

The effect of the New Web on CE's workload

What can be done on the web: (72%)

Sales Order Entry (24%)
Check Order Status (10%)
Stock Check
Price Inquiry (7%)
Print Acknowledgement
Print Invoice
Custom Quote Entry (18%)
Quote Display
Convert Quote (9%)
Print Quote

What cannot be done: (28%)

New Distributor Profiles
Customer Maintenance
Sales Order Change (15%)
Expedite
Review EDI Orders
POD
POD Receipt
MRP Display
Custom Quote Change
Inventory Transaction
Inventory Location
CR/DB Memo Entry
CR/DB Memo Change
RA Entry
RA Change
RA Inquiry
RA Acknowledgement
General
New Product Requests

In Coming Transactions:

Email – Queue (sorted when they come in?)

Fax - Queue

Chat

Phone (menu selections?)

Web Operators

Phone Calls

Chats

Emailed – Quotes, Orders

“Web Forms” – New Product requests, RA (linked to S/O info), Credit, Dist. Profiles

Avante/Off Web – 2 P/T Staggered 12-5 & 4-8

RA's

POD

Cert Requests

Freight Chargebacks

Tie-in's (confirming)

Phone Calls – What happens now

1. Caller ID gives # and customer name
2. Choose transaction type
3. Answer question/log data

What we'd like:

“Screen Pop's” that recognize caller (office and/or contact cell) prepopulates customer data when possible (Data base synched with website)