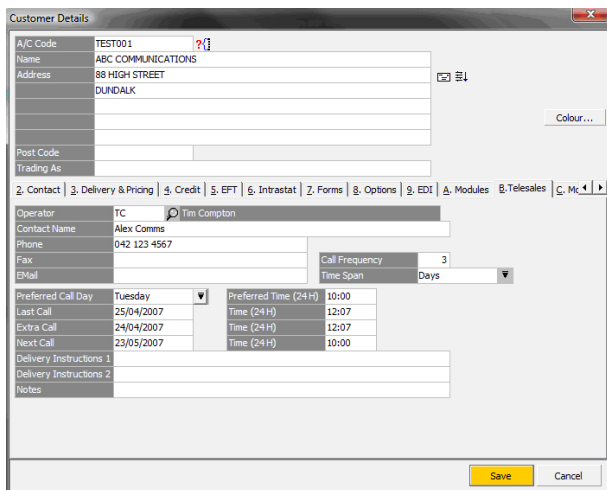


Intact Software has developed a 'Telesales' module which allows telesales operators to have a list of customers to call, to track what calls are made and to allow an order to be entered for the customer.

The 'Telesales' module allows the sales manager to co-ordinate the work of a telesales team. The individual operators are set up and attached to individual customers. Call frequency, preferred call day and time, contact details are all displayed in a user friendly manner.

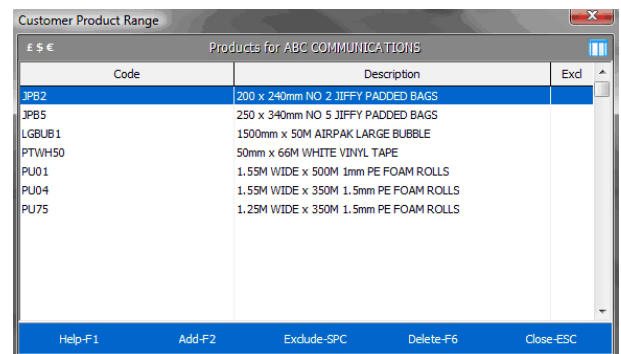


When raising orders within the 'Telesales' module you are able to set which products appear when the telesales 'Order Entry' screen opens for a particular customer. This feature is called the 'Customer Product Range' and products can be included and excluded with ease.



Customer Details

A/C Code: TEST001
 Name: ABC COMMUNICATIONS
 Address: 88 HIGH STREET
 DUNDALK
 Post Code:
 Trading As:
 Operator: TC
 Contact Name: Alex Comms
 Phone: 042 123 4567
 Fax:
 EMail:
 Call Frequency: 3
 Time Span: Days
 Preferred Call Day: Tuesday
 Last Call: 25/04/2007
 Extra Call: 24/04/2007
 Next Call: 23/05/2007
 Delivery Instructions 1:
 Delivery Instructions 2:
 Notes:
 Save Cancel



Customer Product Range

Products for ABC COMMUNICATIONS

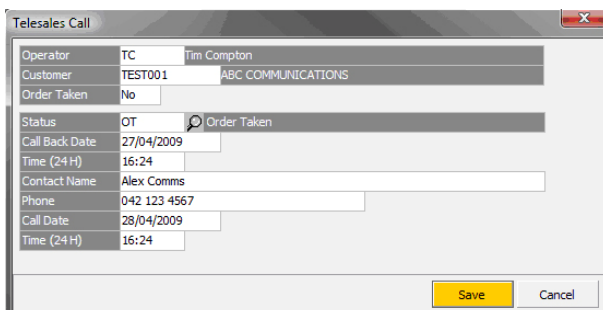
Code	Description	Excl
JPB2	200 x 240mm NO 2 JIFFY PADDED BAGS	
JPB5	250 x 340mm NO 5 JIFFY PADDED BAGS	
LGBUB1	1500mm x 50M AIRPAK LARGE BUBBLE	
PTWH50	50mm x 66M WHITE VINYL TAPE	
PU01	1.55M WIDE x 500M 1mm PE FOAM ROLLS	
PU04	1.55M WIDE x 350M 1.5mm PE FOAM ROLLS	
PU75	1.25M WIDE x 350M 1.5mm PE FOAM ROLLS	

Help-F1 Add-F2 Exclude-SPC Delete-F6 Close-ESC

All scheduled and completed calls are accessed through one main screen, which shows the customer details including contact details.

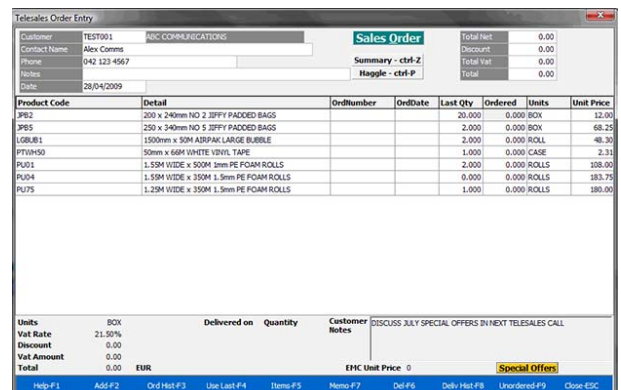
From the main telesales screen, the operator is able to complete a scheduled call and/or create an order.

When a call is completed or a sales order is saved, the system automatically updates all the necessary fields within Intact, therefore increasing productivity and allowing the operator to spend more time making telesales calls.



Telesales Call

Operator: TC
 Customer: TEST001
 Order Taken: No
 Status: OT
 Call Back Date: 27/04/2009
 Time (24H): 16:24
 Contact Name: Alex Comms
 Phone: 042 123 4567
 Call Date: 28/04/2009
 Time (24H): 16:24
 Save Cancel



Telesales Order Entry

Customer: TEST001
 Contact Name: Alex Comms
 Phone: 042 123 4567
 Date: 28/04/2009

Sales Order

Summary - ctrl-Z
 Huggle - ctrl-P

Product Code	Detail	OrdNumber	OrdDate	Last Qty	Ordered	Units	Unit Price
JPB2	200 x 240mm NO 2 JIFFY PADDED BAGS			20.000	0.000	BOX	12.00
JPB5	250 x 340mm NO 5 JIFFY PADDED BAGS			2.000	0.000	BOX	68.25
LGBUB1	1500mm x 50M AIRPAK LARGE BUBBLE			2.000	0.000	ROLL	48.30
PTWH50	50mm x 66M WHITE VINYL TAPE			1.000	0.000	CASE	2.33
PU01	1.55M WIDE x 500M 1mm PE FOAM ROLLS			2.000	0.000	ROLLS	188.00
PU04	1.55M WIDE x 350M 1.5mm PE FOAM ROLLS			0.000	0.000	ROLLS	183.75
PU75	1.25M WIDE x 350M 1.5mm PE FOAM ROLLS			1.000	0.000	ROLLS	180.00

Units: BOX
 Vat Rate: 21.50%
 Discount: 0.00
 Vat Amount: 0.00
 Total: 0.00 EUR

Delivered on: Quantity: Customer Notes: DISCUSS JULY SPECIAL OFFERS IN NEXT TELESales CALL

EHF Unit Price: 0
 Special Offers

Help-F1 Add-F2 Ord Hist-F3 Use Last-F4 Items-F5 Memo-F7 Del-F6 Delv Hist-F8 Unordered-F9 Close-ESC