intact iQ

Telesales

The Intact iQ Telesales module is designed to optimally manage all of your inbound and outbound telesales calls from one central location within your Intact iQ ERP system.

Speed and Efficiency

Speed and efficiency are vital components of any telesales operation. Your ERP system needs to support these goals by delivering relevant, timely call schedules to your telesales team. You also want to ensure your telesales team has one-click access to relevant system functions and data to speed up order processing and enhance the customer experience. This is easily done with the Intact iQ Telesales module with screens configured to the telesales function and aligned to your specific business processes and rules.

Proactive Outbound Telesales

The Intact iQ Telesales module is an intuitive, user-friendly sales tool. It proactively feeds your telesales team with auto-call schedules, rapid order entry capabilities, and tracks all telesales calls/orders made. What's more, the flexibility of Intact iQ enables our Intact iQ consultants to readily configure the module to ensure it optimally supports your telesales operation.

From one screen your telesales team can manage:

- Inbound and Outbound Telesales Calls

- Outbound Call Lists and Schedules

- Order Generation

- Returns

- Credit Requests

- Customer Queries

Key Features

1. Proactive Telesales Call Schedule

Based on your criteria, the Intact iQ Telesales module auto generates a list of customers for your telesales agents to call. Caller lists will also include any deferred calls from previous dates that need to be followed up. Your outbound call schedules also take into account inbound calls to ensure customers are not called needlessly.

2. Maximise Efficiency

- You can apportion the daily call list across multiple users, with workloads spread out across the team in accordance with your preferences.

- Easily reassign calls pending agent performance throughout the day, sickness etc.

- Set default telesales operators for key clients, if you wish.

- Call schedules can also be configured to ensure they complement your delivery routes.

3. Call Management

Adapt call frequency to your preferred sales/replenishment cycles, setting customer callbacks for a particular day of the week, month, every set number of days, etc. Where a customer closes for a holiday period you can include customer exclusion dates to ensure they are removed from your call schedules.

4. Conditions & Settings

You can easily add conditions to call schedules for your telesales agents. For example, you can auto-generate your telesales call schedule based on an agent's working hours, territory, credit status of the customer, their last order date, etc.

5. Customer Settings

For each call, the agent can readily see the customer's contact details, preferred call times, designated telesales point of contact etc. Your agents can also rank their call list by

preferred customer call times to drive more efficiency.

6. Lost Sales

If you experience a drop of in sales from a particular customer, you can configure the system to highlight this issue and actively present this to the telesales team as a priority customer to call. You can even link this to a promotion to entice your customers to repurchase this product or range of products. Furthermore, you can then analyse the outcome to analyse if this promotional call to action was a success.

7. Trend Analysis

Monitor how sales, margin, promotions and other telesales factors are performing versus comparative periods using real-time KPI dashboards.

8. Proactive Order Generation

The Intact iQ Telesales module was designed to facilitate speedy, accurate order entry. It also enhances your team's ability to upsell with immediate on-screen access to all of the live information they might require e.g, alternates, supersessions, customer favourites, promotional items, etc. You can also ensure any important alerts or rules are highlighted on screen. Once saved, the order is tagged as a telesales order to facilitate telesales reporting and statistical analysis, e.g. how many calls result in orders, how many calls are made per day, etc.

9. Instant Search

Product search is also highly intuitive with options to search by multiple variables to return accurate information to your telesales agents.

10. Operator Controls

Agents can also process additional customer service tasks like returns, credit requests, and customer queries from within the telesales screen. They can also easily defer calls to a new date and time or complete a call with no order, but system prompts can be put in place to ask for a related reason. This enables you to accurately measure performance and make adjustments where necessary.

Boost sales, employee productivity and customer relations with the Intact iQ Telesales module.

For more information contact us at **info@intactsoftware.com**

intact iQ