



and customer satisfaction. On-Line Call Center CRM™ also features a robust auto-ship/continuity engine that allows your Agents to customize a Customer's future shipments, including: changes to price, interval between shipments, and types of products to auto-ship. With these unique options On-line Call Center™ provides your Customer Service Agents with the flexibility to meet all of your Customer's needs. Connect to your Call Center from any Internet connection so you are always connected and always in control.

### With Our CRM Solution You Can:

Access your business worldwide with our 100% web-based secure access.

Monitor Agent And Campaign Activity Reports to always be aware of your call centers performance

Provide your customer service agents an overview of Customer History and value with our Customer Detail Center

Have an accurate Order History for each customer with required Reason Codes and Audit Trails for uniform account documentation

Perform a variety of Customer Service Activities: holds, cancels, shipment tracking and much more..

Have complete Return Merchandise Authorization (RMA) and credit tools

Have complete customizable control of your Continuity Programs and Installment Billing

Schedule and assign Customer callbacks to make sure no customer slips through the cracks.

Automatically generate Notification e-mails based on Customer Service Activities to stay in touch with your customers

On-Line Call Center™ is a versatile, web-based application which features a tight security system and allows Managers to view reports and make changes to records from anywhere in the world. With innovative CTI software, On-Line Call Center™ can connect with any phone switch and provide your Agents with automatic "screen pops" which gives full customer details based on the caller's phone number. This will decrease call times and increase first call resolution

**Customer Detail Center**

**Address Information**

Customer Name: MATTIE MURPHY  
 Address: 20 HAGER STREET  
 BUFFALO, NY 14208  
 Phone: (716) 886-5339 (Dial)  
 Fax:  
 Company:  
 Email Address:

No Soliciting: False  
 Notes:  
 Age: 0  
 Gender:  
 Date Of Birth:  
 Social Security #: \*\*\*\*

**Order History**

Actions	Order ID	Web Order No.	Order Date	Order Amount	Item	Item Status
	271051	229175-CTY03	2/13/2006	\$112.90	All Items	All
				\$112.90	Therabreath 60 Day Extra Strength Continuity	Item Shipment Delivered
				\$0.00	Therabreath 60 Day Extra Strength Continuity	Item Cancelled
				\$0.00	Therabreath 60 Day Extra Strength Continuity	Item Shipment Delivered
	250117	229175-CTY02	12/9/2005	\$112.90	All Items	02/20/2006 Item Shipment Delivered
				\$112.90	Therabreath 60 Day Extra Strength Continuity	02/20/2006 Item Ship Ready
	234304	229175-CTY01	9/20/2005	\$112.90	All Items	02/20/2006 Item Awaiting Authorization
				\$112.90	Therabreath XS 60 Day Extra Strength Continuity	02/14/2006 Item Pay Ready
	229175	5728VR-61	8/20/2005	\$11.95	All Items	02/14/2006 Item Pending
				\$9.95	Therabreath Extra Strength Free Trial	02/13/2006 Not Yet Available
				\$1.00	Value Plus	Item Shipment Delivered
				\$1.00	Explore USA	Item Shipment Delivered
<b>Total Amount Spent</b>				<b>\$350.65</b>	<b>All Items</b>	<b>All</b>

**Future Shipments**

Actions	Stop/Hold? Sequence	Subscriber Since	Prior Shipments	Last Shipment/Date	Next Shipment/Date
<input checked="" type="checkbox"/>	Therabreath Extra Strength Free Trial to 60 day CTY	8/20/2005	3	Therabreath 60 Day Extra Strength Continuity on 2/13/2006	Therabreath 60 Day Extra Strength Continuity on 4/21/2006

**Interactions**

Type	Done / Status	Event / Due Date	Event / Due Time	Emp. #	Activity / Method	Notes / Template Name
Call	True	8/20/2005	4:02 PM	193 : L Hoy		
CS Activity	True	9/8/2005	2:35 PM	121 : L Gionest	Other	91021762688803063000765
CS Activity	True	3/9/2006	2:40 PM	121 : L Gionest	sys: AutoShip Cancel	Confirmation Number 40676.LJG

★ The Customer Detail Center provides a view of Order History, Auto-ship enrollments, and all Customer Interactions, whether it was by telephone, email, surveys or order modifications.

★ Modify individual Customer Auto-ship programs to fit their lifestyle and keep them as customers longer.

**Customer Autoship Sequence**

Autoship Sequence: Therabreath Extra Strength Free Trial to 60 day CTY (Active)  
 Delay First Shipment: 28 days  
 Next Shipment: 04/21/2006 (Therabreath 60 Day Extra Strength Continuity)  
 Item Type: ORD (Stop Hold)  
 Item Sold By: 193 : L Hoy  
 Commission To: 193 : L Hoy  
 Autoship History:

Cycle Number	Product Offer	Qty	Price	Shipping	Create Stamp
1	Therabreath Extra Strength Free Trial	1	\$0.00	\$9.95	Aug 20 2005 4:10PM
1	Therabreath XS 60 Day Cub	1	\$99.95	\$12.95	Sep 20 2005 1:17PM
2	Therabreath 60 Day Extra Strength Continuity	1	\$99.95	\$12.95	Dec 9 2005 9:45AM
3	Therabreath 60 Day Extra Strength Continuity	1	\$99.95	\$12.95	Feb 13 2006 8:08AM

Editing autoship details will affect all future autoships for that sequence item. The recurrence field specifies how many times that product offer will ship out before moving onto the next item in the sequence. A value of 0 will guarantee that only that product offer will ship. Number of days (cycle length) is the delay between shipments.

Actions	Seq #	Product Offer	Qty	Price	Shipping	Rush Fee	Re #	#Days
	1	Therabreath 60 Day Extra Strength Continuity	1	\$99.95	\$0.00	\$0.00	0	60

Edit Reason: Cancel  
 Edit Notes:

Save Cancel Print

Created: 09/08/2005 02:59 PM