe quelle source, centralisez et qualifiez chaque prospect en un seul endroit, et évaluez-les automatiquement en fonction de critères personnalisés.
<ul style="list-style-type: none">Gestion des prospectsGestion des contratsGestion des comptes et des contactsService après-venteOpérations de ventes	Personnalisez votre pipeline sans avoir à recourir à un développeur, glissez-déposez les contrats à chaque étape, automatisez le travail manuel, et gardez une trace de toutes les interactions au même endroit.
<ul style="list-style-type: none">Gestion des prospectsGestion des contratsGestion des comptes et des contactsService après-venteOpérations de ventes	Suivez vos clients de A à Z. Tenez un registre de vos contacts et informations de compte, enregistrez les activités et envoyez des e-mails depuis le même endroit.
<ul style="list-style-type: none">Gestion des prospectsGestion des contratsGestion des comptes et des contactsService après-venteOpérations de ventes	Gérez vos activités d'après-vente en un seul endroit, afin de rester maître des projets des clients, du suivi des recouvrements, etc.

Gestion des prospects	Planifiez et accélérez votre processus de recrutement de commerciaux, et offrez à votre équipe de vente les outils et les ressources dont elle a besoin pour conclure plus de contrats.
Gestion des contrats	
Gestion des comptes et des contacts	
Service après-vente	
Opérations de ventes	

([Monday.com](https://www.monday.com))

Intelligence artificielle intégrée

Commencer avec l'IA de monday

🕒 Temps de lecture : 4 min

💎 Fonctionnalité

Qui peut utiliser cette fonctionnalité :

- 👤 les utilisateurs bêta dont les administrateurs ont activé la fonction
- Disponible pour tous les forfaits



Remarque : cette fonctionnalité est actuellement en version bêta et est en train d'être progressivement mise à la disposition des clients.

monday.com est conçu pour être au cœur de tout type de travail, où les clients peuvent créer des processus de travail qui répondent à tous leurs besoins. Pour mieux réaliser cet objectif, nous lançons une version bêta de l'assistant IA de monday. Cet outil permettra aux clients d'interagir avec la plateforme WorkOS et de la développer.

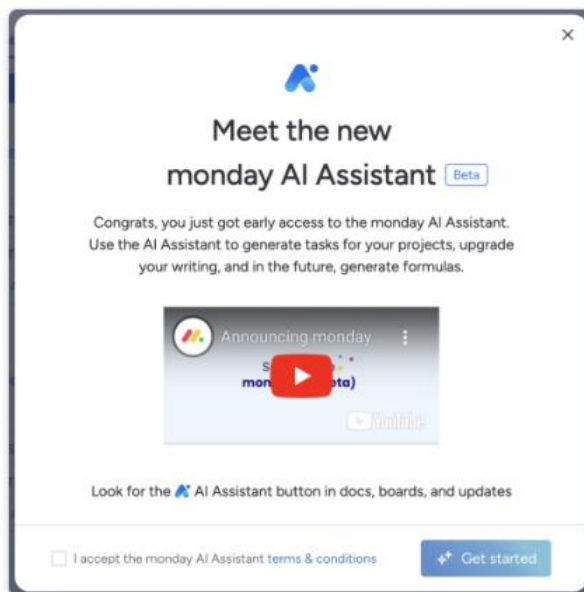
Qu'est-ce que l'IA de monday ?

L'IA de monday intègre la technologie de l'intelligence artificielle dans la plateforme monday.com. Il existe actuellement quelques applications qui utilisent cette nouvelle technologie. Pour en savoir plus, consultez la section « [Applis IA de monday](#) » de cet article. À l'avenir, nous aurons beaucoup plus d'applis.

Les applications actuellement disponibles ont été développées en interne chez monday.com par plusieurs équipes différentes sur une infrastructure partagée. Dans un avenir proche, les développeurs externes pourront s'appuyer sur cette même infrastructure pour créer leurs propres applis en utilisant la technologie IA de monday. Ces nouvelles applis seront disponibles pour les clients dans le marketplace d'applis.

Qui peut utiliser l'IA de monday ?

Pour l'instant, l'IA de monday est en phase de test bêta et sera progressivement mis à la disposition d'une sélection d'utilisateurs. Une fois que l'IA de monday a été activée sur votre compte, une fenêtre contextuelle apparaît pour permettre à un administrateur de l'approuver l'IA pour l'ensemble du compte.



Une fois que l'administrateur du compte a donné son accord, tous les utilisateurs verront la même fenêtre contextuelle. Chaque personne devra donner son autorisation avant de pouvoir utiliser l'IA de monday.

Les applis IA de monday

Dans un premier temps, monday.com proposera un ensemble d'applications innovantes conçues en interne sur la même infrastructure que l'assistant IA de monday, que les développeurs externes pourront bientôt exploiter. Ces applis permettront différents cas d'utilisation, du partage de suggestions utiles à l'amélioration des processus de travail. Elles comprendront :

- [Génération automatisée de tâches](#)
. Accessible sur n'importe quel tableau, cette appli vous permet de générer des plans de projet en fonction de vos données et de vos objectifs.
- Résumer et reformuler. Concentrez-vous sur l'essentiel pendant que l'IA de monday résume des sujets complexes, reformule et fournit des points d'action pertinents.
- [Docs monday](#). Commencez avec l'IA ! Utilisez l'IA pour générer un modèle qui vous aidera à commencer à travailler sur vos documents.
- [Générateur de formule](#). Décrivez une tâche ou un objectif d'équipe à l'IA de monday et il générera une formule qui aidera à accomplir ces tâches plus efficacement.
- Création de mises à jour et réponses rapides. Utilisez l'IA pour écrire et répondre dans la section des mises à jour de n'importe quel élément.

Le développement de l'IA de monday est une étape naturelle dans l'approfondissement de la façon dont nos clients interagissent avec notre logiciel et pour soutenir la constante évolution de leurs processus de travail.

À l'avenir, vous pouvez vous bénéficier des fonctions suivantes :

- Rédaction et reformulation d'e-mails . Gagnez du temps en utilisant l'IA de monday pour rédiger et modifier des e-mails plus rapidement dans [monday sales CRM](#).

Y a-t-il des limites à l'utilisation de l'IA de monday ?

Actuellement, il n'y a pas de limites. Il pourrait y en avoir à l'avenir.

Quel service d'IA utilise monday.com ?

L'IA de Monday utilise Azure OpenAI comme fournisseur de LLM (large language model). En utilisant Azure OpenAI, l'IA de monday utilise les capacités de sécurité de Microsoft Azure.

Les données traitées par les applis d'IA resteront-elles dans ma région ?

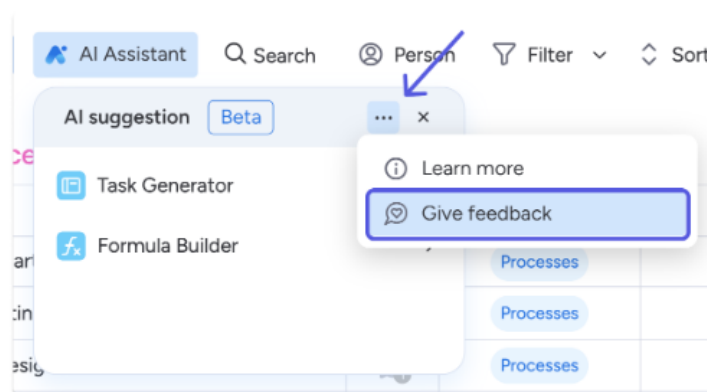
L'IA de monday est mis en œuvre sur des serveurs sécurisés afin de maintenir nos pratiques en matière de sécurité des données. Si la région de données de votre compte monday est les États-Unis, vos données d'entrée et de sortie dans l'IA de monday seront traitées sur des serveurs Azure aux États-Unis. Si la région de données de votre compte monday est l'UE, vos données d'entrée et de sortie dans l'IA de monday seront traitées sur des serveurs Azure dans l'UE. L'IA de monday AI n'est pas actuellement disponible pour les utilisateurs ayant des comptes dans la région de données AU.

Est-ce que monday.com permet à l'IA de former des modèles en utilisant mes données d'entrée ou de sortie ?

Nous n'utilisons pas vos données ou vos résultats pour former des modèles d'apprentissage automatique et nous n'autorisons personne à le faire.

Et après ?

Nous ne faisons qu'effleurer la surface des possibilités de l'IA ! Nous prévoyons de continuer à développer notre plateforme en fonction des besoins réels de nos clients. Si vous avez des commentaires sur l'IA de monday, nous serions ravis de les recevoir. Envoyez-nous vos commentaires en utilisant [ce formulaire de feedback](#). Vous pouvez également nous faire part de vos retours, à tout moment, depuis la plateforme lorsque vous utilisez l'IA de monday :



L'IA étant continuellement intégrée à la plateforme, les possibilités sont infinies ! Nous sommes impatients de les explorer avec vous. ✨

Si vous avez la moindre question, n'hésitez pas à contacter notre équipe [ici](#). Nous sommes disponibles 24h/24, 7j/7 et sommes toujours heureux de vous aider.

[Monday.com](https://monday.com)

Gemini :

« Monday.com propose plusieurs fonctionnalités d'intelligence artificielle (IA) qui peuvent aider les équipes à être plus productives et efficaces.

Voici les principales IA intégrées à Monday.com :

1. Workflows automatisés :

- L'IA de Monday.com peut automatiser des tâches répétitives, telles que la création de tâches, l'envoi de notifications et la mise à jour des statuts.

- Cela permet aux équipes de se concentrer sur des tâches plus importantes et stratégiques.

2. Assistant IA :

- L'assistant IA de Monday.com peut répondre à des questions, fournir des suggestions et aider à trouver des informations.
- Il peut également aider à automatiser des tâches et à gérer les projets.

3. Champs intelligents :

- Les champs intelligents de Monday.com permettent de collecter et d'organiser automatiquement des données.
- Ils peuvent également être utilisés pour automatiser des tâches et pour créer des rapports.

4. Intégrations IA :

- Monday.com s'intègre avec plusieurs outils d'IA, tels que Zapier et Integromat.
- Cela permet d'automatiser des tâches et de créer des workflows plus complexes.

Avantages des IA intégrées à Monday.com :

- **Gain de temps et d'efficacité** : Les IA de Monday.com peuvent automatiser des tâches répétitives et aider les équipes à se concentrer sur des tâches plus importantes.
- **Amélioration de la collaboration** : Les IA de Monday.com peuvent aider les équipes à mieux communiquer et à collaborer.
- **Meilleure prise de décision** : Les IA de Monday.com peuvent fournir des insights et des analyses qui peuvent aider les équipes à prendre de meilleures décisions.

Limites des IA intégrées à Monday.com :

- **Coût** : Les fonctionnalités d'IA de Monday.com peuvent être coûteuses, en particulier pour les petites équipes.
- **Complexité** : Certaines fonctionnalités d'IA de Monday.com peuvent être complexes à configurer et à utiliser.
- **Manque de flexibilité** : Les IA de Monday.com ne sont pas toujours aussi flexibles que les solutions d'IA tierces.

En conclusion, les IA intégrées à Monday.com peuvent être un outil puissant pour les équipes qui cherchent à gagner en productivité et en efficacité.

Cependant, il est important de bien évaluer les avantages et les limites de ces fonctionnalités avant de les utiliser.

Voici quelques conseils pour utiliser les IA de Monday.com de manière efficace :

- **Commencez par les tâches simples** : Commencez par automatiser des tâches simples et répétitives.
- **Formez vos équipes** : Assurez-vous que vos équipes sont formées à l'utilisation des IA de Monday.com.
- **Utilisez les intégrations** : Utilisez les intégrations IA pour créer des workflows plus complexes.

- **Surveillez vos résultats** : Surveillez vos résultats pour vous assurer que les IA de Monday.com vous permettent d'atteindre vos objectifs.

Si vous recherchez des solutions d'IA plus flexibles et puissantes, vous pouvez envisager d'utiliser des outils d'IA tierces.

Voici quelques exemples d'outils d'IA tierces qui peuvent être intégrés à Monday.com :

- **Zapier**
- **Integromat**
- **IFTTT**

En conclusion, les IA intégrées à Monday.com peuvent être un outil puissant pour les équipes qui cherchent à gagner en productivité et en efficacité. »

L'IA monday.com : La Révolution de la Productivité

Table des matières

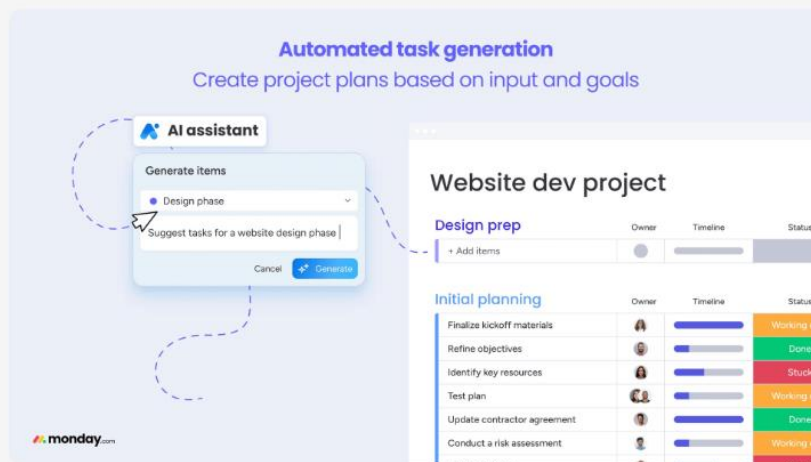
- L'avènement de l'IA monday.com
 - L'optimisation à son paroxysme
 - Personnalisation et adaptabilité de l'IA au fil du temps et des utilisations
- Découvrez dès maintenant l'IA monday.com
- Les fonctionnalités phares de l'Intelligence artificielle monday.com
 - Génération automatique de tâches :
 - Création et reformulation d'emails :
 - Workdocs IA :
 - Constructeur de formules :
- Conclusion
- Combien de temps me fait gagner monday.com ?
- monday.com vous fait gagner :
- [Découvrez toutes ces fonctionnalités avec monday.com](#)

L'intelligence artificielle (IA ou AI) est devenue le symbole de l'innovation technologique, transformant chaque secteur, de la santé à la finance. Dans le domaine de la gestion de projets, l'AI promet de révolutionner la manière dont nous travaillons.

C'est dans cette optique que monday.com, leader en matière de gestion de projets et CRM introduit son assistant basé sur l'AI. Plongeons ensemble dans cette innovation et découvrons son potentiel.

Les fonctionnalités phares de l'Intelligence artificielle monday.com

Génération automatique de tâches :



Cette fonction est une véritable aubaine pour les gestionnaires de projets. En définissant des objectifs clairs, l'AI propose un ensemble de tâches structurées pour atteindre ces objectifs. Mais ce n'est que la pointe de l'iceberg. Voici comment cela transforme la [gestion de projets](#) :

Gain de temps : Au lieu de passer des heures à décomposer un projet en tâches individuelles, l'AI le fait en quelques secondes. Cela libère du temps pour se concentrer sur des aspects plus stratégiques du projet.

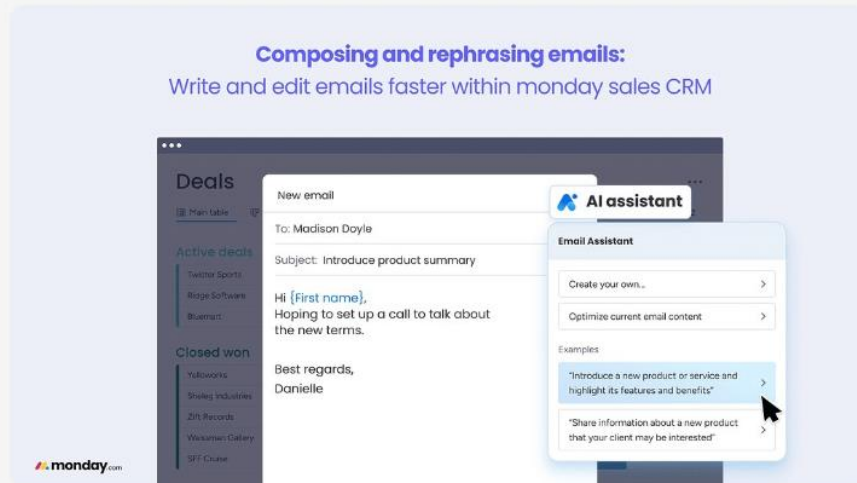
Précision accrue : L'intelligence artificielle analyse les données historiques des projets précédents pour suggérer des tâches. Cela réduit les oublis et garantit que chaque étape nécessaire est prise en compte.

Adaptabilité : Si les objectifs du projet changent, l'AI peut rapidement réajuster les tâches proposées pour s'aligner sur la nouvelle direction.

Priorisation intelligente : Non seulement l'AI suggère des tâches, mais elle peut aussi recommander un ordre d'exécution basé sur l'urgence, la dépendance entre les tâches, et les ressources disponibles.

Intégration des retours d'expérience : L'AI apprend continuellement. Si une tâche suggérée s'avère inutile ou si une étape essentielle est omise, l'AI intègre ces retours pour affiner ses suggestions futures.

Création et reformulation d'emails :



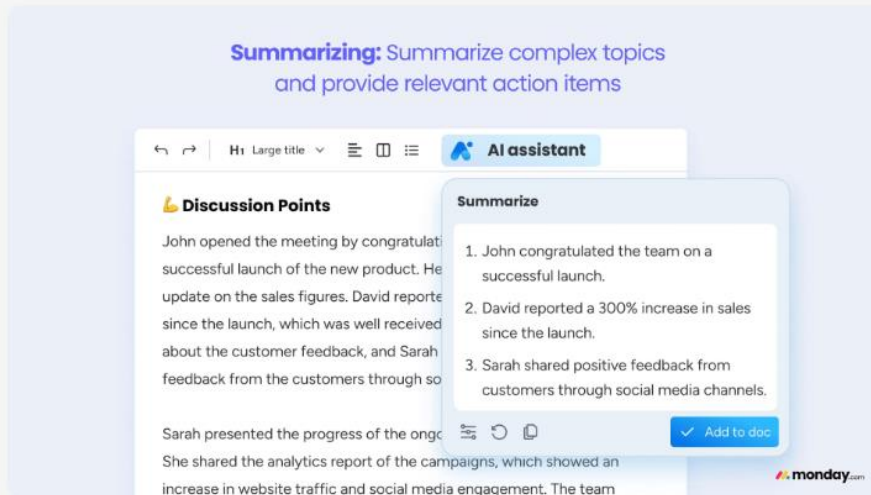
La création de mails, bien que cruciale dans de nombreux domaines professionnels, peut souvent être une tâche fastidieuse. C'est ici que l'AI monday.com entre en jeu, transformant cette tâche en une expérience simplifiée et personnalisée.

Optimisation de la communication : Dans le monde professionnel, la communication par e-mail est essentielle. Cependant, la rédaction et la reformulation d'e-mails peuvent souvent être chronophages et sujets à des erreurs. C'est là que l'AI monday.com intervient, transformant cette tâche en un processus fluide et efficace.

Personnalisation pour chaque utilisateur : Que vous soyez un manager, un spécialiste du marketing, un technicien ou un employé de bureau, l'AI de monday.com est capable de rédiger et de reformuler des e-mails qui correspondent précisément à votre style et à vos besoins. Elle prend en compte le contexte, le ton et le contenu pour s'assurer que chaque e-mail est adapté à son destinataire.

Amélioration de la productivité : Au lieu de passer du temps à réfléchir à la meilleure façon de formuler un e-mail, les utilisateurs peuvent se concentrer sur d'autres tâches importantes, laissant l'AI s'occuper de la rédaction. Cela permet non seulement de gagner du temps, mais aussi d'améliorer la qualité et la cohérence des communications.

Workdocs IA :



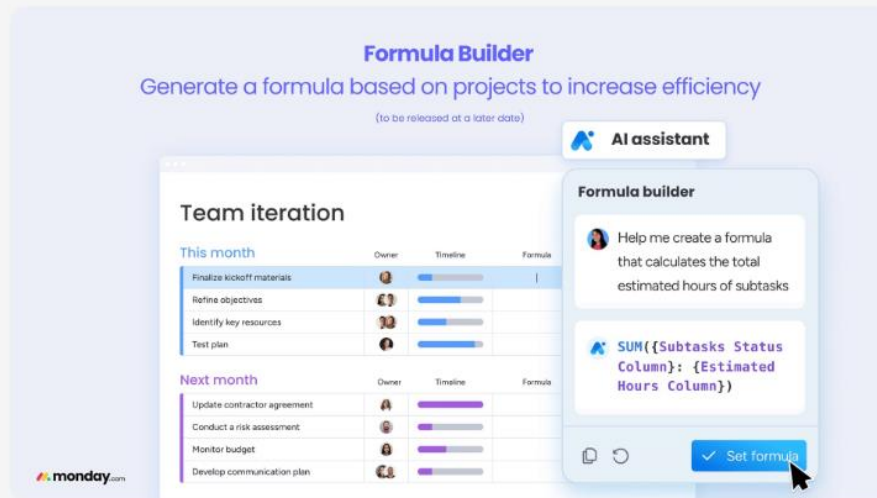
Dans une ère où l'information est omniprésente, pouvoir distiller l'essentiel est crucial. Cette fonction de l'AI monday.com permet de gagner du temps en se concentrant sur ce qui compte vraiment. Mais comment cette fonction se distingue-t-elle et pourquoi est-elle si essentielle dans le paysage actuel ?

Résumez vos Workdocs monday.com : Avec l'Intelligence artificielle monday.com, vous pouvez facilement résumer le contenu de vos Workdocs, et l'ajouter à votre contenu.

Adaptabilité linguistique : Les outils d'IA, comme celui de monday.com, sont conçus pour fonctionner dans plusieurs langues. Bien que l'AI monday.com ait été principalement testée en anglais, elle devrait également fonctionner en espagnol, offrant ainsi une portée mondiale.

Protection des données : La sécurité des données est une préoccupation majeure. monday.com utilise des fournisseurs tiers pour ses modèles d'IA, mais veille à ce que les données soient traitées conformément aux réglementations en vigueur, comme le GDPR.

Constructeur de formules :



La manipulation de données, nécessite souvent l'utilisation de formules complexes. Ces formules, bien que cruciales pour obtenir des insights précis, peuvent être intimidantes et sujettes à erreurs lorsqu'elles sont créées manuellement. C'est là que la fonction de constructeur de formules de l'AI monday.com intervient, offrant une solution innovante pour simplifier ce processus.

Démocratisation de l'Analyse : L'un des principaux avantages de cette fonction est qu'elle rend l'analyse de données accessible à tous, qu'ils soient experts en mathématiques ou non. Plus besoin d'être un expert pour effectuer des analyses complexes.

Précision Améliorée : En automatisant la création de formules, l'Intelligence artificielle réduit le risque d'erreurs humaines, garantissant ainsi des résultats d'analyse plus fiables.

Adaptabilité en Temps Réel : L'AI est capable d'ajuster les formules en fonction des nouvelles données entrantes, assurant ainsi que les analyses restent pertinentes et à jour.

Gain de Temps : Les professionnels peuvent désormais consacrer plus de temps à l'interprétation des résultats et à la prise de décisions éclairées, plutôt qu'à la création manuelle de formules.

Conclusion

L'AI monday.com n'est pas qu'une simple mise à jour. C'est une vision d'avenir, une promesse de transformer la manière dont nous travaillons. Avec ses fonctionnalités innovantes et son potentiel d'évolution, elle s'annonce comme un acteur majeur de la révolution technologique dans le domaine de la gestion de projets.

Combien de temps me fait gagner monday.com ?

Quel est le temps moyen de travail d'un employé de votre équipe ? (Heures/semaine)

50 heures

Combien d'employés avez-vous ?


Calculer

(tiilt.io)

Performances et usage de la solution

Fonctionnalités

★ 4,5



Dana D.
CRM Consultant
Hospitality, 11-50 employees
Used the software for: 6-12 months

Overall Rating ★★☆☆☆ 2.0

Ease of Use ★★★★★ 4.0

Customer Service ★★★★★ 5.0

Features ★★★★★ 3.0

Value for Money ★★★★★ 3.0

Likelihood to Recommend 4/10

Reviewer Source 🔒
Source: Capterra
April 19, 2022

SHARE REVIEW ↩

"It feels like a CRM but it doesn't behave like one"


Overall: It's been amazing to learn my ways around Monday.com but also not easy - a lot of time was spent on creating workflows and testing them, trying to make from it a familiar CRM software I've used before.

Pros: I love the intuitive UI and level of customisation easily achieved on Monday, it's an amazing software. Very collaborative and engaging, was great to introduce to my colleagues.

Cons: It is not actually a CRM, the entities aren't really connected, they are not independent entities but items that stands for themselves only as part of a board. hard to explain! the interaction between each entity had to be done manually, connected, automated, logic and basic features from previous CRMs needed to be re-invented. it takes a lot of thought to make it a proper CRM that contains some complicated features. Some featured remained unachievable.

Alternatives Considered: Zoho CRM and HubSpot CRM

Reasons for Choosing monday sales CRM: We loved the designs and easy ways to communicate and collaborate work together.



Ramon Antonio B. in
Owner
Computer Networking, 1-10 employees
Used the software for: I used a free trial

Overall Rating ★★★★★ 5.0

Ease of Use ★★★★★ 5.0

Customer Service ★★★★★ 5.0

Features ★★★★★ 4.0

Value for Money ★★★★★ 4.0

Likelihood to Recommend 10/10

Reviewer Source 🔒
Source: Capterra
September 28, 2023


SHARE REVIEW ↩

"Increasing my productivity and closing more deals."

Overall: I like it because I can set reminders, schedule actions based on events, and send follow-up emails automatically.

Pros: I like it because from the first moment I started using it I was able to navigate through all the features without any problems and find what I needed quickly.

Cons: The truth is that I find it a little uncomfortable that sometimes the page loading can be slow, especially when I have a lot of data and records.

 **Caitlin K.**
Reservations Manager
Leisure, Travel & Tourism, 1-10 employees
Used the software for: 1-2 years


Overall Rating ★★★★★ 4.0


Ease of Use ★★★★★ 5.0


Customer Service ★★★★★ 4.0

Features ★★★★★ 5.0

Value for Money ★★★★★ 4.0

Likelihood to Recommend  8/10

Reviewer Source 
Source: Capterra
January 5, 2021


[SHARE REVIEW](#) 

"Helpful for making sure potential customers don't fall in the cracks"

Overall: Helpful for keeping track of customers at all stages of a sale; helpful for tracking follow up emails so that I can maintain engagement with customers even after their purchase. Easy to use, visually pleasing, and with tons of customization tools that I haven't yet fully explored so I'd recommend checking out tutorials or watching demos in order to get the most out of it.

Pros: I use Monday to keep track of potential and current customers at all stages of the sales process. Sometimes someone emails me with a query and I respond but I don't hear back from them. By putting the customer's information in Monday I can make a note to check in with them again later; I can keep track of how many times I've followed up with them, and it's resulted in quite a few people becoming customers who might have otherwise fallen through the cracks between I am busy and have a lot on my mind. It's also helped me identify quite a few people who never saw my correspondence because my emails got filtered as spam, which was super helpful and resulted in sales when, without this tool, I might have assumed the person simply wasn't interested in what I'm selling. I've also used this tool once someone becomes a customer to track my correspondence with them throughout the process and to make sure I follow up with them afterwards. Finally, **it features a ton of integrations with other apps.**


Cons: I think there is a lot this tool has to offer that I haven't yet fully explored. When I play around with it **I've discovered great templates and features** but sometimes I just don't have the time to explore all those options. Though the format is not very daunting I would definitely recommend taking the time to sign up for some online trainings or demos, or to use the tutorials they have that show different ways this tool can be customized.


 **Alana W.**
Grants and Awards Consultant
Writing and Editing, 1-10 employees
Used the software for: 6-12 months

Overall Rating ★★★★★ 4.0

Ease of Use ★★★★★ 4.0

Features ★★★★★ 5.0

Likelihood to Recommend  10/10

Reviewer Source 
Source: Capterra
April 26, 2022

"An all in 1 solution for businesses"

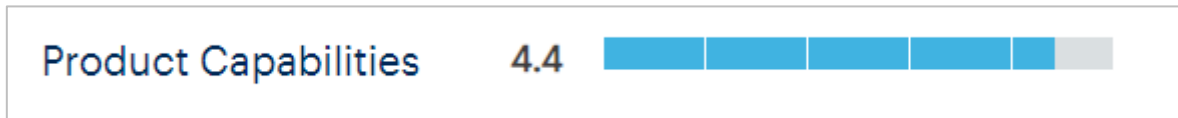
Pros: I love that we can monitor and track our team's progress, with resource management and CRM capability we are able to house all our operational, marketing and sales needs on this one platform.

Cons: **I feel a bit lost with all the features** for all the integrations I feel its a bit unclear how to set up certain integrations, eg: Integrating my emails to track conversations within CRM and to have a log of contact.


Alternatives Considered: Avaza, Trello and Basecamp


Reasons for Choosing monday sales CRM: More capability and seemed to be more conclusive

(Capterra)



(Gartner.com)

 **Happy with the feature set**

 + 52 more



JULY 21, 2022

[Share](#)[Save](#)

best user friendly software

Vyshna Vijayan

IT Project Manager

Nebula global services (Information Technology & Services, 11-50 employees)



Score 10 out of 10

Vetted Review

Verified User

Incentivized

Use Cases and Deployment Scope

Monday is really helpful and it helps us to organize our work. It also has customized options as per our requirements.

Pros and Cons

- ⊕ sales order
- ⊕ project engineer requests field
- ⊕ invoicing finance
- ⊕ to prepare engineer database
- ⊕ to understand work done by each employees
- ⊖ there should be like between sales order and sales order cost by default instead of doing it manually
- ⊖ it should help us to add the contract time period and send us reminders when the contract ends
- ⊖ for accounts it should add more features

Likelihood to Recommend

it helps to make our work easy like it has got all data in one place. Even my managers can get all projects I am working on just by looking on Monday



JUNE 24, 2022

[Share](#)[Save](#)

MONDAY.COM SALES CRM IS SO EASY TO USE, YOU WON'T REGRET IT

Verified User

Employee in Sales

Retail Company, 1-10 employees



Score 9 out of 10

Vetted Review

Verified User

Incentivized

Use Cases and Deployment Scope

WE USE MONDAY SALES CRM TO TRACK OUR INSIDE SALES. WE USE IT TO KEEP TRACK OF BOTH EXISTING AND POTENTIAL NEW CUSTOMERS. IT KEEPS ALL OF THE INFORMATION ON OUR PROGRESS IN ONE PLACE WHERE EVERYONE CAN ACCESS THE INFORMATION EASILY. IT KEEPS EVERYTHING IN ONE PLACE, PAPERLESS, AND EASY TO ACCESS.

Pros and Cons

- EASY TO USE
- LOTS OF **FEATURES** THAT ARE USEFUL AND HELPFUL
- ACCESSIBLE TO ALL EMPLOYEES
- WOULD LIKE MORE **FEATURES** AVAILABLE IN THE BASIC PACKAGE
- SOMETIMES TAKE A LONG TIME TO LOG IN
- WOULD LIKE TO BE ABLE TO LINK TO ALTERNATE EMAIL PROVIDERS

Likelihood to Recommend

MONDAY SALES CRM IS WELL SUITED FOR SMALL BUSINESSES THAT WANT TO KEEP TRACK OF THEIR SALES WITHOUT ALL THE COMPLICATED **FEATURES** OF SOME OTHER CRM SALES PROGRAMS. IT HAS THE CAPABILITY TO WORK FOR JUST A FEW INDIVIDUALS, OR A LARGE GROUP MAKING IT VERY VERSATILE. THE APP IS ALSO VERY GOOD. IT IS EASY TO MANAGE ACROSS DEVICES.

FEATURES

Sales Force Automation

This is the technique of using software to automate certain sales related tasks.

[> Show Features](#)



Marketing Automation

This component of CRM software helps to automate and scale marketing tasks and the subsequent analysis of those efforts.

[> Show Features](#)



CRM Project Management

This component of CRM software helps users initiate, plan, collaborate on, execute, track, and close projects.

[> Show Features](#)



CRM Reporting & Analytics

Reporting and analytics in CRM software includes sales forecasting, pipeline analysis, and automated dashboards.

[> Show Features](#)



Customization

This addresses a company's ability to configure the software to fit its specific use case and workflow.

[> Show Features](#)



Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

[> Show Features](#)



Integrations with 3rd-party Software

This involves the CRM software's ability to integrate with other systems, whether external or homegrown.

[> Show Features](#)



Platform

[> Show Features](#)



monday sales CRM Features

Highest-Rated Features

- ▶ **Social Collaboration Features**
12% above average
- ▶ **Customer Support Portal**
6% above average
- ▶ **Knowledge Base**
6% above average

Lowest-Rated Features

- ▶ **Call Center Features**
-6% below average
- ▶ **Mobile User Support - CRM**
-2% below average
- ▶ **Quote & Order Management**
-3% below average



Marco L.

Small-Business (50 or fewer emp.)



Validated Reviewer ✓

Verified Current User ✓

Review source: Seller invite

Incentivized Review

★★★★★ Sep 07, 2023

"Very flexible & powerful sooo easy to use!"

What do you like best about monday sales CRM?


The initial board structure is easy to get started and the whole flexibility and CRM widgets and dashboards capabilities make the Monday.com CRM the ideal choice.

What do you dislike about monday sales CRM?

So far, other than not having an available integration with our SAP product, there is nothing in Monday.com CRM that is not likeable! One Monday.com feature missing is the ability to search for content through MondayDoc.

What problems is monday sales CRM solving and how is that benefiting you?

It helps tracking all of our sales activities, it provides a clear status of where we are and allows us to share key sales information across the the whole company.



Scott S.
Small-Business (50 or fewer emp.)

✉ 🔗 ⋮

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★★ Aug 03, 2023

"Sales CRM was an easy implementation for us and quickly adopted by our sales team"

What do you like best about monday sales CRM?


It is easy to setup and use. Templates are great right out of the box and customizations can be made without using software developers or consultants. Our sellers can easily manage their leads and opportunities. Our leaders can easily see what is in the pipeline. So many features, such as automations and integrations, and so much flexibility for the cost. There is also a wealth of great support information with step by step instructions and video tutorials. It is a great value!

What do you dislike about monday sales CRM?

It is hard to think of things that I dislike about it, but one thing that I ran into is an automation that adds items from the Leads board to the Contacts board that does not link the contact to their company in the connected Accounts column. An automation creates the new item in the Accounts board based on the Company listed in the Leads board, but then we have to manually link the account in the Contacts board.

What problems is monday sales CRM solving and how is that benefiting you?

We mainly use it for sales process, performance and pipeline management. After we subscribed, we discovered a board template for onboarding customers that will greatly improve our onboarding process. **We were also pleasantly surprised to discover the Emails & Activities feature that allows us to integrate with Outlook and easily conduct email campaigns.**



Sahiba A.
HR Manager
Mid-Market (51-1000 emp.)

✉ 🔗 ⋮

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★★ Jan 05, 2023

"Manage Your Task and Projects Easily"

What do you like best about monday sales CRM?

Monday.com is a great platform if you are a manager and managing a team.

Your team can update all the tasks, and projects on the platform and you can tap on the same very easily.

Monday is a super easy and user friendly platform. One can easily modify the same as per the needs.

What do you dislike about monday sales CRM?

The cost of the platform is huge which is the only drawback. Rest the platform is doing its work pretty well.

What problems is monday sales CRM solving and how is that benefiting you?

1. Monday is a really useful platform as a manager for me now it's very easy to manage my team and I don't need to follow up with them. Just open Monday and I can see the progress.
2. **The other feature which I enjoy is the pre-defined templates. You can use them and customize them according to your needs.**
3. Can manage big projects with costing, and timelines through Monday.com.

Pieter B.
 Founder
 Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Jun 28, 2022

"Monday.com is the beating heart of our daily ops"

What do you like best about monday sales CRM?

I have a 3 seat plan, and I work with 60 contractors all the time.
 We are able to manage our entire digital media ops through Monday without the need of ANY other tool. Monday.com saved my business thousands of hours a year in manual work and manpower

The greatest feature is the upload and download for docs and files since that is crucial to our daily ops.

What do you dislike about monday sales CRM?

Nothing I have encountered at this point I really dislike. however the MAC application tends to be slow sometimes and buggy but I am accustomed using the web version.

Recommendations to others considering monday sales CRM:

If you want to eliminate the use of multiple applications and work with one for a whole team, Monday.com is the way to go.

What problems is monday sales CRM solving and how is that benefiting you?

I use Sales CRM for my other SaaS business. with automations with stripe and zendesk. and it allows me to centralize new subs or incoming payments without the use of other applications.

Verified User in Construction ⓘ
 Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Jul 07, 2022

"A great solution for small businesses"

What do you like best about monday sales CRM?

The high degree of customization and automation features, while maintaining a fairly user friendly interface. As we use it more we are continuing to come up with new use cases and its nice that I don't have to pay a consultant \$300 an hour to build out each of these use cases.

What do you dislike about monday sales CRM?


I wish I could search across all boards at once. **The teams feature in the automations function has some bugs**, sometimes the item card doesn't display what is in the board perfectly. There are times where a single user's inputs take 30 minutes or longer to update through the cloud to all the other users platforms.

Recommendations to others considering monday sales CRM:

Its a good product that has transformed how we do busines. I would love to see an integration with Quickbooks. I would even pay more per month if the data integrated with QB.

What problems is monday sales CRM solving and how is that benefiting you?

Needed a project management tool that was relatively low cost, replaced the clunkiness of excel and could automate certain handoffs that were previously done with email. It has succeeded on that front.



Arif K.
Marketing Manager
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Review source: G2 Gives Campaign Incentivized Review

★★★★★ Apr 26, 2022

"Best CRM Tool For Agencies"

What do you like best about monday sales CRM?

I love the automation feature of this tool. Once you create a funnel and put it into automation, it makes your work easier and simple to track all the leads or prospects.

Save your time and productivity with the main task rest Monday tool will manage.

What do you dislike about monday sales CRM?

The user interface is a bit complicated but once you get used to it, then it will be easy for you to understand. Some automation won't work if you create add automation recipes. Rest I love the way the tool works, no bugs have been found. Recommended if you run agencies or any kind of business with your team.

What problems is monday sales CRM solving and how is that benefiting you?

We are creating a funnel to track our all leads who are active, who are not, whom we have dealt with, and how is the journey with our active clients.

So it's easy to manage all those things with monday.com

Once you create the funnel, then you don't have to worry about it.

Good to go with this tool for a long time.

(G2)

**Terrie Whisenant**

CEO at Workflow Solutions

✓ REAL USER

🏆 TOP 10

Apr 13, 2023

Flexible, easy to use, and makes tracking and following up on various items easy

Pros and Cons

- ✓ "I like the update feature. It's almost like you can replace email with it. You can communicate on a particular item within monday.com, and then you can see the history of who commented, when they commented, what they said, and the reply to what they said. It's much easier to follow up on a particular item than have a thousand emails going back and forth. In a big project, you can usually have a ton of emails. If you use monday.com as a communication tool, you can almost eliminate email and have better tracking on what was done, when it was done, and what was said about the items. That's probably my favorite feature."
- ✗ "It does have some native report widgets, but there are limitations on those. They're still building that capability out in my opinion. The reporting in monday.com is probably the weakest link, but there are third-party apps that you can add in that do some great reporting for you. You can also tie monday.com into a data warehouse and use something like Tableau, Power BI, or any reporting tool that can report out of a data warehouse to get the more in-depth reports that you need. Monday.com will get there, but it doesn't seem to be one of their top priorities."

What's my experience with pricing, setup cost, and licensing?

There are **features** that they're putting in the Enterprise plan that you have to pay for the Enterprise plan to use those **features**. The Enterprise plan is probably double or triple the Pro plan price, or it may be two and a half times. From a business standpoint, I don't like the fact that I have to pay two and a half times more to use a particular **feature**. I get why they're doing it. They are a business, and they've got to make money, but they're intentionally putting some of the **features** that are needed to run a good project or a good business in that Enterprise plan, and, of course, it's the highest price plan.

Some of the smaller businesses don't need some of the **features** that come along with the Enterprise plan. It's just a give-and-take, but I don't like the model where a small company with five to ten people has to pay double the price to get that one **feature**. If you've got two hundred users, you can probably get a little bit of a pass break, and they probably got one because they have thousands of users. I've got a client who is a small lab management company, and it would be great for them to have one of the capabilities that's in the Enterprise plan, but they can't pay two and a half times the cost of the software to get that one **feature**. So, we're having to do workarounds for that, and the workarounds are not always pretty.

([Peerspot](#))

En ce qui concerne la démonstration :

Monday Sales CRM propose un ensemble complet de fonctionnalités conçu pour rationaliser l'ensemble du processus de vente, en faisant un outil précieux pour les entreprises cherchant à améliorer leur efficacité commerciale. Avec Monday Sales CRM, vous pouvez facilement capturer et organiser les prospects, vous assurant qu'aucune opportunité potentielle ne soit négligée.

La plateforme vous permet d'entrer et de catégoriser efficacement les prospects, créant ainsi une base solide pour la gestion efficace des prospects. Une fois les prospects rassemblés, Monday.com vous aide à évaluer leur qualité et leur potentiel. Vous pouvez définir des critères personnalisés pour qualifier les prospects, assurant ainsi à votre équipe commerciale de se concentrer sur les prospects les plus prometteurs. Une fois qualifiés, les prospects sont facilement convertis en contacts au sein du CRM, assurant une transition fluide de l'intérêt initial à l'établissement de relations clients plus approfondies.

La plateforme facilite également la liaison des comptes, des contacts et des transactions, créant une vue holistique de votre écosystème commercial. Ces données interconnectées permettent à votre équipe de prendre des décisions plus éclairées et de cultiver efficacement les prospects. Monday Sales CRM fournit des outils robustes pour la gestion et la fidélisation des comptes, vous permettant de suivre les détails importants des clients, les interactions et l'historique. Cela garantit une approche personnalisée et efficace de la gestion des relations clients.

La plateforme facilite la clôture des transactions en offrant un centre centralisé pour toutes les informations liées aux transactions, facilitant ainsi la progression des prospects dans l'entonnoir des ventes et la réalisation de ventes. Générez efficacement des devis et des factures directement dans le CRM, rationalisant les aspects financiers de votre processus de vente et garantissant une documentation précise. Restez au top des activités et des tâches critiques avec le suivi des activités intégré. Surveillez les rappels, les rendez-vous et les dates importantes pour maintenir une approche commerciale proactive. Obtenez des informations précieuses sur vos performances commerciales grâce à des tableaux de bord personnalisables. Visualisez les principales métriques, surveillez les progrès et prenez des décisions basées sur les données pour optimiser vos stratégies de vente. Monday Sales CRM vous permet d'achever efficacement les processus de vente, en veillant à ce que toute la documentation et les suivis nécessaires soient complétés, contribuant ainsi à un flux de travail commercial plus organisé et efficace.

[\(Youtube\)](#)

Sécurité : 8,5/10

Sécurité et confidentialité avec monday.com

Chez monday.com, nous sécurisons et protégeons les informations de plus de 125 000 clients dans le monde entier, avec une transparence absolue et une assistance 24h/24, 7j/7.

Vue globale

monday.com gère les informations de plus de 100 000 entreprises à travers le monde. Évidemment, nos clients exigent que nous protégeions leurs données avec les normes les plus strictes. Nous nous engageons à leur fournir un environnement hautement sécurisé et fiable. Notre modèle de sécurité et nos contrôles sont basés sur les normes internationales et les meilleures pratiques du secteur, telles que [ISO 27001](#), [ISO 27018](#) et OWASP Top 10.

Comment sécurisons-nous vos données ?

Nos systèmes sont hébergés dans plusieurs zones de disponibilité sur Amazon Web Services (AWS). Cela nous permet de fournir un service fiable et de garantir la disponibilité de vos données lorsque vous en avez besoin. Nous avons également créé un site de récupération après incident dans une région AWS distincte aux USA. Ces centres de données emploient des mesures de sécurité physique et environnementale de premier

plan, ce qui se traduit par une infrastructure hautement résiliente. De plus amples informations sur leurs pratiques en matière de sécurité sont disponibles ci-dessous :

[Page de sécurité AWS](#)

[Page de sécurité GCP](#)

Sécurité des applications

monday.com met en œuvre une conception axée sur la sécurité en plusieurs niveaux, dont celui des applications. L'application monday.com est développée selon les exigences du Top 10 de l'OWASP. Tout le code est soumis à un examen par des spécialistes avant son déploiement en production.

Notre processus contrôlé de CI/CD comprend l'analyse du code statique, l'évaluation de la vulnérabilité, les tests de bout en bout, les tests unitaires qui traitent des aspects d'autorisation et plus encore. Les développeurs suivent une formation périodique en matière de sécurité afin de se tenir informés des meilleures pratiques de développement liées à la sécurité.

Sécurité des infrastructures

L'infrastructure constitue un autre niveau de sécurité. Comme nous l'avons indiqué, monday.com est hébergé dans plusieurs zones de disponibilité AWS. En outre, notre infrastructure est protégée par de multiples niveaux de mécanismes de défense, notamment :

- Des pare-feux pour faire respecter la liste blanche des adresses IP et l'accès aux ressources du réseau uniquement par les ports autorisés
- Un pare-feu d'application web (WAF) pour bloquer les attaques dynamiques basées sur le contenu
- Atténuation DDoS et limitation des taux
- Capteurs NIDS pour la détection précoce des attaques
- Configuration de routage avancée
- Enregistrement complet du trafic du réseau, interne et périphérique

Chiffrement des données

monday.com chiffre toutes les données en transit et au repos :

- Le trafic est chiffré à l'aide de TLS 1,3 avec une suite de chiffrement moderne, prenant en charge TLS 1,2 au minimum
- Les données des utilisateurs sont cryptées au repos dans toute notre infrastructure au moyen de l'AES-256 ou mieux
- Les titres de compétences sont hachés et salés à l'aide d'une fonction de hachage moderne

Audits de sécurité externes et tests d'intrusion

Les évaluations indépendantes par des tiers sont essentielles pour obtenir une compréhension précise et impartiale de votre dispositif de sécurité. monday.com effectue des tests d'intrusion sur une base annuelle à la fois dans l'application et au niveau de l'infrastructure à l'aide d'auditeurs connus et indépendants.

De plus, monday.com fait l'objet d'un audit externe dans le cadre de l'audit SOC2 de type II, des certifications ISO et d'autres audits externes.

Sécurité physique

Notre service est entièrement basé sur le cloud, aucune partie de notre infrastructure n'étant conservée sur site. La sécurité physique de nos bureaux comprend un contrôle d'accès basé sur l'identification personnelle, une surveillance par caméra en circuit fermé 24h/24 et 7j/7 et des systèmes d'alarme.

Les centres de données de monday.com sont hébergés sur l'infrastructure d'Amazon Web Services et de Google Cloud Platform, qui emploient des mesures de sécurité physique de premier plan.

Reprise d'activité en cas de catastrophe et sauvegardes

monday.com s'engage à fournir un service continu et ininterrompu à tous ses clients. Nous sauvegardons régulièrement les données des utilisateurs toutes les 5 minutes. Toutes les sauvegardes sont chiffrées et distribuées à différents emplacements, où elles sont conservées pendant 25 jours.

Notre plan de reprise d'activité en cas de catastrophe (PRA) est testé au moins deux fois par an afin d'évaluer son efficacité et de maintenir les équipes en phase avec leurs responsabilités en cas d'interruption de service.

Sensibilisation à la sécurité et formation

monday.com comprend que sa sécurité dépend de ses employés. C'est pourquoi tous nos employés suivent une formation approfondie de sensibilisation à la sécurité de l'information pendant leur période d'intégration. Une formation supplémentaire sur la sécurité est dispensée chaque trimestre. En outre, tous les employés doivent signer notre Politique d'utilisation acceptable.

([Monday.com](https://monday.com))

Conformité et certifications

monday.com respecte strictement les normes et les réglementations internationales afin de protéger vos informations.



ISO/IEC 27001:2013 la norme de sécurité mondiale la plus rigoureuse pour les systèmes de management de la sécurité de l'information (SMSI).



ISO/IEC 27017:2015 Cette recommandation internationale fournit des contrôles et des conseils de mise en œuvre à la fois pour les fournisseurs et les clients de services du cloud computing.



ISO/IEC 27018:2014 établit des objectifs de contrôle, des contrôles et des lignes directrices communément acceptés pour la mise en œuvre de mesures de protection des informations personnelles (PII)



La norme ISO/IEC 27032:2012 fournit des lignes directrices pour améliorer l'état de la cybersécurité, en mettant en évidence les aspects uniques de cette activité et ses dépendances par rapport à d'autres domaines de sécurité.






ISO/IEC 27701:2019 Ce document spécifie les exigences et fournit des conseils pour établir, mettre en œuvre, maintenir et améliorer continuellement un système de management des informations sur la vie privée (PIMS)



La loi Health Insurance Portability and Accountability (HIPAA)

 <p>Rapport sur le contrôle opérationnel et de conformité (SOC) 1</p>	 <p>Rapport sur le contrôle opérationnel et de conformité (SOC) 2</p>	 <p>Rapport sur le contrôle opérationnel et de conformité (SOC) 3</p>
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 <p>Règlement général sur la protection des données (RGPD). Pour la réussite de nos clients et la protection de leurs données personnelles.</p>	 <p>Protégé par PrivacyTeam : cabinet de conseil n°1 en matière de protection de la vie privée en Israël.</p>	 <p>Renvoyer les plaintes non résolues en matière de protection de la vie privée en vertu des principes du Bouclier de Protection des Données UE-États-Unis et Suisse-États-Unis.</p>
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APN : monday.com est sélectionné par AWS comme l'un des meilleurs outils de collaboration sur le lieu de travail numérique.

[Monday.com](https://www.monday.com)

Organisation de la sécurité des informations

Le CISO de monday.com est responsable de la sécurité des informations de l'entreprise.

Afin de fournir des conseils et d'appliquer une surveillance continue des pratiques de l'entreprise, les représentants suivants, au minimum, seront tenus d'organiser chaque semaine une réunion du groupe chargé de la sécurité :

- CISO
- VP en charge des opérations
- Responsable R et D de la sécurité des informations
- Responsable de l'infrastructure
- Responsable de la sécurité de l'infrastructure
- Responsable des systèmes informatiques
- Spécialiste de la conformité

D'autres représentants des services de l'entreprise pourront se joindre au groupe au besoin.

Amélioration continue

monday.com évalue en permanence les risques potentiels pour son service et évalue le besoin de mesures de protection, en se fondant sur sa stratégie de rectification en fonction de la gravité des constatations.

Les évaluations périodiques suivantes sont effectuées :

- Programme de recherche des bogues - sur une base continue
- Détection de la vulnérabilité des applications - sur une base continue
- Une évaluation globale des risques pesant sur les systèmes d'information critiques - sur une base annuelle
- Tests de pénétration au niveau des applications - sur une base annuelle
- Pour plus d'informations sur le processus de gestion des risques, veuillez consulter la [politique de gestion des risques \(MDY-ORG-POL-05\)](#).

Sécurité de la gestion des ressources

Le manque de connaissances et de compétences en ce qui concerne les cibles d'une attaque dans une organisation présente un risque important. La cartographie des ressources d'une organisation et la définition des mesures pour les sécuriser diminuent considérablement le niveau de risque s'y rapportant.

- Toutes les ressources de l'entreprise (telles que les données, les logiciels, le matériel, etc.) seront comptabilisées et auront un titulaire ;
- Les titulaires de ressources seront identifiés pour chacune d'elles et seront responsables de l'entretien et de la protection de leurs ressources ;

- Toutes les informations doivent être classées et traitées selon leurs niveaux de sensibilité, comme indiqué dans la [politique de classification des données \(MDY-ORG-POL-04\)](#).
- La sécurité de la gestion des ressources est détaillée dans la [politique de gestion des ressources \(MDY-IT-POL-02\)](#).

Contrôle d'accès

L'accès aux ressources est l'un des processus les plus sensibles d'une entreprise. Le fait de ne pas respecter les privilèges d'accès appropriés aux ressources peut exposer l'entreprise à un risque important.

Dans monday.com, les privilèges d'accès sont fournis selon les principes du besoin de savoir et du minimum de privilèges. Tous les aspects relatifs à la sécurité du contrôle d'accès sont détaillés dans la [politique du contrôle d'accès \(MDY-IT-POL-01\)](#).

Cryptographie

monday.com gère des informations sensibles au nom de ses clients, en plus de celles relatives à ses opérations internes. Le chiffrement de ces données en transit (lorsqu'elles sont envoyées d'un composant à un autre) et au repos (lorsqu'elles sont stockées) est d'une importance cruciale. Les contrôles de sécurité cryptographiques de monday.com sont détaillés dans la [politique d'utilisation cryptographique \(MDY-IT-POL-04\)](#).

Sécurité des communications

La sécurité des communications traite de la prévention de l'accès non autorisé aux informations en transit, à savoir celles qui sont envoyées d'une entité informatique à une autre.

La sécurité des communications est couverte à la fois par la [politique de sécurité physique et environnementale \(MDY-PHY-POL-01\)](#) et la [politique d'utilisation cryptographique \(MDY-IT-POL-04\)](#).

Sécurité de la chaîne d'approvisionnement

monday.com utilise des solutions tierces pour certains aspects de son service. Ces relations avec des tiers peuvent inclure celles avec des fournisseurs de services dans le cloud, avec des sous-traitants externalisés, une assistance à distance, etc. Lors de la mise en œuvre d'une solution tierce, certaines mesures de sécurité doivent être prises afin de garantir que la tierce partie n'a pas d'impact négatif sur le niveau de risque encouru par monday.com.

La sécurité de la chaîne d'approvisionnement est couverte par la [politique de sécurité concernant les tierces parties \(MDY-IT-POL-06\)](#).

Gestion des incidents affectant la sécurité des informations, plan de continuité des activités (PCA) et plan de reprise après sinistre (PRS)

monday.com déploie des efforts substantiels pour prévenir tout incident pouvant avoir un impact sur la confidentialité, la disponibilité et l'intégrité des données que l'entreprise traite au nom de ses clients. Malgré cela, il n'est pas possible d'atténuer pleinement le risque d'incidents. En cas d'incident lié à la sécurité des informations, monday.com le détectera et le contiendra dans les délais les plus courts possible. Tous les aspects de la gestion des incidents liés à la sécurité des informations sont traités dans la **procédure de réponse aux incidents liés à la sécurité et aux données** (interne), le [plan de reprise après sinistre \(PRS\) \(MDY-ORG-POL-03\)](#) et le **plan de continuité des activités (PCA)** (interne).

Processus de vérification

- La politique mondiale de sécurité des informations doit être examinée et mise à jour chaque année ou plus souvent si nécessaire, conformément aux exigences commerciales ou réglementaires.
- Les politiques, normes et bases de référence en matière de sécurité des informations doivent être examinées au moins tous les 12 mois afin de s'assurer qu'elles sont cohérentes et répondent correctement à ce qui suit :
 - Besoins et environnement de l'entreprise : les contrôles doivent rester efficaces tant du point de vue des coûts que de la continuité des opérations, et soutenir l'entreprise sans causer d'interruption déraisonnable de ses processus.
 - Environnement technologique externe : opportunités et menaces créées par les changements, les tendances et les nouveaux développements.
 - Environnement technologique interne : forces et faiblesses résultant de l'utilisation de technologies par l'entreprise.
 - Exigences légales, réglementaires et contractuelles.
 - Autres exigences spécifiques aux circonstances nouvelles ou uniques.

([Dapulse-res.cloudinary.com](https://dapulse-res.cloudinary.com))

Security

This component helps a company minimize the security risks by controlling access to the software and its data, and encouraging best practices among users.

> [Show Features](#)



(Trustradius.com)


monday.com Security Rating

A **846** / 950

monday.com's security rating is based on the analysis of their external attack surface. The higher the rating, the better their security posture. [Start a free trial](#) to get a more in-depth risk assessment for monday.com.

[\(Upguard\)](#)

Stabilité et évolutivité : 8,5/10

 **Caesar Barrientoz**
Chief Executive Officer at Elmridge Technology ✓ REAL USER

★★★★☆ Mar 16, 2023

We can collaborate with our customers efficiently and professionally, and automation makes it easy for everyone

Pros and Cons

- ✓ "It's very easy to use. When we were trying to pick a system, we looked at Asana, Jira, and other platforms, and they were very cluttered. But monday.com is very user-friendly. As a user, everything is very clear. You don't need to be too tech-savvy to understand it and it's very easy to pick up on and learn."
- ✗ "We can send emails from monday.com, but when it comes to the format, we don't necessarily want to always have the monday.com logos. We want to be able to make the emails we send out from monday.com, especially if they're coming from a specific person, look like they would if they were coming from our Outlook."

What is most valuable?

The most valuable features for us are the

- automation
- scalability
- ease of access—the low-code, no-code part
- user-friendliness
- integrations.

What do I think about the stability of the solution?

I've never had any issues with the stability of the platform. I believe it's on AWS and it has an uptime of 99.8 percent. I've never experienced any downtime.

What do I think about the scalability of the solution?

It's extremely scalable. That's one of the main reasons we picked it.



Julie Doar-Sinkfield
CEO at My Life Tutors

✓ REAL USER 🏆 TOP 10



Mar 28, 2023

Makes it easy to prioritize work and has good automation capabilities and reasonable pricing**Pros and Cons**

- ✓ "The automations absolutely were the most valuable because they helped us create a system within Monday.com for all of our data."
- ✗ "I wish there were more templates because having to start from scratch was hard with a lot of things. It was not as intuitive. I wish there was a board builder function that could take you through creating your board and ask you the automation questions."

What do I think about the stability of the solution?

It's a very stable platform. We never had any issues with regard to outages, etc. It's a very stable platform.

What do I think about the scalability of the solution?

It's very easy to scale and add new users.

AK

Anastasia Kozlova

Co-founder at PeerSpot

✓ REAL USER



Mar 13, 2023

I like the solution's automation capabilities, and the reporting is also excellent

Pros and Cons

- ✓ "I like monday.com's automation capabilities the most, but the reporting is also excellent. Jira and our other tools provide decent reporting, but monday.com adds another layer. We can drill further down into processes, problems, and issues. These reports have helped us to control our sales funnel."
- ✗ "The data linkage could be improved. For example, sometimes you cannot automate item creation when you link different items to each other. You cannot connect the data deeply from field to field. It's somewhat complicated to link a contact to some account fields and automate the contact's behavior based on the value of those fields. The data is sometimes not structured enough for deep processing."

What do I think about the stability of the solution?

We've used monday.com for a long time, and the system has become unstable several times, but the issue was quickly fixed each time.

What do I think about the scalability of the solution?

monday.com is scalable, but large enterprises need to plan before scaling up. When scaling, you need to consider the design of the data, how it is stored, and the way processes are designed. The risk of mistakes increases as you add users and boards.

If you add a flawed process to the system from the beginning, the mistakes in the design will be replicated on a larger scale. You will succeed if you are thoughtful in your piloting and testing at the start.

We may expand our user base, but we are unsure. We are SOC 1-compliant, so there are limitations on where data can be stored. For non-production processes, we will probably switch several teams to monday.com because it's well-integrated with other tools. Our accounting and legal teams will also likely move to monday.com.

([Peerspot](#))

monday.com était jusqu'à présent surtout connu en tant que logiciel de gestion projet. Cependant, depuis quelque temps la solution a beaucoup évolué vers une plateforme centrale de travail tout-en-un avec de plusieurs produits spécialisé. monday sales CRM fait parti de ceux-là en proposant un outil de gestion de la relation client. Découvrons-le ensemble.

([Digitiz.fr](https://www.digitiz.fr))

Connectivité et intégration : 9/10

Monday.com propose plus de **200 intégrations** avec des outils populaires, tels que :

CRM integrations **you'll love**

Gmail & Outlook

Email integration with Gmail and Outlook lets you send, receive, and track communication in one place. Having all your communications in one place keeps everyone up-to-date, saves time, and keeps communication centralized.



Caller integration - **Aircall**

With Aircall, make, receive, log, and manage sales calls; see contact info as a call starts; and access call history and notes in a snapshot. The ability to record calls makes phone support easy to manage, accessible, transparent, and collaborative.



eSignature integration - **DocuSign**

Using DocuSign, you can send documents for signature straight from your board and get updates on their signature status. Plus, you can even edit documents after sending them.



Proposals and contracts management integration - **PandaDoc**

With PandaDoc, create documents with data that is populated directly from monday sales CRM, generate proposals, quotes, and contracts using customizable templates in on-brand styles.



SMS integration - **Twilio**

With Twilio, send and receive calls and messages automatically. You have the ability to set up triggers for your communication according to your specifications. How you communicate and what you communicate is totally up to you!



Payments integration - **Stripe**

Sync all payments and charges made through Stripe directly into your monday sales CRM, notifying the relevant person whenever a transaction occurs. Charges can trigger any additional actions or workflows on top of monday, so payments are tracked and handled once they have been processed.



Email marketing integration - **Mailchimp**

With all of your email campaigns centralized in one place, you can manage them directly from your monday sales CRM. Sync your leads straight into monday and get statistics to measure the success of your campaigns.



Facebook

Connect Facebook Ads with monday sales CRM and collect leads directly from Facebook. Also, sync Facebook campaign performance with CRM so they can manage it all in one place.



LinkedIn

You can post directly to LinkedIn from monday sales CRM. You can also automatically post at certain times and days, as well as change the status of activities when you interact with them.



([Monday.com](https://www.monday.com))

Capacités d'**intégration** :

Les capacités d'**intégration** de Monday changent la donne. Le logiciel s'intègre parfaitement aux outils tiers populaires, tels que Google Workspace, Slack et Zoom. Cette **intégration** a éliminé le besoin de basculer entre plusieurs plates-formes, ce qui nous a permis de gagner un temps précieux et de garantir que toutes nos données de projet se trouvent dans un seul emplacement centralisé.

★★★★★ 19 novembre 2023

"Facilité d'utilisation et Facilité d'accès !"

Qu'est-ce que vous préférez dans le CRM des ventes du lundi ?

Monday.com vous permet de travailler et de collecter les données que vous souhaitez.

L'application mobile me permet de contacter les clients lors de mes sorties tout en enregistrant l'appel ou le SMS.

j'aime l'intégration dans Mail Chimp afin d'avoir toutes les données Mail Chimp dans Monday.com

Présentation du CRM des ventes du lundi

Qu'est-ce que le CRM des ventes du lundi ?

monday sales CRM est une plate-forme de vente dédiée qui permet aux propriétaires d'entreprise, aux équipes commerciales et aux RevOps de gérer l'intégralité du cycle de vente, de l'avant à l'après-vente, en gérant toutes les données client dans un seul endroit centralisé. Capturez des prospects, gérez la communication avec les contacts, automatisez les processus manuels et suivez le statut de chaque transaction afin qu'aucune opportunité ne passe entre les mailles du filet. Analysez ensuite les processus de vente à l'aide de données en temps réel dans des tableaux de bord personnalisables. Une fois la transaction conclue, toutes les activités après-vente peuvent être gérées directement depuis Monday Sales CRM. Cela connecte toutes les parties prenantes de l'entreprise, comme les responsables financiers, juridiques et de compte, à toutes les informations pertinentes, pour garantir une facturation, une passation de contrats, **une intégration fluides, etc. Retrouvez ces fonctionnalités CRM clés disponibles sur Monday Sales CRM : - E-mails de masse et éditeur HTML - Boîtes de réception de courrier électronique partagées - Générateur d'e-mails IA -** Graphique en entonnoir - Classement - Expérience CRM mobile - Étapes de transaction Monday Sales CRM s'intègre à la plupart des applications et outils de vente pour garantir le travail. se fait le plus efficacement possible.

(G2)

correspondance parce que mes e-mails étaient filtrés comme spam, ce qui était très utile et générait des ventes alors que, sans cet outil, j'aurais pu supposer que la personne n'était tout simplement pas intéressée par ce que je pensais. je vends. J'ai également utilisé cet outil une fois que quelqu'un devient client pour suivre ma correspondance avec lui tout au long du processus et pour m'assurer de faire un suivi avec lui par la suite. Enfin, il propose une tonne d'intégrations avec d'autres applications.

+ Avantages :

REMARQUE : Nous sommes depuis passés à Freshsales, car il s'intègre davantage au reste de nos produits. Lundi est absolument incroyable. Il pourrait être plus facile à utiliser, mais ce qu'il propose gratuitement est absolument parfait pour les petites et moyennes entreprises et les équipes. Je recommanderais fortement de jeter un œil aux cas d'utilisation de lundi (disponibles sur monday.com/s/software-uses) qui peuvent vous aider à comprendre comment leurs logiciels peuvent profiter à votre entreprise. Personnellement, j'aime beaucoup la capacité de Monday à choisir un modèle en fonction de l'utilisation que vous en ferez, comme le recrutement ou les pistes de vente. Il est également très personnalisable et flexible en fonction du nombre de personnes qui l'utiliseront. Ils disposent également d'une application et de nombreuses intégrations, permettant une utilisation maximale où que vous soyez.

+ Avantages :

I love the easy of the integrations and automations

+ Avantages :

Il aide les équipes à réaliser des projets qui produisent des résultats dans les délais, qu'elles soient à la maison, au bureau ou en déplacement. Il est facile à utiliser et flexible. Il peut personnaliser les flux de travail et possède des attributs de productivité robustes, notamment les dépendances, le suivi du temps, les vues chronologiques, les notifications automatisées et les intégrations. Avec Monday.com, vous pouvez obtenir des résultats plus rapides et meilleurs pour chaque étape du projet.

+ Avantages :

L'automatisation et l'intégration sont très utiles. Je peux explorer plus de fonctionnalités en utilisant Monday.com

+ Avantages :

J'aime la simplicité des intégrations et des automatisations

[\(Capterra\)](#)

Implémentation : 8,5/10

Integration & Deployment 4.3



Ease of Setup

CRM Average: 8.5



Danielle W.

Mid-Market (51-1000 emp.)



Validated Reviewer ✓

Review source: Seller invite

Incentivized Review

★★★★★ Nov 13, 2023

"Great sales tool"

What do you like best about monday sales CRM?


monday CRM has been a great tool for our sales team with a lot of very intuitive features. Being able to connect your email and send, track, and automate emails directly from monday is extremely handy. With lead generation, you tend to get some of the same people inquiring multiple times, monday's built-in "manage duplicates" feature is really nice for consolidating multiple lead entries into one contact. We really like being able to create a deal from a contact and the features for managing our pipeline in another board. The reporting and analytics helps us see a bird-eye view of our efforts.

monday CRM also works really well in tandem with other tools we use - google, zapier, calendly... **Setup and implementation is really straightforward.**

Overall, the simplicity of monday and its automation features have eliminated a lot of the manual upkeep of a CRM and has helped keep our hot leads top of mind while still being able to nurture more warm leads.

What do you dislike about monday sales CRM?

monday's - like every other software - can be pricey but it's competitive with other tools and suited our needs and the capabilities have justified the cost.



Joel A.
Senior Product Manager, Payments
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★☆ Nov 20, 2023

"Gets the job done"

What do you like best about monday sales CRM?


I like the ease of setup and that it takes minutes to get up and running

What do you dislike about monday sales CRM?

The customization isn't great and something really simple that needs improvement is the way comments and threads are left. I think there is probably a better way to manage it but they need it to be easier to setup.

What problems is monday sales CRM solving and how is that benefiting you?

We use it to report bugs that our customers are encountering. Then our product and engineering team is able to interact/communicate and help resolve those problems.



Scott S.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★★ Aug 03, 2023

"Sales CRM was an easy implementation for us and quickly adopted by our sales team"

What do you like best about monday sales CRM?


it is easy to setup and use. Templates are great right out of the box and customizations can be made without using software developers or consultants. Our sellers can easily manage their leads and opportunities. Our leaders can easily see what is in the pipeline. So many features, such as automations and integrations, and so much flexibility for the cost. There is also a wealth of great support information with step by step instructions and video tutorials. It is a great value!

What do you dislike about monday sales CRM?

It is hard to think of things that I dislike about it, but one thing that I ran into is an automation that adds items from the Leads board to the Contacts board that does not link the contact to their company in the connected Accounts column. An automation creates the new item in the Accounts board based on the Company listed in the Leads board, but then we have to manually link the account in the Contacts board.

What problems is monday sales CRM solving and how is that benefiting you?

We mainly use it for sales process, performance and pipeline management. After we subscribed, we discovered a board template for onboarding customers that will greatly improve our onboarding process. We were also pleasantly surprised to discover the Emails & Activities feature that allows us to integrate with Outlook and easily conduct email campaigns.

 **Benjamin M.**
Owner
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ Feb 08, 2022

"Perfect"

What do you like best about monday sales CRM?
Everything is perfect. The setup is great.

What do you dislike about monday sales CRM?
There is actually nothing i dont like about it.

What problems is monday sales CRM solving and how is that benefiting you?
CRM organizing

 **Verified User in Computer Software** ⓘ
Enterprise (> 1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Organic

★★★★★ Feb 22, 2022

"I love my Monday.com!"

What do you like best about monday sales CRM?
A very versatile tool. Very easy to setup and use. Suitable for a very large verity of projects.

What do you dislike about monday sales CRM?
To have more integrations and automations options would be great. But they add features all the time, and keep on improving.

What problems is monday sales CRM solving and how is that benefiting you?
Project management, CRM, onboarding process.

(G2)



Roderic C.

director of client accounts

E-Learning, 51-200 employees

Used the software for: 6-12 months

Overall Rating	★★★★★ 5.0
Ease of Use	★★★★★ 5.0
Customer Service	★★★★★ 5.0
Features	★★★★☆ 4.0
Value for Money	★★★★★ 5.0
Likelihood to Recommend	<div style="width: 100%;"><div style="width: 100%;"></div></div> 10/10

Reviewer Source

Source: Capterra

April 27, 2022

"Monday gives a full picture of our pipeline!"

Overall: Love the interface and the user-friendly board. We can basically create any type of board we need to fit our vision of expansion inside our company.

Pros: **The easy setup** and creation of different boards for our pipeline and future lead management. Easy to use and to track. Very user friendly even for our team that is not so user friendly with this type of software

Cons: Terms are sometimes difficult to understand, like sort... not sure what it does until we play around with it and realize that we can alphabetically sort our lead board... email integration is difficult with chrome. That is why we don't use it yet.

Alternatives Considered: **HubSpot Marketing Hub** and **Pipeline CRM**

Reasons for Choosing monday sales CRM: Easy to use and fits exactly our needs and the pricing is fair.



Valor L.

Project Manager

Marketing and Advertising, 1-10 employees

Used the software for: Less than 6 months

Overall Rating	★★★★☆ 4.0
Ease of Use	★★★☆☆ 2.0
Features	★★★★☆ 4.0
Value for Money	★★★☆☆ 3.0
Likelihood to Recommend	<div style="width: 33%;"><div style="width: 33%;"></div></div> 3/10

Reviewer Source

Source: Capterra

January 7, 2022


SHARE REVIEW

"Great Tools But It's Not The Easiest to Adapt to."

Overall: Very colorful and my first PM & light CRM (Sales.force being first CRM). Got really excited as it's got more beautiful ui/ux than sales force **BUT it is a very steep learning curve to deploy to users & clients**. Took me a while to research and I still can't fully harness Monday for my own use. (I have a tech support background and can barely figure it out. So good luck.) You really need a dedicated Project manager & tech person to train your staff and build out your boards. I've moved on to another PM SaaS that's way easier to use (immediately **deployable** to myself and all my clients who are technically challenged) does all the light CRM/Content Creation/Event management/Project Management/Workflow/Goals/ToDo list.

Pros: It's one of the more robust project management tool, I've worked with so far. Monday's Paid Plan really has everything you need, and MORE than you'll ever need if you run a small company or a personal project. Very color and very fun.

Cons: The freemium plan is very bare and quickly becomes "working to manage work" rather than making worth and collaboration easier. The pricing model for small business can quickly become burden-some and unsustainable. (What if I want all my staff on there with their login, but some people will only use 1 or 2 times a week based on their role? Nope Full pricing per staff.) So it only works for more office based businesses rather than a more dynamic mixed roles of companies. So as a consulting agency, I can't use **deploy** it on all my clients and I rather just move away instead of using multitude of same function tools and go through learning curves over and over again.



Samuel B. [in](#)
Founder
Marketing and Advertising, 1-10 employees
Used the software for: 6-12 months


Overall Rating ★★★★★ 5.0

Ease of Use ★★★★★ 5.0


Customer Service ★★★★★ 5.0

Features ★★★★★ 5.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend  10/10

Reviewer Source ⓘ
Source: Capterra
July 27, 2021

[SHARE REVIEW](#) 

"Would recommend to manage everything "

Overall: We got more efficient because we can manage priorities and tasks more easily. Sections for leads helped our team see who had to contact clients. We also used it to work on social media content together.

Pros: Really liked the task management and the lead management. Super efficient with my team, [easy to use and easy to implement](#). Liked the lead funnel to manage my prospection.

Cons: The fact that time tracking is in a pricier version. I would like to see an access to clients for certain boards i want to show them.

Alternatives Considered: [Workzone](#), [Trello](#) and [ClickUp](#)

Reasons for Choosing monday sales CRM: Interface looked prettier and more seamless. Price was also a factor. Free trial convinced us to use monday!

[\(Capterra\)](#)



JULY 01, 2022

[Share](#)[Save](#)

Big fan of the templates and how easy it is to customize monday sales CRM

Kari Baker

Business Process Consultant

Ezer Consulting (Facilities Services, 1-10 employees)



Score 10 out of 10



Vetted Review



Verified User

Incentivized

Use Cases and Deployment Scope

We use monday to track our regular sales cycle and our renewals sales cycle. We've set up connections between these boards in monday, so that once a prospect becomes a client they are shifted into the renewal cycle. monday made this much easier to manage than our previous software and allowed us to set up the custom automations we needed regarding these pipelines. We have also incorporated our onboarding checklist details into a board to make sure that nothing falls through the cracks. We like seeing our Sales Pipeline as a Kanban board and find the multiple board views very helpful. We also keep track of all of our contacts in monday and have them categorized by multiple different searchable factors.

Pros and Cons

- ⊕ Easily customizable automations.
- ⊕ Templates for different types of boards.
- ⊕ Multiple views of the same information.
- ⊕ **Very easy setup.**
- ⊖ Ability to have monochromatic Kanban boards.




Likelihood to Recommend

We're a small team that currently manages our sales process without a designated sales person. Our sales boards allow us to keep track of everything that is in process for quick updates. We're able to make weekly updates and present our progress in weekly meetings, since it's very easy to update the boards.

MARCH 10, 2023

BF **monday sales CRM Review**








Brooke Facer
Digital Media Manager
Salt Lake Behavioral Health (Hospital & Health Care, 201-500 employees)

 **Score 3 out of 10**  Vetted Review  Verified User Incentivized

Use Cases and Deployment Scope

We use monday sales CRM to track patient referrals from key referral partners. We have a 30-day residential program, and we track each patient referral from military bases, and the individual contacts at each base that referred. We have another board that tracks incoming leads from google ads for our sales reps to reach out to

Pros and Cons

-  Layout is simple
-  Easy to add / remove users
-  Board functionality allows to separate different use cases
-  **Set up and implementation was very difficult**, reps would not respond, I would have liked to have a customer service liaison just for me
-  Email integration is clunky and not always reliable
-  Automations need additional "when" actions
-  Automation for account vs contact level is very difficult

Likelihood to Recommend

It's a good product for the price point but certainly more frustrating to work with than other CRMs (hubspot, [Salesforce](#)).

([Trustradius.com](https://www.trustradius.com))

**Terrie Whisenant**

CEO at Workflow Solutions

✓ REAL USER

👤 TOP 10

Apr 13, 2023

Flexible, easy to use, and makes tracking and following up on various items easy

Pros and Cons

- ✓ "I like the update feature. It's almost like you can replace email with it. You can communicate on a particular item within monday.com, and then you can see the history of who commented, when they commented, what they said, and the reply to what they said. It's much easier to follow up on a particular item than have a thousand emails going back and forth. In a big project, you can usually have a ton of emails. If you use monday.com as a communication tool, you can almost eliminate email and have better tracking on what was done, when it was done, and what was said about the items. That's probably my favorite feature."
- ✗ "It does have some native report widgets, but there are limitations on those. They're still building that capability out in my opinion. The reporting in monday.com is probably the weakest link, but there are third-party apps that you can add in that do some great reporting for you. You can also tie monday.com into a data warehouse and use something like Tableau, Power BI, or any reporting tool that can report out of a data warehouse to get the more in-depth reports that you need. Monday.com will get there, but it doesn't seem to be one of their top priorities. "

How was the initial setup?

I help companies implement monday.com and use it. It depends on the complexity of the project. If somebody just wants to put a simple board up to track PTO or their employee information, that's simple, but if you want to do a project plan that links to a bunch of other project plans or you want a bunch of reports out of it, that can be a little bit more complicated. However, most of the time, setting up boards in monday.com is very simple. It just depends on what you want to do with it. Setting up one board is nothing, but if you want to build a system out where the boards talk to each other and you get good reporting and breakdown with silos, that's going to take a little bit more time.

In terms of the number of people involved, from my side, we typically have two or three depending on the complexity of the project. If there are integration needs, most of the time, it's just me, but if the project is more complex, then I'll pull other people in.

I've been doing implementations for thirty years, and from the client side, the biggest issue I see is that a lot of times, they'll put one person in charge of saying this is how it's going to work without having communications with the actual users. They don't bring the other stakeholders in to say why they are doing something in a certain way, which tends to lead to rework. Having a small team with representatives of the different areas that you are trying to automate and use monday.com for is the best way to do it.

The size of the client's team depends on the size of the project. I've worked with teams of two to three on the client side, and I've worked with teams of 25 to 30 users, but they all represented something different within the business. As we talked about things and everybody was there, everybody was aware of what was being done, and they could provide inputs on doing it in a certain way.



Julie Doar-Sinkfield
CEO at My Life Tutors

✓ REAL USER 🏆 TOP 10



Mar 28, 2023

Makes it easy to prioritize work and has good automation capabilities and reasonable pricing

Pros and Cons

- ✓ "The automations absolutely were the most valuable because they helped us create a system within Monday.com for all of our data."
- ✗ "I wish there were more templates because having to start from scratch was hard with a lot of things. It was not as intuitive. I wish there was a board builder function that could take you through creating your board and ask you the automation questions."

How was the initial setup?

I was involved in its deployment. In the end, it was pretty straightforward, but it was hard to know where to begin.



Jaikishan Daryanani
Product Manager at Enreap

✓ RESELLER 🏆 TOP 10

Mar 3, 2023

C level has visibility into the entire timeline and status of an initiative, and real-time reporting saves work

Pros and Cons

- ✔ "The power of the dashboard that the solution gives you means you can do risk, timeline, and cost-benefit analyses for your initiatives. It gives you a complete perspective on the impact of your future decisions and initiatives for the upcoming quarters."
- ✘ "There are a lot of ways that monday.com does not work, for example, when it comes to HRMS. A particular employee can't apply for leave or check the status of a leave request or check his 401(k) status. Those are things that are missing in monday.com."

How was the initial setup?

It's a cloud-based platform that is deployed on AWS. There are no private servers to install for monday.com. It's a purely SaaS platform. So you just put in the URL and log in and you're done. There isn't really a particular deployment. You just sign up for an account and that's it.

Because it's SaaS there is zero maintenance. All maintenance is taken care of by monday.com.

([Peerspot](#))

Ease of Use

A successful CRM implementation requires easy-to-use software. SMBs often operate with limited IT resources and don't have time for extensive employee training on complex systems. Fortunately, monday Sales CRM offers ease of use right out of the box.

Onboarding and Implementation

monday makes CRM **implementation** straightforward. You can use the cloud-based software anywhere with internet access. All of the technical heavy lifting is done behind the scenes, so new users can log in, create new boards from scratch or with a template, and begin adding tasks.

Customers who prefer a computer-based work environment can download monday's desktop app for Mac or Windows and follow the same setup process to get started. We like that SMBs don't have to invest in an expensive server to host the platform and service user requests; everything happens in monday's cloud.

We also like that data migration is simple. You can upload Excel or CSV files, or use the import wizard to get data from platforms such as Basecamp, Jira, Trello and Asana.

monday offers a video-driven Getting Started course that you can access via the CRM. Paid assistance is available through monday's partnership program for businesses that need additional setup support or training. Pricing varies by the services needed, team size and other factors. Contact monday for a quote. Companies can also pay for staff to take specific monday training courses on topics such as core usage, API, sales CRM and admin certification.

([Business.com](https://www.business.com))

Business international :

International	Oui
National	Oui
N'importe	Oui

Hébergement :

Cloud	Oui
On-Premise	Non
SaaS	Oui
Hybride	Non

Développement spécifique :

Peu	Oui
Beaucoup	Non

Implémentation :

< 1 mois	Oui
1 à 6 mois	Oui
6 à 12 mois	Oui
> 12 mois	Oui

Couverture fonctionnelle :

Gestion des contacts et des clients	Oui
Gestion des ventes	Oui
Automatisation des campagnes marketing	non
Service client	oui
Analyse et rapports	Oui
Personnalisation et segmentation	non

Responsive :

Oui

Rapport qualité prix : 9/10

Période d'essai :

Monday sales CRM propose une période d'essai gratuite de 14 jours

Transparence :

Monday sales CRM met à disposition une page donnant une indication des prix.


Prix : Monday sales CRM propose 4 offres :

Basique CRM	Standard CRM <small>le plus utilisé</small>	Pro CRM	Entreprise CRM
<p>10 \$ utilisateur / mois Total 30 \$ /mois facturé chaque année</p> <p>Essai gratuit</p> <p>Organisez tous les prospects, contacts et contrats de votre équipe</p> <ul style="list-style-type: none"> Nombre illimité de pipelines personnalisables Contacts illimités Tableaux illimités Modèles pour les prospects, les contacts et les contrats Applications iOS et Android Visiteurs gratuits illimités Créer un tableau de bord basé sur 1 tableau 	<p>14 \$ utilisateur / mois Total 42 \$ /mois facturé chaque année</p> <p>Essai gratuit</p> <p>Automatisez les processus de vente et simplifiez la communication</p> <ul style="list-style-type: none"> Gestion avancée des comptes, contacts et transactions Intégration bidirectionnelle des e-mails avec Gmail et Outlook Générateur d'e-mails par IA Gestion des activités Devis et factures Fusionner les données répétées Personnalisez les automatisations du CRM (250 actions par mois) Personnalisez les intégrations du CRM (250 actions par mois) Créer un tableau de bord qui combine 5 tableaux 	<p>24 \$ utilisateur / mois Total 72 \$ /mois facturé chaque année</p> <p>Essai gratuit</p> <p>Obtenez des informations sur tout votre cycle de vente et sur les prévisions</p> <ul style="list-style-type: none"> Prévisions de vente Modèles e-mail avec paramètres personnalisés Suivi des e-mails et automatisations E-mails collectifs Éditeur HTML pour les envois groupés d'e-mails Suivi d'envoi groupé d'e-mails Synchronisation du calendrier Google Analyse des ventes Signatures d'e-mail personnalisées Personnalisez les automatisations du CRM (25 000 actions par mois) Personnalisez les automatisations du CRM (25 000 actions par mois) Créer un tableau de bord qui combine 10 tableaux 	<p>Contact commercial</p> <p>Gérez les ventes de A à Z avec des fonctionnalités de niveau entreprise</p> <ul style="list-style-type: none"> Notation des prospects Objectifs d'équipe Analyses avancées (tableaux de bord avec 50 tableaux maximum) Gestion de comptes Documents pour les ventes Automatisations et intégrations pour toute l'entreprise Sécurité et gouvernance haut de gamme Autorisations à plusieurs niveaux Conformité HIPAA

([Monday.com](https://www.monday.com))

Rapport qualité-prix

★ 4,6



Samuel B. [in](#)
 Founder
 Marketing and Advertising, 1-10 employees
 Used the software for: 6-12 months


Overall Rating ★★★★★ 5.0


Ease of Use ★★★★★ 5.0

Customer Service ★★★★★ 5.0

Features ★★★★★ 5.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend  10/10

Reviewer Source 
 Source: Capterra
 July 27, 2021

"Would recommend to manage everything "


Overall: We got more efficient because we can manage priorities and tasks more easily. Sections for leads helped our team see who had to contact clients. We also used it to work on social media content together.

Pros: Really liked the task management and the lead management. Super efficient with my team, easy to use and easy to implement. Liked the lead funnel to manage my prospection.

Cons: The fact that time tracking is in a pricier version. I would like to see an access to clients for certain boards i want to show them.

Alternatives Considered: [Workzone](#), [Trello](#) and [ClickUp](#)

Reasons for Choosing monday sales CRM: Interface looked prettier and more seamless. [Price was also a factor](#). Free trial convinced us to use monday!



Roderic C.
 director of client accounts
 E-Learning, 51-200 employees
 Used the software for: 6-12 months


Overall Rating ★★★★★ 5.0


Ease of Use ★★★★★ 5.0

Customer Service ★★★★★ 5.0

Features ★★★★★☆ 4.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend  10/10

Reviewer Source 
 Source: Capterra
 April 27, 2022

"Monday gives a full picture of our pipeline1"


Overall: Love the interface and the user-friendly board. We can basically create any type of board we need to fit our vision of expansion inside our company.

Pros: The easy setup and creation of different boards for our pipeline and future lead management. Easy to use and to track. Very user friendly even for our team that is not so user friendly with this type of software

Cons: Terms are sometimes difficult to understand, like sort... not sure what it does until we play around with it and realize that we can alphabetically sort our lead board... email integration is difficult with chrome. That is why we don't use it yet.

Alternatives Considered: [HubSpot Marketing Hub](#) and [Pipeline CRM](#)

Reasons for Choosing monday sales CRM: Easy to use and fits exactly our needs and [the pricing is fair](#).



Alejandro T. [in](#)
 Bachelor of Digital Marketing
 Marketing and Advertising, 1-10 employees
 Used the software for: 6-12 months


Overall Rating ★★★★★ 5.0


Ease of Use ★★★★★ 5.0


Customer Service ★★★★★ 5.0

Features ★★★★★ 5.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend  9/10

Reviewer Source 
 Source: Capterra
 January 3, 2022

[SHARE REVIEW](#) 

"monday.com is amazing"


Overall: Easy to use, easy to manage, easy to implement. The Monday.com portal software has improved our communications with our customers and is extremely intuitive. Helps team members quickly analyze the tasks they need to work on, workflows are based on collaboration needs across departments. It is a useful CRM tool, I find it very useful due to its ease of use, pipeline management, marketing campaign management.

Pros: This software is very affordable and really helps with small business management. I work at a marketing agency, and since we implemented Monday.com as our communication device for customer-facing, project management, and when working on other teams, we've seen a huge reduction in confusion, fewer missed emails, and more satisfaction with customers. Monday.com is a useful CRM tool, I find it very useful due to its ease of use, pipeline management, marketing campaign management. - Optimize my daily and weekly team meetings -Track the completion of the project in real time. -Collaboration and project management with people outside my company.

Cons: I love the web version, but I have problems with the Android application, it is super slow, it does not finish loading the information and when it loads, it uses a lot of data. Simply put, the smartphone app is not working.

Alternatives Considered: [Trello](#)

Reasons for Choosing monday sales CRM: [Offer more features at a lower price](#)



Jacques N.
MD
Marketing and Advertising, 1-10 employees
Used the software for: 1-2 years


Overall Rating ★★★★★ 5.0


Ease of Use ★★★☆☆ 3.0

Customer Service ★★★☆☆ 3.0

Features ★★★★★ 4.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend  7/10

Reviewer Source 
Source: Capterra
April 28, 2022

"Monday As a CRM"

Overall: Monday has been a game changer for our business and allows us control where we go with the product using our own internal team.

Pros: The softwares main feature is its adaptability to various departments and needs.

Cons: There are some very basic features like being able to attach an attachment to an email that are missing.


Alternatives Considered: [HubSpot Marketing Hub](#) and [Salesforce Sales Cloud](#)

Reasons for Choosing monday sales CRM: Pricing was the driving force, then being able to do our own implementation.

Switched From: [Agile CRM](#)

Reasons for Switching to monday sales CRM: We needed more functionality out of the platform.

[\(Capterra\)](#)



Fine Tune Audio S.
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Aug 17, 2023

"Great software!"

What do you like best about monday sales CRM?
[It's the best option for us, because we want as many functionalities in one program, but for a fair price!](#)

What do you dislike about monday sales CRM?
You need to set it up properly to your workflow

What problems is monday sales CRM solving and how is that benefiting you?
It solves the general CRM problem for us

Matt R.
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Aug 03, 2023

"Big Fan"

What do you like best about monday sales CRM?
Lower price, ease of modifications, customer support, interface

What do you dislike about monday sales CRM?
delay/lag of automations, hard to copy paste into some fields

What problems is monday sales CRM solving and how is that benefiting you?
tracking leads from start to finish. the benefit is ease of quickly finding lead info to help close sales

Davi R.
CEO
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ May 30, 2023

"Easy to use; colorful; gives me a great perspective of how the work is going"

What do you like best about monday sales CRM?
How easy is to use it in a daily basis. Most of the CRM are too complicated

What do you dislike about monday sales CRM?
The price is definitely one of the disadvantages and what the basic plan includes

What problems is monday sales CRM solving and how is that benefiting you?
Organize my sales team and see how our leads are going



Christian M.
Small-Business (50 or fewer emp.)

✉ 🔗 ⋮

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review


★★★★★ May 26, 2023

"Is very easy to use and understand."

What do you like best about monday sales CRM?
The easiest of usability of the plattform.

What do you dislike about monday sales CRM?
The price and that you must have a minimum team of 3 persons to use it.

What problems is monday sales CRM solving and how is that benefiting you?
To have a great view of sales opportunities and the following of them.



Verified User in Financial Services ⓘ
Small-Business (50 or fewer emp.)

🔗 ⋮

Validated Reviewer ✓ Review source: Seller invite Incentivized Review


★★★★★ May 26, 2023

"Monday.com Review"

What do you like best about monday sales CRM?
It makes it very easy for all team members to easily access and view tasks, contacts, updates, and documents.

What do you dislike about monday sales CRM?
It can be somewhat limited at times in terms of column types, but overall we have had very few issues.

What problems is monday sales CRM solving and how is that benefiting you?
Typical CRM functionalities that excel, which we used previously lacked, **at a reasonable price compared to enterprise competitors.**



Atly P.
CSC Expert
Mid-Market (51-1000 emp.)

✉ 🔗 ⋮

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★★ Oct 11, 2022

"CUSTOMIZABLE AND EASY TO USE TOOL"

What do you like best about monday sales CRM?

Monday Sales CRM is a customizable and remarkably easy-to-use tool.

You can use the tool and can customize it according to your needs.

The best thing about Monday is that the manager and the teammates can easily see the work status through the tool and follow up on things through this tool.


What do you dislike about monday sales CRM?

The pricing of the software is ok, **but the price can be placed better**

What problems is monday sales CRM solving and how is that benefiting you?

Monday.com has several features which are very beneficial for day-to-day activity:

1. Time Tracking
2. Task Management and help to track the status of the task
3. Sales Enablement and Marketing Champaign



Gilad S.
CEO
Small-Business (50 or fewer emp.)

✉ 🔗 ⋮

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★☆☆ Jul 05, 2022

"Good investment"

What do you like best about monday sales CRM?

Monday is a very sophisticated and simple tool. You can set up busses process easily. Y creating simple rules you can control the sales process. It provides

Marketing and automation e mails to leads and accounts

What do you dislike about monday sales CRM?

Monday is a very sophisticated. **The platform provides so many for a small price.** The only issue is that there is not enough training tools to enjoy the system




What problems is monday sales CRM solving and how is that benefiting you?

Through the system I can control all sales process. From leads to customers. It also provides a. Order that supports all pre and post sales team. The management view is a good tool

MARCH 10, 2023

BF monday sales CRM Review [Share](#) [Save](#)








Brooke Facer
Digital Media Manager
Salt Lake Behavioral Health (Hospital & Health Care, 201-500 employees)

 **Score 3 out of 10**  Vetted Review  Verified User [Incentivized](#)

Use Cases and Deployment Scope

We use monday sales CRM to track patient referrals from key referral partners. We have a 30-day residential program, and we track each patient referral from military bases, and the individual contacts at each base that referred. We have another board that tracks incoming leads from google ads for our sales reps to reach out to


Pros and Cons


-  Layout is simple
-  Easy to add / remove users
-  Board functionality allows to separate different use cases
-  Set up and implementation was very difficult, reps would not respond, I would have liked to have a customer service liaison just for me
-  Email integration is clunky and not always reliable
-  Automations need additional "when" actions
-  Automation for account vs contact level is very difficult

Likelihood to Recommend

It's a good product for the price point but certainly more frustrating to work with than other CRMs (hubspot, Salesforce).

([Trustradius.com](https://www.trustradius.com))

 **Julie Doar-Sinkfield**
CEO at My Life Tutors [REAL USER](#) [TOP 10](#)

 Mar 28, 2023

Makes it easy to prioritize work and has good automation capabilities and reasonable pricing

([Peerspot](https://www.peerspot.com))

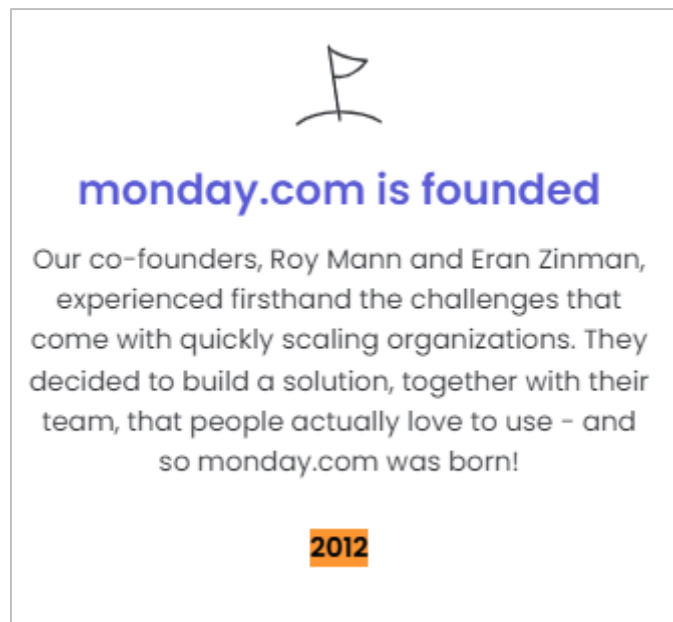
Ancienneté de l'entreprise, nombre de client, d'employés et chiffre d'affaire : 8/10

Ancienneté de l'entreprise : 2012

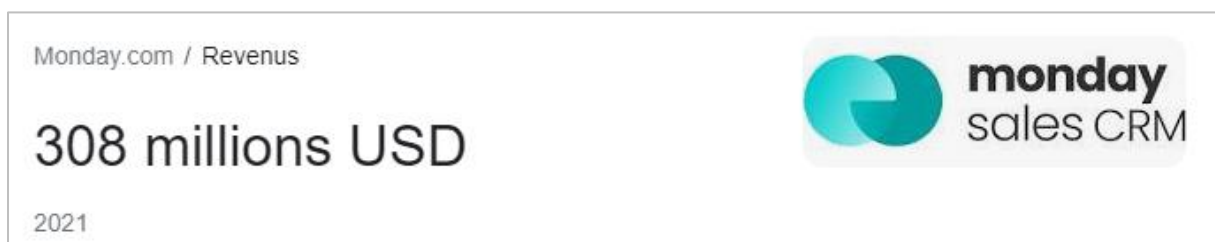
Chiffre d'affaires : \$308M

Nombre de clients / utilisateurs : 186 000 clients

Nombre d'employés : 1600 employées



([Monday.com](#))














([Google](#))



([Sage.com](#))

Maillage du territoire : 6/10

- Our offices -

 Tel Aviv 6 Yitzhak Sadeh St Tel Aviv 6777506, Israel	 London 20 Rathbone Place, London W1T 1HY UK	 Warsaw Krucza 50, 00-025 Warsaw, Poland	 São Paulo Avenida das Nações Unidas, 12901 São Paulo, Brazil
 New York 225 Park Avenue South New York, NY 10003 USA	 Denver 1550 Market street, Denver CO 80202 USA	 Chicago 433 W Van Buren St, Chicago, IL 60607, USA	 Miami 2125 Biscayne blvd., Miami FL 33137 USA
 Sydney 55 Market Street Sydney NSW 2000	 Melbourne 180 Flinders Street Melbourne VIC 3000	 Tokyo Shibuya Scramble Square, 2-24-12 Shibuya, Shibuya-Ku Tokyo 150-6139, Japan	

Monday.com


Écosystème de partenaires : 7/10

Monday.com s'associe à un réseau mondial de partenaires pour étendre sa portée et offrir un service optimal à ses clients.

En chiffres :

- **227 partenaires** répartis dans le monde entier apportent leur expertise et leur connaissance du marché local pour aider les clients à tirer le meilleur parti de Monday.com.
- **11 partenaires en France** constituent un réseau solide et accessible pour les clients français, leur offrant un accompagnement personnalisé dans leur langue maternelle.

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Accenture

Global

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Alest

Sao Paulo, Brazil

Alest is a consulting company specialized in change management that values people, communication, intelligent solutions, innovation, breaking paradigms and, above all, the satisfaction of our customers. We operate w...

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2022 Winner | Platinum


Eligeo Business Solutions

Canada, United States

We offer industry-focused digital solutions that leverage world-class technologies for our clients' exponential growth. Our clients love us because they don't want out-of-the-box, and we work in the world of cus...

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 **ESL**
Engineering Software Lab


2022 Winner | Platinum

Engineering Software Lab (ESL)


Israel

The way monday.com help you get away with the red tape around project management is why it is so loved in Israel. We at Engineering Software Lab help our customers follow this path of getting things done, help them ...

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EMEA2022
Partner of the Year
monday.com




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iGroup


Indonesia, Malaysia, Singapore, Thailand, Vietnam, Philippines

iGroup Asia Pacific Ltd is a multinational organization with offices spanning 14 countries, including Hong Kong, Thailand, Malaysia, Indonesia, Singapore, and Taiwan. We have been in the information industry for mor...

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monday.com
Best Outbound Partner
APAC2022




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KPMG

Global

Reliance on digital solutions has never been greater. Our goal is to enable enterprises to accelerate this transformation and position their strategy for the new reality. Our monday.com Center of Excellence (CoE) is...

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monday.com
App of the Year
2022



2022 Winner | Platinum ▶

Omnitas

Sweden, Denmark, and UK

Omnitas Consulting is a digital management consultancy firm and official Preferred Partner for monday.com. In collaboration with monday.com, Omnitas help companies of all sizes and in all types of markets to map, di...

[Read more ›](#)



2022 Winner | Platinum ▶

Purple Plum Consulting

[United States](#)

[We are a boutique consulting company 100% focused on helping our clients leverage monday.com to drive business value. We blend extensive consulting and corporate experience into service offerings that make an imme...](#)

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2022 Winner | Platinum ▶

simplifica.biz


Mexico

Reinvent your work, simplify your life. We believe success in business relies on the people behind it. Our goal is to help teams improve their performance while making their lives easier. Reinvent your work with mon...

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2022 Winner | Platinum



Upstream


Australia

Are you looking for a technology solution provider to help your business grow? As monday.com's Platinum Partner, and APAC Partner of the Year, the team at upstream will provide you with a personal and sophisticate...



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2022 Winner | Platinum



Work Perfect


Australia

Work Perfect is an all-in-one monday.com consultancy and solutions provider. We understand how large organizations work and use this knowledge to ensure monday.com solutions meet your business needs and are implemen...



[Read more >](#)


2022 Winner | Gold



Aety

Denmark

Aety is an IT consultancy company specialized in two service areas. We focus on supporting teams by implementing effective collaboration tools. Our certified partnerships form the baseline of the applications that w...



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2022 Winner | Gold 🏆

Empyra

United States

Empyra is a full service minority owned small business software product and services company. With more than 20 years of experience, they have gained expertise in solving business issues leveraging our IT knowledge ...

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2022 Winner | Gold 🏆

Inovus (a Highland Group Company)

Chicago, USA

We deliver breakthrough strategies and monday.com solutions that fuel your business growth. As a monday.com Advanced Delivery partner, we help you strategize, design, and configure monday.com in order to maxi...

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Platinum 

Aulysius

DACH & Middle East

Aulysius is an information technology consultancy and solution provider. We partner with market-leading software and system companies, and create also implement customized and cost-effective customer experience and CRM strategies as well as team management solutions for our clients.

[Read more >](#)





Platinum 





Boost

Israel and United Kingdom

About Us Boost, a member of the Moveo Software Group, is a customer-centered and high-paced service provider that specializes in helping organizations maximize the potential of monday.com. As a platinum advanced delivery partner, we offer unparalleled expertise in monday.com's platform,...

[Read more >](#)

 <p>Platinum ▶</p> <h3>Cartagon</h3> <p>Spain and Portugal</p> <p>Cartagon is a Spanish managed services provider and consultancy firm specialized in cloud and collaboration solutions. With more than 20 years of expertise in traditional IT, Cartagon has become Official Preferred Partner for monday.com, helping our customers to achieve excellence...</p> <p>Read more ></p>	 <p>Platinum ▶</p> <h3>Cloud Concept</h3> <p>United Arab Emirates</p> <p>We have been monday.com users and partners since 2017. Cloud Concept has been helping companies of all sizes since 2009 to become more successful with cloud solutions. As a monday.com Preferred Partner, we help customers improve collaboration and manage teams...</p> <p>Read more ></p>
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 <p>Platinum ▶</p> <h3>Devoteam Mexico</h3> <p>Mexico</p> <p>At Devoteam, we deliver innovative technology consulting for business. As a pure player of Digital Transformation for leading organisations across EMEA, our 7,600+ professionals are dedicated to ensuring our clients win their digital battles. With a unique transformation DNA, we...</p> <p>Read more ></p>	 <p>Platinum ▶</p> <h3>Dialog Information Technology</h3> <p>Australia & New Zealand</p> <p>Dialog Information Technology is Australia's leading privately owned information technology services organisation, employing over 1,100 consultants nationwide. The Cloud & Emerging Technologies Practice enables organisations to modernise and digitally transform their business using some of the World's leading Cloud and...</p> <p>Read more ></p>
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Engineering Software Lab (ESL)

Israel

The way monday.com help you get away with the red tape around project management is why it is so loved in Israel. We at Engineering Software Lab help our customers follow this path of getting things done, help them with...

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Gorilla Services

Netherlands

Gorilla Services is the Platinum partner in the Netherlands. Our software offer consists of international SaaS products, with a high degree of customization. We have a wide variety of customers in the Benelux who we help optimize their processes. When was the last time you really looked at...

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Hitachi Solutions, Ltd.

Japan

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2022 Winner | Platinum





iGroup









Indonesia, Malaysia, Singapore, Thailand, Vietnam, Philippines









iGroup Asia Pacific Ltd is a multinational organization with offices spanning 14 countries, including Hong Kong, Thailand, Malaysia, Indonesia, Singapore, and Taiwan. We have been in the information industry for more than 30 years providing a variety and quality of...









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 <p>2022 Winner Platinum</p> <h3>Purple Plum Consulting</h3> <p>United States</p> <p>We are a boutique consulting company 100% focused on helping our clients leverage monday.com to drive business value. We blend extensive consulting and corporate experience into service offerings that make an immediate impact. We discovered monday.com more than five years ago and immediately recognized...</p> <p>Read more ></p>	 <p>2022 Winner Platinum</p> <h3>simplifica.biz</h3> <p>Mexico</p> <p>Reinvent your work, simplify your life. We believe success in business relies on the people behind it. Our goal is to help teams improve their performance while making their lives easier. Reinvent your work with monday; we'll help you every...</p> <p>Read more ></p>
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EnableN Consulting

Norway and Denmark

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Paris

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<https://www.abacon.com.mx/>

ABACON es una firma de consultoría que inicia operaciones en 1999, pionera en el mercado de sistemas de análisis de información en México, con la finalidad de cubrir la creciente necesidad, de soluciones, que permitan tomar decisiones de negocios basadas...

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Ability Ops

Maryland

Ability Ops is a technology consulting firm that specializes in DevOps and process analysis. They work primarily with monday.com and CrowdStrike to help organizations improve and secure their operations.

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7

AM Consultancy

Swaziland

AM Consultancy was founded by Anita Jones (Managing Director) in 1991 and joined with Kate Reilly-Warr (Director) in 1992. AM Consultancy's head office is in Eswatini with sister companies in Mozambique (ACPAK LDA, Managed by Philip Nel, Director) and Durban...

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7





Babel

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We help organizations to modernize and automate their business processes to be more successful and efficient. With the integration of information systems, technology and people, we can transform the way companies work and move from good to great. Technologies such...

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[\(Monday.com\)](#)

Support : 9/10

Customer Service ★★★★☆ 4.7

Pros	Cons
<ul style="list-style-type: none"> + Easy to use and modify, customer service is there to help you. Great central location for information that is shared across team. + Really liked the task management and the lead management. Super efficient with my team, easy to use and easy to implement. + It has been great, the template library makes it so easy to see how other companies use Monday and find layouts that work best for you. + This is the best platform I've trialed and I am super excited to be using it with my team. Plus, their customer support is a dream - I got a fast response from a friendly team member straight away. 	<ul style="list-style-type: none"> - When navigating the user-interface, it can have lagged. Its desktop version for mac is troublesome as compared to the online version and is annoying. - Hard to prioritise jobs. Hard to get a sense of everything not done for one contact. - This removes the problem of having duplicate calls to our customers. It is bad customer service to call a prospect more than once. - Some softwares try to "do it all" and in the process get clunky and confusing.



Colleen L.
VP
Computer Software, 1-10 employees
Used the software for: 6-12 months

Overall Rating ★★★★★ 5.0

Ease of Use ★★★★★ 5.0

Customer Service ★★★★★ 5.0

Features ★★★★★ 5.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend 10/10


Reviewer Source 🔒
Source: Capterra
November 15, 2016

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"Excellent Project Management Tool!"

Overall: We desperately needed an easy to use, easy to update project management tool in our App Development company. The Sales Dept. would get calls from clients asking, "how's our app coming," and they had to e-mail the Tech Dept, wait for a response and then call the Customer back. Now, the Sales Dept. can see exactly what stage of Development the client's app or website is in and tell the customer right then and there. No wasted time e-mailing or returning phone calls. Also, the Tech Dept. can see what the Sales Dept. has in the pipeline so they can predict what's coming in. It has also helped us streamline processes for each Dept. The whole entire sales process can be mapped out with every step start to finish, with the final step being customer survey sent. You never forget to do any step any more! You can also customize your responses for each step along the way such as "Done" or "In Progress" or "Waiting For Client", etc. **The customer service with monday.com is excellent.** That's a big deal to me. I don't want to hunt and peck around the internet trying to find chat groups or how to contact support. When you ask a question you get a response within a short period of time. The software is pretty intuitive but there are support tools to learn tips and tricks.

Pros: Easy to use, very intuitive. Customizable to your projects and company. You can easily monitor step by step processes in however many Departments you have in your company. I like that its now an app that can live in my button dock. One click and its open. I like that you can discuss clients back and forth between team members.



Hannah S.
Associate
Law Practice, 201-500 employees
Used the software for: 6-12 months

"Life Changer"

Overall Rating ★★★★★ 5.0

Ease of Use ★★★★★ 5.0

Customer Service ★★★★★ 5.0

Features ★★★★★ 4.0

Value for Money ★★★★★ 5.0

Likelihood to Recommend 10/10

Reviewer Source ?
Source: Capterra
February 19, 2019


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Overall: Our law firm did not have a functional CRM, and it was a complete nightmare. I tried everything from Google Sheets, to OneNote, to HubSpot, and none of them worked. They weren't customizable, **the customer service wasn't helpful** and they all utilize a one size fits all approach. Monday.com has played a true part in growing our business, as we're less focused on scrambling to ensure we haven't let anything slip past us in terms of follow ups with clients, project management, billing tracking, document storage, and more. This program works great for trying to keep track of multiple clients and follow up, keeping everyone on the same page, and enabling your contact storage and document storage all in one place. This program has sincerely saved MY life, and my colleagues talk about how thankful they are for this as well, after working at multiple large companies and never finding a program that works as well as this. Thank goodness for Monday.com!

Pros: This software has changed the way our healthcare practice runs. Nothing falls through the cracks, we have a place to store documents, and it's easy to use. This program is fantastic.

Cons: The only thing I'm not crazy about is the mobile application. I still have it, and use it, but I wish it was a bit easier to use.

(Capterra)



APRIL 04, 2023

Monday.com: control in one place


Jaime Maña
Senior Advisor
Cyberpro-Global (Professional Training & Coaching, 51-200 employees)

★★★★☆ **Score 6 out of 10** ✓ Vetted Review ✓ Verified User Incentivized

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Support Rating 10

Permanently personalized support with no more than 4 hours to answer.



MARCH 10, 2023

The best system I have ever used!

Bina Ezra
CEO (Chief Executive Officer)
Tapauto (Computer Software, 1-10 employees)

★★★★★ **Score 9 out of 10** ✓ Vetted Review i Reseller Incentivized

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Support Rating 6

The response time varies but in general it's ok. There are busy periods that make you wait a few days for an answer.

MARCH 10, 2023 Share Save

Worth every bucks

Miyuru Ramanayake
Country manager
Global Credit Recoveries Ltd. (Financial Services, 11-50 employees)

★★★★★ **Score 9 out of 10** Vetted Review Verified User Incentivized

Support Rating 9

Friendly service

MARCH 10, 2023 Share Save

AB **Good Bang for Your Buck**

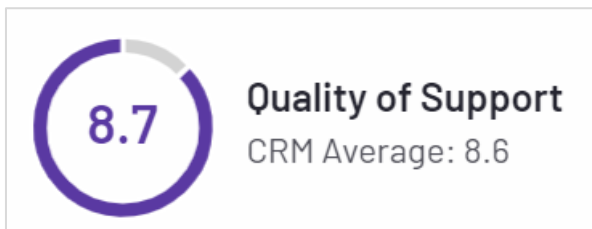
Alex Bronson-Howard
Marketing Director
InterQuip (Construction, 1-10 employees)


★★★★★ **Score 10 out of 10** Vetted Review Verified User Incentivized

Support Rating 10

Their support is very quick and simple and they have actually taking my constructive criticism and implemented it into their product. For example I asked them if there was a way to update their goal widget to be able to tag a specific group in a board I was using and it was updated the next week

[Trustradius.com](https://www.trustradius.com)





Elivens J.
VP of Operations
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★★ Nov 17, 2023

"Monday Automation is Top Notch!!"

What do you like best about monday sales CRM?


Monday.com visual and collaborative nature and the ease of use allow me to assign work to my team easily. The automations helps me notify my team of works I need them to pay more attention to. I was able to easily integrate Monday.com with our other systems, such as but not limited to, HubSpots, Microsoft Teams, and SalesForce etc... The implemetation to those services were like a breeze. **Customer service is easy to reach with the blue help button on the bottom of every workspace.** I use Monday.com everyday to ensure my team is constantly communicating with our customers and provide a complete **customer** satisfaction.

What do you dislike about monday sales CRM?

The only thing I don't like is that the automation is limited. I wish I could create my own automations.

What problems is monday sales CRM solving and how is that benefiting you?

Having sales and **customer** relations coordinate to give a better **customer** experience.



Bina E.
VP of Marketing
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★☆ Jun 29, 2022

"Excellent system with a variety of customizations"

What do you like best about monday sales CRM?

I especially like the innovative structure of the system as opposed to regular crm systems where the **customer** is a tab and there is not too much option to change

What do you dislike about monday sales CRM?

Customer service is not keeping pace and I find myself stuck sometimes for a few days with a problem. Hope they will improve the service.


In addition, connecting to WhatsApp through third party companies is very expensive, hopefully Mondays will connect internally soon

Recommendations to others considering monday sales CRM:

I worked with a lot of software before I got to Monday, most of them were messy, antique, uncomfortable, and most difficult to customize. My convenience here is mainly based on a basic understanding of what system I want and the ability to build it myself with basic knowledge of code and use of Make

What problems is monday sales CRM solving and how is that benefiting you?

The option to produce a more convenient and simpler workflow even with older workers who do not get along so well with technology. Most processes become automated easily with the built-in automations and save a lot of money I was supposed to spend on a programmer in other systems



Katie S.
Corporate Sales & Event Manager
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: Seller invite Incentivized Review

★★★★☆ Aug 03, 2022 (Original Jun 29, 2022) ?

"Easy to use, excellent features"

What do you like best about monday sales CRM?


The 24 hour customer service feature is amazing - zoom calls with the help centre have ensured I set up my CRM to perfectly suit my business

What do you dislike about monday sales CRM?

It would be useful if you could integrate your Google calendar onto the system for all members to share meeting info

What problems is monday sales CRM solving and how is that benefiting you?

I run a catering company and it is great that all my upcoming orders and past orders are all in one place. I love that I can tag my colleagues into order updates



Matt S.
Head of Spotify Promotion Services
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite Incentivized Review

★★★★☆ Jul 01, 2022 (Original Jun 28, 2022) ?

"Great platform, a few bugs but overall very satisfied."

What do you like best about monday sales CRM?

Customer service is on point. Platform is visually pleasing and reliable.

What do you dislike about monday sales CRM?


Sometimes there's some downtime, although it's never too long.

Recommendations to others considering monday sales CRM:

Give it a go!

What problems is monday sales CRM solving and how is that benefiting you?

Recently solved an issue I had with Subitems with one of your customer service reps.



Verified User in Marketing and Advertising ⓘ
Small-Business (50 or fewer emp.)

Validated Reviewer ✓ Review source: G2 invite Incentivized Review

★★★★★ Dec 30, 2021

"Best & easiest to use project management by far!"

What do you like best about monday sales CRM?

I love how easy Monday is to use. I've used Asana, ClickUp, NiftyPM, Airtable, and more that I can't think of right now, and Monday is still the best. The way everything is laid out, the pre-built templates, automation, how the automations are built - everything is just so easy to use and easy to figure out. Their mobile app has also gotten much, much better and is far better than any other project management app, in my opinion. For me, I keep coming back to ease of use. The features are all awesome, but a lot of other project management software has the same features. Monday just does it better.


The customer service is also next level. I had an issue with their beta email/CRM feature, and they were so on top of it and truly tried very hard to help. Ultimately it was something that had to be coded in an update, but the fact they tried so hard was awesome.

What do you dislike about monday sales CRM?

The cost is what does it for me. If it were just \$10-\$12 per seat, that would be worth it, but there is a minimum of 3 seats, and when I can use ClickUp for free with more features on the free plan, I simply can't justify spending \$30+/month on Monday.

What problems is monday sales CRM solving and how is that benefiting you?

Daily tasks for my companies, project management for clients, communication with clients commenting back and forth on web design, video editing, etc. I was also tracking all my lead generation and outreach through Monday, which worked VERY well for that. I also used it as a complete CRM for a little while, but there were glitches in the emailing function, so it didn't really work for me. The only reason I'm not using Monday is the cost.



Verified User in Apparel & Fashion ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Review source: Seller invite

★★★★★ Jun 02, 2021

"Amazing product and service"

What do you like best about monday sales CRM?

It's extremely customizable! And for very complex businesses (like the company I work for) things are constantly changing, and this system allows us to pivot when needed.

What do you dislike about monday sales CRM?


Small things - there's no spell check, or some features we think of may not be available.

Recommendations to others considering monday sales CRM:

Jump right in! It can do almost anything you need it to do. Take your time - don't get overwhelmed. And roll with the punches as they come! **Also definitely utilize customer service - they are very fast!**

What problems is monday sales CRM solving and how is that benefiting you?

Having the entire company in one spot! Up until now, there was no system broad enough to do that for us - so it's helping us solve workflow, act as a CRM, and eventually, we will probably use it to supplement our WHS and every other department.



Verified User in Chemicals ⓘ
Mid-Market (51-1000 emp.)

Validated Reviewer ✓ Verified Current User ✓ Review source: Seller invite

★★★★★ Jun 26, 2021

"The ultimate workplace Management Platform"

What do you like best about monday sales CRM?
The flexibility to customize boards as desired. **Customer service is insanely fast.** Monday.com is the swiss army knife of workplace management software.

What do you dislike about monday sales CRM?
Occasional glitches. Not a complete CRM. Takes creativity to accomplish many of the things we use it for.

What problems is monday sales CRM solving and how is that benefiting you?
Lead Organization, Customer Onboarding, Tracking Equipment Orders, Accounting Management, Employee Onboarding, Customer Service Scheduling, To-Do List Management, Marketing Team Management, Project Management

(G2)



(Gartner.com)

RSE : 7/10

An Earth Day mission...

In April 2022, we challenged developers around the world to build their best sustainability-focused monday.com apps. Each of the winning submissions has the potential to help teams and organizations combat climate change in their day-to-day work.

Sustainable development

Winning climate change apps

Take a look at the most creative, impactful submissions we received — and stay tuned to the monday.com apps marketplace to install them and start helping your company make a difference.



2 runners up

AGRINEXO AGM

Simplifying ecological data collection and agricultural operations

[Learn more →](#)



2 runners up

Earthbound Audits

Helping developers decrease webpage carbon emissions

[Learn more →](#)

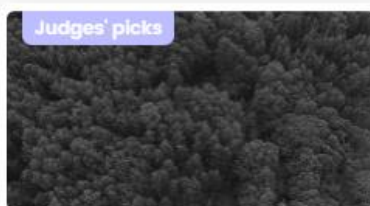


Judges' picks

ABC Env

Increasing businesses' awareness, behavior, and change for climate sensitivity

[Learn more →](#)

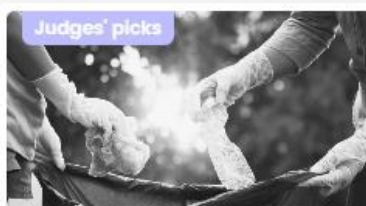


Judges' picks

Tree-Nation

Connecting business goals to growing forests

[Learn more →](#)



Judges' picks

Green Works

Tracking and incentivizing sustainability in the digital workplace

[Learn more →](#)









Judges' picks

Greener Habits

Tracking and reducing teams' carbon footprints

[Learn more →](#)

 <p>Judges' picks</p> <h3>Growly</h3> <p>Increasing work focus while planting trees</p> <p>Learn more →</p>	 <p>Judges' picks</p> <h3>CO2 Emission Calculator</h3> <p>Visualizing and optimizing businesses' CO2 emissions</p> <p>Learn more →</p>	 <p>Judges' picks</p> <h3>Climate Boss Game</h3> <p>Simplifying complex climate change knowledge</p> <p>Learn more →</p>
 <p>Judges' picks</p> <h3>VegPlace</h3> <p>Ordering vegetarian food together at work</p> <p>Learn more →</p>	 <p>Judges' picks</p> <h3>Pasumai</h3> <p>Keeping teams safe from extreme weather conditions</p> <p>Learn more →</p>	 <p>Judges' picks</p> <h3>Waste Recycling & Rewarding Systems</h3> <p>Motivating teams to recycle inorganic waste</p> <p>Learn more →</p>

Monday.com

Planting a greener future with monday.com

We're planting 265,000 trees across 4 different forests over the next 18 months. Here's the what, why, where, and how you can get involved.

Plant by numbers

The stats behind our forests

~85 kgCO₂
sequestered
per tree over a
40-year
lifetime

265k

trees to plant by 2023

4

local communities
strengthened

(To give you an idea, that's
equivalent to ~156 US
football fields)

206

acres of land

833,652
m² of land

Background info

Our mission

This all started with [The Elevate Show '22](#) monday.com's annual online conference. Instead of sending physical gifts to registrants like we had in past years, we wanted to make a positive, environmentally-friendly impact – so we decided to plant one tree in honor of every registrant.

The thing is, we started to realize that our impact could extend way beyond Elevate. That's why we're partnering with our community to plant 4 entire forests in Southeast Africa.

Together, we'll help offset carbon emissions, raise awareness for sustainable swag options, and empower local communities.



Environmental impact

Why plant a forest?



Combat global warming

The average tree in Ecologi's current tree mix will sequester 85 kgCO₂ per tree over a 40-year lifetime.



Promote biodiversity

Healthier forests create more sustainable habitats for each regions' precious mammal, bird, insect, fish, and plant species.



Support local communities

We're partnering with each regions' farmers to strengthen crop production as well as local economies.

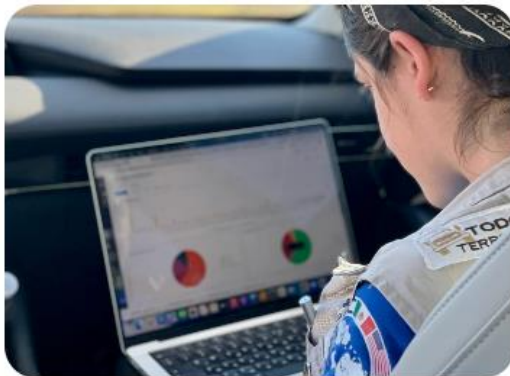
Thank you for taking part

We know this is just the start of how we can minimize our carbon footprint. We'll be thinking creatively together - so whether it's energy saved or materials used smarter, we can all build a future where we breathe a bit easier.

[Stay tuned](#) →



([Monday.com](#))



Social

November 2022

Hurricane Ian relief

In the aftermath of Hurricane Ian in the southern US, our teams helped Cadena set up efficient humanitarian aid systems, supported affected monday.com employees and their families, and matched employee donations to local NGOs.



Community, Social

September 2022

Volunteer career coaching

In response to the economic downturn, our recruitment team ran over 50 free, 1-1 career coaching sessions for people in tech who had been laid off. They covered CV writing, LinkedIn profile building, interview prepping, job offer negotiating, and more.

[Learn more](#) →





Social
September 2022

Arab inclusion in Tel Aviv

Our CS management team participated in an inclusion training to help improve the candidate and employee experience for members of the Arab community at our Tel Aviv HQ.



Environment
August 2022

Lismore disaster relief

In response to Lismore's tragic floods, we teamed up with Resilient Lismore, to create an emergency response system to coordinate 500+ volunteers helping victims rebuild their homes and lives.

[Take action →](#)



Social
August 2022

Uganda flood relief

Supporting the Emergency Operation Center (EOC) of Uganda's Ministry of Health, we built flood relief coordination processes and dashboards for NGOs operating within the region.



Social
July 2022

Loop program

To help bridge the gap with Arab youth and the hi-tech sector, we invited 60 high school students from "Loop" to a panel of monday.com Arab employees discussing their journeys into tech.

[Learn about Loop →](#)



Environment

July 2022

Emergency response team deployment in Argentina

Supporting Red Cross Argentine, we sent an emergency response team to develop logistical supply chain management solutions using monday.com for regional disaster relief.



Social

May 2022

Global Accessibility Awareness Day

We invited Ohad Yifrah, a QA engineer in hi-tech, to share his story with the monday.com employees about his disability and how he's made sure it doesn't limit his success.



Sustainability

April 2022

Climate change apps challenge

The monday.com climate change app challenge brought together 840 developers around the world together. The mission: build apps for teams and organizations to take an active role combating climate change.

[Explore the winning apps →](#)



Social

March 2022

Ukraine efforts

Following the invasion of Ukraine, monday.com team members built tech-driven refugee processes using our platform to aid smooth war victim resettlement in Moldova and Poland.

[Learn how →](#)



Environment, Social

January 2022

Waste-free family fun

Since January 2022, our People team has committed to Go Green on all family initiatives to support both monday.com parents and the environment. This includes reusable dishes, natural art supplies, and composting food leftovers.



Social

August 2021

Eswatini COVID-19 response

In collaboration with the humanitarian relief NGO IsraAid, a small monday.com cohort flew to Eswatini, Africa to streamline and manage the national Covid-19 vaccine operation for 700,000 people.

[Watch the video →](#)

[\(Monday.com\)](#)

Ressources prises à disposition : 8/10

Ressources	Oui / Non	Commentaires
Forum / communauté clients	Oui	Source
Livres blancs, infographies, études	Non	
Tutoriels et formations	Oui	Source
Blog	Oui	Source
Webinaires, vidéos	Oui	Source
Témoignages clients	Oui	Source
Études de cas	Non	
Démonstrations	Non	
Si autre, préciser	Press	
Transparence éditeur		9/10

Notoriété : 9/10

Notoriété de l'éditeur :

Monday.com est reconnu pour sa notoriété en tant que logiciel de gestion de projet et de collaboration, offrant une flexibilité exceptionnelle pour répondre aux besoins variés des équipes. Bien que le terme "Monday Sales CRM" ne soit spécifiquement mentionné dans mes données jusqu'à ma dernière mise à jour en janvier 2022, Monday.com propose des fonctionnalités de personnalisation qui peuvent être adaptées à la gestion des ventes. Ses points forts comprennent une flexibilité remarquable permettant la création de tableaux de bord sur mesure, une collaboration efficace grâce à des outils intégrés, une visualisation claire des données à travers des tableaux et des graphiques, des fonctionnalités d'automatisation pour optimiser les processus, ainsi que des intégrations avec d'autres outils populaires. Pour des informations spécifiques sur "Monday Sales CRM", je vous recommande de consulter les sources les plus récentes directement auprès de Monday.com.

Notoriété de la solution :

- **Nombre de résultats** : 155 000 000 résultats (Monday sales CRM sur Google)
- **Popularité dans les sites spécialisés** : Monday Sales CRM est une solution de gestion de la relation client (CRM) en ligne conçue pour aider les entreprises de toute taille à gérer leurs interactions avec les clients.

Elle offre une gamme de fonctionnalités pour suivre les prospects, les clients, les opportunités et les ventes. Monday Sales CRM est une solution relativement nouvelle sur le marché, mais elle a déjà gagné en popularité auprès des entreprises de toutes tailles. Elle est notamment recommandée par de nombreux sites spécialisés, tels que Capterra, G2 et GetApp.

Monday Sales CRM a été récompensé par de nombreuses organisations, notamment :

- Capterra : meilleur logiciel CRM en 2023
- G2 : leader du marché du CRM en 2023

Voici quelques exemples concrets de la popularité de monday sales CRM dans les sites spécialisés :

- Sur Capterra, monday sales CRM a une note moyenne de 4,7 étoiles sur 5.
- Sur G2, monday sales CRM a une note de 4,6 étoiles sur 5.
- **Nombre de clients / utilisateurs** : 186000 clients.
- **Trafic sur le site web (données [Similarweb](#))** : 31.4M de visiteurs (Octobre 2023).

Positionnement éditeur et solution : 7/10



(G2)

En mai 2021, la société a déposé une demande d'introduction en bourse aux États-Unis, et elle est entrée en bourse le 10 juin 2021. L'histoire de Monday.com est un exemple de la croissance rapide et du succès d'une entreprise de démarrage, avec une levée de fonds impressionnante et une croissance significative de son chiffre d'affaires.

(frenchweb.fr)

La société enregistre un chiffre d'affaires de 308 millions de dollars à l'issue de 2021, en hausse de 90% sur un an. Dans le même temps, le nombre de clients de la société a progressé de 34% pour atteindre plus de 150 000 organisations. 21 févr. 2023

(Google)

Qui utilise monday sales CRM ?

Parfait pour les chefs d'entreprises, les directeurs commerciaux et les équipes de tous les secteurs d'activité dans le **monde** entier. Il convient parfaitement aux gestionnaires chargés des relations client après les ventes.

([Capterra](#))

Compatibilité :

Services	Howard Kennedy	\$80 million	Legal, professional services	450+	London, UK
	Mid Yorkshire NHS Trust	<\$5M	Healthcare	9,000+	United Kingdom
	Sydney Opera House	\$122.4M	Entertainment	700+	Sydney, Australia
	Officeworks	\$4.6B	Retail, e-commerce	9,800+	Australia
	FARFETCH	\$2.3B	Retail and fashion	7000	United Kingdom
	Flight Centre	\$163.9M	Retail, travel	13,000+	Global, HQ in Australia
	TodayTix	\$17.2M	technology	201-500	United States
	Deezer	\$483.2M	Music	500	Paris
	Cloudinary	\$219.6M	Technology	425	United States
	Canva	\$420.1M	Tech & Software	3,000+	HQ in Sydney Australia
	Compass	\$5.1B	Tech & Software	2000	United States
	M.Booth	\$64.6M	Marketing	260	United States
	Software AG	<\$5M	Tech & Software	4900	Germany
	Raywhite	\$481.6M	Une entreprise de courtage immobilier.	470 Employees	Australia
	Thoughtworks	\$1.3B	Art and technology	12,500 Employees	London, UK
	Datacom	\$916.9M	Tech & Software	6500	New Zealand
	Genpact	\$4.4B	Professional services	96500	United States
	Seer Interactive	\$45.8M	Marketing	210+	United States
	Aledade Inc.	From \$10,000,000 to \$49,900,000	Healthcare	From 200 to 499	US
	NBC Universal	Over \$1,000,000,000	Entertainment	Above 10,000	US
	RFLX Group	Over \$1,000,000,000	Technical	Above 10,000	England
	Time Warner	Over \$1,000,000,000	Télécommunications et de médias	Above 10,000	US
	Learn It Systems	From \$50,000,000 to \$99,000,000	Education	From 500 to 999	US
Production industrielle	Nissan.	\$6.5B	un constructeur automobile	22,000 Employees	United States
Construction	Falkbuilt	\$57.2M	Fournit des solutions de construction modulaire.	500	Canada
Distribution					
Activités financières	Citizens Bank	\$32.3M	Offre des services bancaires aux particuliers et aux entreprises	200	United States
	CA Indosuez	\$138.4M	Elle propose une large gamme de services bancaires s	407 Employees	France
	Moneytree	\$8.5M	Une entreprise technologique qui fournit des services financiers	68 Employees	Japan
Gouvernement - ONG					
Énergie	RMI	\$5.4M	Renewable Energy	1000	USA
TAILLE					
0 à 2M	NBC Universal	Over \$1,000,000,000	Entertainment	Above 10,000	US
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10 à 50M	TodayTix	\$17.2M	technology	201-500	United States
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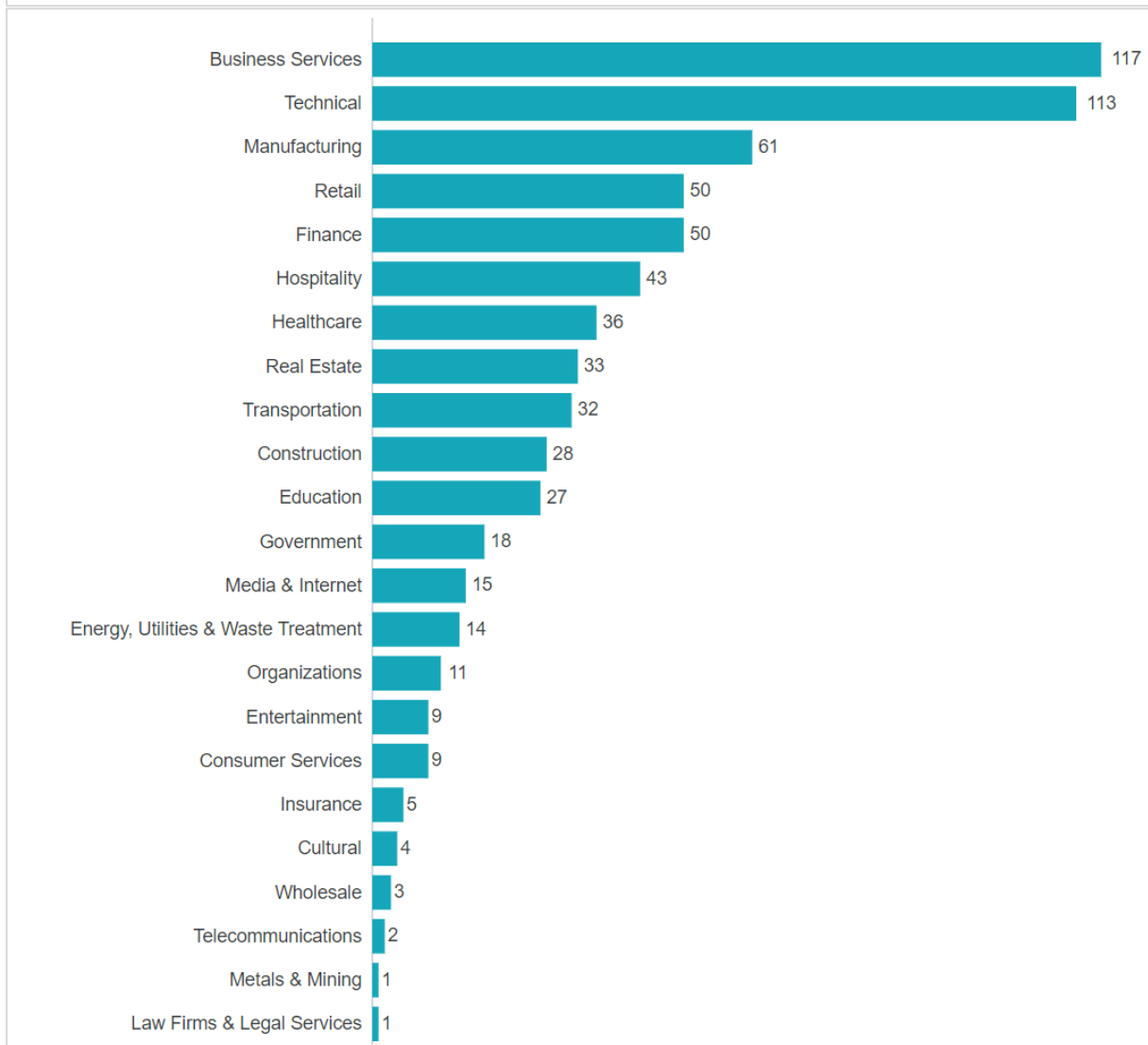
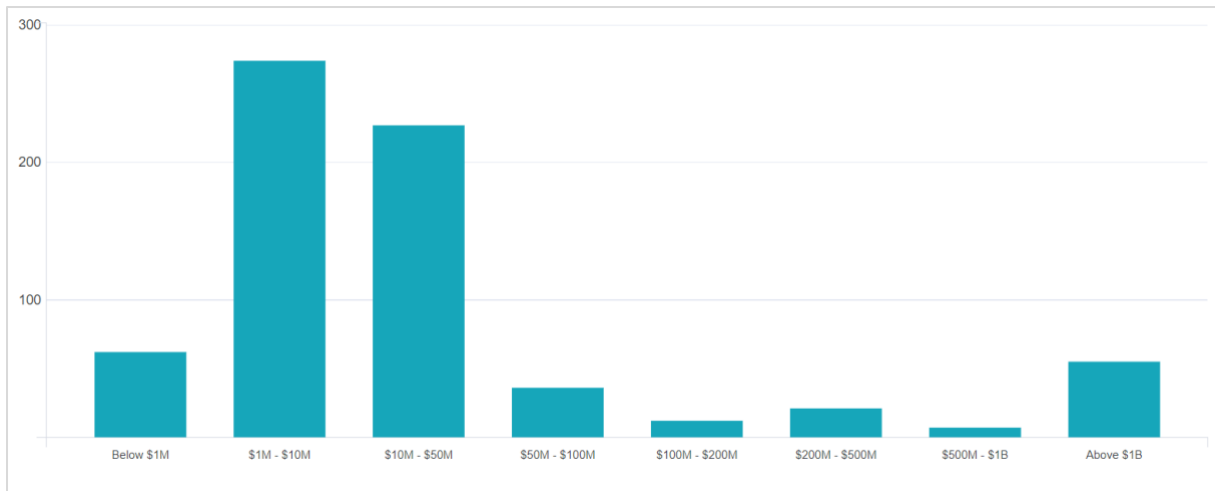
(Rapport de références)

Qui utilise monday sales CRM ? Parfait pour les chefs d'entreprises, les directeurs commerciaux et les équipes de tous les secteurs d'activité dans le monde entier. Il convient parfaitement aux gestionnaires chargés des relations client après les ventes.

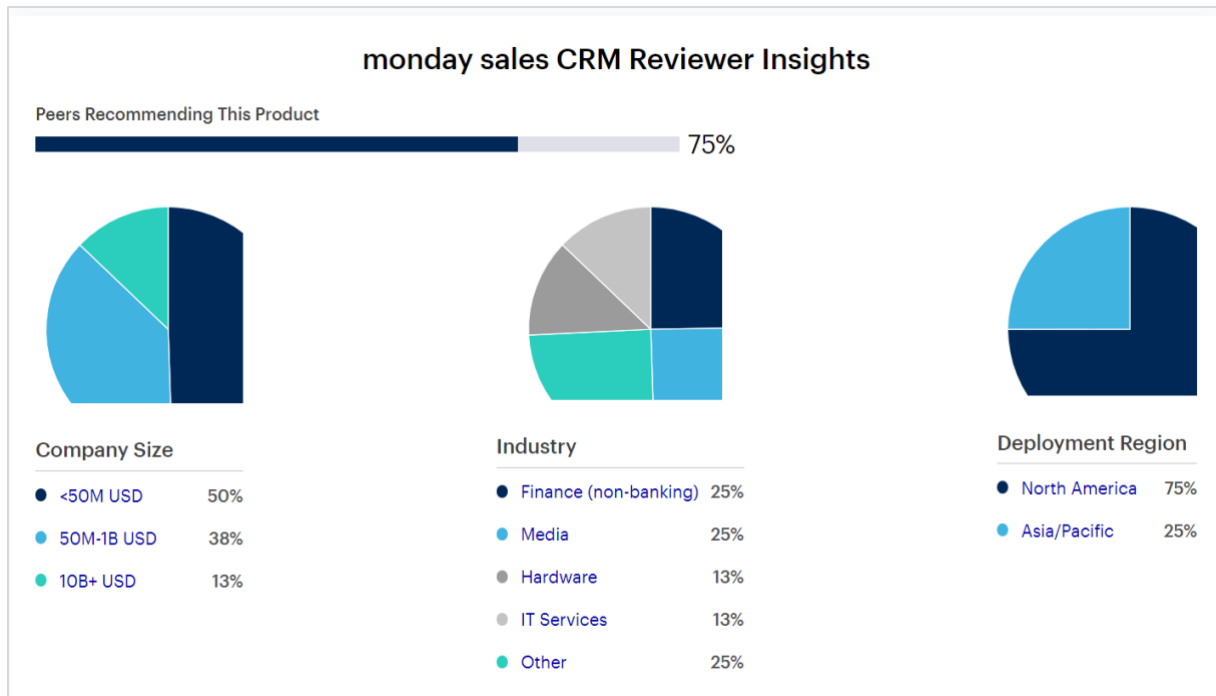
[Google.com](https://www.google.com)

Développé sur le Work OS de monday.com, monday sales CRM est une solution personnalisable et sans code qui permet aux managers et aux équipes commerciales de maîtriser tout le cycle de vente : recherche de prospects, gestion du pipeline des ventes, gestion de l'après-vente (projets et prise en main des clients, par exemple) - tout cela sur une plateforme centralisée. monday sales CRM est la solution idéale pour les entreprises de toute taille. Elle répond aussi parfaitement aux besoins des propriétaires de petites entreprises, des directeurs des ventes et des équipes. monday sales CRM permet aux équipes commerciales de créer des automatisations sans code

([Softwareadvice.fr](https://www.softwareadvice.fr))



Discovery.hgdata.com



(Gartner)

Services	9
Production industrielle	8
Distribution	8
Activités financières	7
Gouvernements et ONG	6
Énergie	7
Transport et logistique	8
Construction	7
Aérospatial et défense	6

0 à 2 millions d'€	9
2 à 10 millions d'€	8
10 à 50 millions d'€	7
50 à 200 millions d'€	0
200 millions à 1 milliard d'€	0
Plus d'1 milliard d'€	0