



TELESALES

WORLDWIDE BUSINESS SOLUTIONS

A CRUCIAL PART OF THE ORDER CYCLE

System21™ Telesales, part of the System21 Customer Service and Logistics applications, is designed to help organizations achieve a high level of customer service while simultaneously minimizing operating costs.

It is no longer good enough to wait for customers – suppliers must go to win them. One of the most potent weapons in the battle to win customers is the telephone. Armed with information and prompts for System21™ Telesales, trained sales personnel will help you maximize investment through securing orders.

Once orders are placed, proactive planning tools within the System21 Customer Service & Logistics solution optimizes inventory levels and the utilization of warehouse space and transport facilities. This ensures goods are in the right place at the right time, with supply measured against actual and forecast demand for each individual supply center.

System21 Telesales, part of the System21 Customer Service and Logistics applications, is designed to help organizations achieve a high level of customer service while simultaneously minimizing operating costs. As a result, the timely provision of accurate strategic information allows for more informed business decisions. For example, precise forecasting and enterprise resource planning, based on a detailed sales history, make it possible to predict customer demand across multiple supply centers faster and more accurately.

System21 uses the latest EDI, bar coding, RDT and image technology to provide value added distribution systems, which help to build and enhance the strong vendor/customer partnerships required in progressive business operations.

KEY FEATURES/BENEFITS

Key features and benefits of Telesales include:

- Integration with other System21 applications
- Multiple company support
- Defining individuals or groups of operators with authority levels and performance standards
- Creating standard lists of items for discussion with customers
- Customer call profiles establish which operator should make the call, the contact they should ask for, the list of items to be sold and the frequency and timing of the call
- Promotion reminders controlled by effective date, and include target performances and flash marked items
- Generating target call lists for operators or groups of operators



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- Providing call management graphical representation of the call load, allowing rapid redistribution of calls across operators
- Supporting both incoming and outgoing calls
- Recording the call cycle of select, contact, record and close, with full performance statistics for each operator
- Providing rapid access to order history, pricing, discounting, order value and promotions
- During order closing the next call is prompted and can be accepted or changed
- Providing full credit checking
- Performing stock checking and sourcing
- Allocating goods online to the order
- Allowing pricing routines so that a price can be built up according to the mark-up appropriate for a particular combination of customer and item
- Reporting operator performance status
- Supporting direct customer dialing with hands-free operation
- Additional text is available at multiple levels
- Payment details may be overridden during call close in order to support stage payments, stage cash settlement discounts, and multiple payment methods



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