

# Sales Information

Give your Sales Agents the Knowledge and the Power to Maximize every Customer Interaction



With On-Line Call Center™ you can apply all of your business rules, from accepted payment methods, to the collection of state and local taxes. On-Line Call Center™ will make sure that every order your Agents submit will be a valid sale that follows all of your unique business rules.

**Sales Agent Overview**  
Welcome to the Sales Agent Desktop Please choose from the following tools

**Order Entry**  
Fill out your Call Log and Order Form online. To start, Enter a DNIS into the textbox below, optionally enter the ANI, then click the go button.  
Choose Source: DNIS Enter Value: [ ] Go  
Enter ANI: [ ]

**Notification Queue**  
Select a notification category to perform a service action with a notification in that queue.  
Choose Queue: Hearing Devices LEADS (227)  
Choose Notification: Crystal Eaz Hearing Devices (227) 011341714 [12]  
Choose Timezone: EST CST MST PST Other Get Next

**Call Log**  
View / print your daily activity log to track your results and meet your revenue goals.

**Sales Commission Tracking**  
View / print a commission summary of the sales you have written for the day/week.

**Time Card Utility** Current Status: Punched Out  
Punch In and Out or view your hours worked so far this week.

**Online Agent Training / View Scripts**  
You can also access the training area from this page or refresh your product knowledge by reviewing the sales scripts for our active campaigns.

**Call Dispositions for Jay Gowell**  
Chart reflects dispositions since 2/19/2007 3:30:36 AM

Disposition	Percentage
Needs to talk to spouse	33.3%
Sale	33.3%
Too Expensive	33.3%

Our dynamic scripting engine will automatically tell your Agents which offer the Customer is responding to, decreasing call times and increasing efficiency. Insert FAQ's, closing statements, or any other useful sales tools directly into the call script, improving the quality of every customer interaction and dramatically increasing an Agents ability to cross-sell or up-sell the original offer. If an offer isn't working, make instant campaign changes that immediately take effect and ensure that your entire sales force is on the same page.

★ Agents and Managers have access to Inbound and Outbound Call Queues, HR Tools and Key Performance Indicators on their Desktop.

## Sales Features:

Fully customizable product offers allow you to constantly change the amount and price of your products to find the most successful offer

Installment billing options giving you more flexibility in your payment methods, ensuring a higher percentage of approved sales.

Fully customizable Auto-ship engine will empower your Agents to satisfy every Customer's individual needs.

Our unique call dispositions will take inbound leads and turn them into a TCPA compliant outbound call list, maximizing your Call Center's efficiency.

Take all of the thinking out of selling by removing the variables that Sales Agents normally need to worry about: collecting taxes, valid payment methods, state specific regulations, etc...

Motivate your Sales Agents by giving them access to a running total of their commissions.

Give your Sales Agents the opportunity to manage themselves by providing access to all of their own individual sales statistics.

Ensure every order is a sale with our Real-Time Credit Card Authorization option.

**Sales Order Entry**  
ANI: (555)555-5555 | Rep #: 001 : J Gowell | Order Date: 2/19/2007 | Order Time: 3:22 PM | Timer: 01:27

**Billing Address** | **Shipping** | **Choose Product Offers to add to order**

Company: [ ]  
Name: [ ]  
Address: [ ]  
Address 2: [ ]  
City, St, Zip, Cn: [ ] [ ] [ ]  
Phone #: [ ] PM #: [ ]  
Email Address: [ ]

**Payment Method** Visa  
Credit Card Number: [ ]  
Expiration Date (mm/yy): [ ] Cw2: [ ]

**Shipping Method** Ship Method

**Call Notes** Notes Demographic Misc  
Call Notes: [ ] Promo Code: [ ] Promo Codes: [ ]

Hold Until: [ ] Subtotal: \$69.99 S&H: \$9.95 Tax: \$0.00 Total: \$69.94 Process Wrap Up

Elements: **ENTIRE SCRIPT** GREETING BODY OBJECTIONS CLOSE WRAP UP Current Script: Test Script

Greeting: Thanks for calling Test Campaign; this is \_\_\_\_\_, could I get your first name please? Okay <CUSTOMER>, and how are you today? Great!

Briefly Personalize and Disarm the Caller:  
EX1: And where are you calling us from today?

★ Sales Order Forms open with Business Rules, Sales Scripts, Product Offers and even Surveys that you configure for each Campaign, freeing Sales Agents to Focus on Selling.