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)