



Every enquiry has a next step.

Website and enquiry route for Swiss SMEs

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In today's conversation

What today is about.

We want to understand how an enquiry becomes a quote in your business. If no sensible approach emerges, we record that just as clearly.

- 1 You tell us how an enquiry is handled in your business today.
- 2 We show what we build, what it costs and how we sign it off.
- 3 We clarify what is needed for a quote.

Your steps with Ermeth



Getting to know us

done



Conversation

current step



Quote

pending

How do enquiries reach you today?

The best way is to go through your last typical enquiry together.

1

Where does it arrive?

Through the website, by email, by phone or in several places at once.

2

Who takes it on?

And how does your team see that someone has taken it on?

3

What is still missing?

Which details, measurements or photos have to be sent later?

4

When does the quote go out?

And how do you see which quotes are still outstanding?

We ask about your workflow, not about customer data.

We build the website and the enquiry route as one workflow.

1

Website

shows what the business does and takes enquiries

Set out in the quote

Scope, interfaces, dates and any VAT are set out in the quote for your project.

2

Enquiry route

the enquiry arrives complete, with a person responsible and a next step

3

Sign-off with a test case

a labelled test enquiry shows that the workflow works

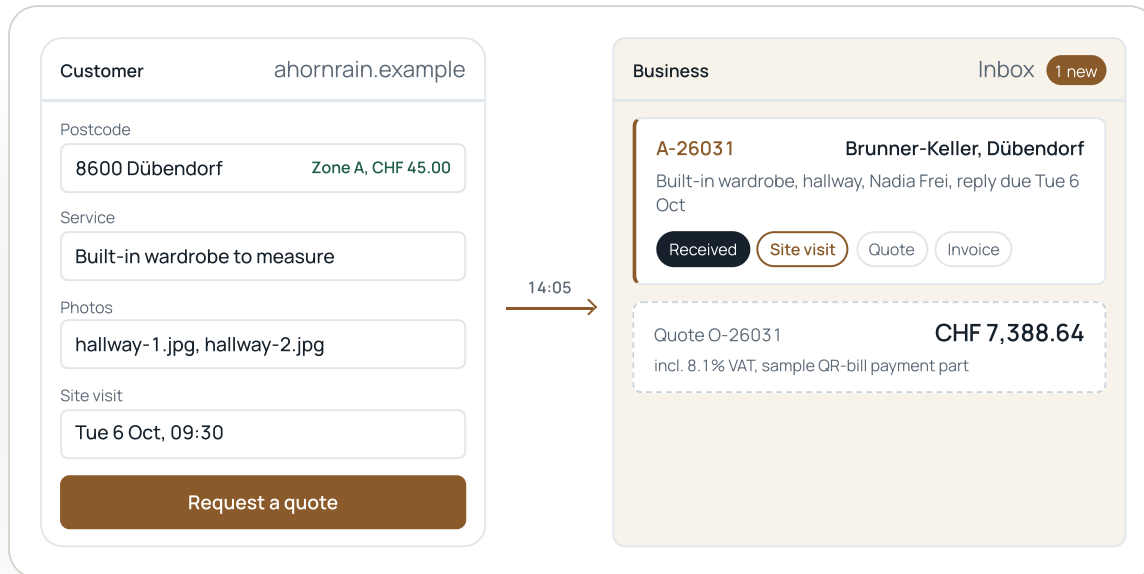
You decide the approvals.

Standard drafts can be created automatically. For critical actions, we agree clear rules and responsibilities.

Examples to try out

How it looks in four fictional businesses.

 Sample with fictional data



The diagram illustrates the flow of a customer enquiry from a customer's perspective to a business's inbox. On the left, the 'Customer' form for 'ahornrain.example' includes fields for Postcode (8600 Dübendorf, Zone A, CHF 45.00), Service (Built-in wardrobe to measure), Photos (hallway-1.jpg, hallway-2.jpg), and Site visit (Tue 6 Oct, 09:30). A 'Request a quote' button is at the bottom. An arrow labeled '14:05' points to the right, where the 'Business' inbox for 'Brunner-Keller, Dübendorf' shows the enquiry as 'A-26031'. The business details include 'Built-in wardrobe, hallway, Nadia Frei, reply due Tue 6 Oct' and buttons for 'Received', 'Site visit', 'Quote', and 'Invoice'. Below this, a quote summary shows 'Quote O-26031' for 'CHF 7,388.64' including 8.1% VAT and a sample QR-bill payment part.

Schreinerei Ahornrain (fictional): on the left the customer's enquiry, on the right the customer file in the business.

Schreinerei Ahornrain (fictional)

Website with enquiry process

[Open demo](#)

Backstube Chriesibaum (fictional)

Online shop with bakery back office

[Open demo](#)

Malergeschäft Tannenberg (fictional)

Bookkeeping with bank reconciliation

[Open demo](#)

Physiotherapie am Beispielplatz (fictional)

Appointment schedule with rooms
and prescriptions

[Open demo](#)

Names and data are fictional. No CRM, calendar or bookkeeping system is connected. Not every function shown is part of every starting point.

Starting point with a guide price

Web presence

For businesses whose website no longer shows what they do.

Guide price

CHF 3,900

The guide prices are for orientation. Scope, interfaces, dates and any VAT are set out in the quote for your project. Licences, hosting and additional services are listed separately. A single existing workflow can also be a sensible starting point.

Scope

Up to five core pages, one language

Custom design, works on mobile

Enquiry form and technical SEO basics

Two bundled rounds of revisions

Sign-off

We check the agreed pages on a computer and a smartphone, their links, and a labelled test enquiry until it arrives at the agreed destination.

Discuss your web presence

Starting point with a guide price

Website and enquiry process

For teams that want to capture enquiries in a structured way and follow them up reliably.

Guide price

CHF 6,900

The guide prices are for orientation. Scope, interfaces, dates and any VAT are set out in the quote for your project. Licences, hosting and additional services are listed separately. A single existing workflow can also be a sensible starting point.

Scope

Everything included in Web presence

Structured enquiry capture

One CRM pipeline with assigned responsibility and reminders

Introduction to the agreed workflow

Sign-off

In addition, we check whether a labelled test enquiry arrives in the CRM with the agreed details, an assigned person and the next step. We follow an agreed reminder through until it arrives.

Discuss your enquiry process

Starting point with a guide price

Website and automated processing

For recurring steps between your website, CRM and other applications.

Guide price

CHF 9,900

The guide prices are for orientation. Scope, interfaces, dates and any VAT are set out in the quote for your project. Licences, hosting and additional services are listed separately. A single existing workflow can also be a sensible starting point.

Scope

Up to eight core pages, one language

Up to three standard systems and three workflows

Error notifications and a manual fallback

Documentation and a joint functional check

Sign-off

In addition, we test each agreed workflow with a normal case, an event that arrives twice, and a failure followed by recovery. We walk through the result, error notification and manual fallback together.

Discuss your workflow

What we need from you.

Web presence

A page list, approved texts and images, and one person who collects your feedback in one place.

Before we start, we clarify the business access required and where you want enquiries to arrive.

Website and enquiry process

As for Web presence; in addition, we agree required details, sales stages, responsibility and reminders.

You name the CRM and a person who checks the workflow with us; we clarify the access and licences needed before the go-ahead.

Website and automated processing

As for the enquiry process; in addition, we define the systems and workflows together, within a maximum of three standard systems and three workflows.

Together with us, you decide the triggers, the results you want, the approvals needed and the manual fallback.

Sign-off, agreed in advance for every starting point

We sign off with a labelled test case.

For every starting point

Agreed pages on a computer and a smartphone

The links on the pages

Labelled test enquiry until it arrives at the agreed destination

In addition for the enquiry process

Test enquiry with the agreed details in the CRM

Person responsible and next step

Agreed reminder followed through until it arrives

In addition for connected workflows

Each workflow in the normal case

An event that arrives twice

Failure and recovery

Result, error notification and manual fallback, walked through together

After sign-off

Operation and improvement.

Guide price

CHF 490 per month

Operation and improvement as separately agreed care, guide price CHF 490 per month with up to two hours for defined checks, analysis and adjustments. Together we agree what the care should achieve and exactly what it covers.

Who we are

You speak directly with the two people who quote and build.

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Conversation, quote, sign-off and introduction to the workflow

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Building and testing

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Ermeth

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Visits by appointment only

Next step

If it fits, the quote follows. Only then do you decide.

After this conversation:



**Getting to
know us**

done



Conversation

done



Quote

current step

For the quote, we record

- 1 Where you want to begin: a starting point or a single existing workflow.
- 2 Which systems stay and which access is needed.
- 3 Who on your side takes part and collects the feedback.
- 4 Which test case we sign off with together.

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Discuss your project