

# WasteRepCallCentre



WasteRepCallCentre allows prospective customer service requests to be logged as notes that can be dispatched out to service reps to do site surveys and new service quotations. This list of follow-up notes can be reviewed and assigned to appropriate territory reps that they can subsequently download into their WasteRepMobile module on their phone-PDA (portable digital assistant).

These listings can also show new prospect sign ups that may be awaiting status approval before auto email of formal quotations or confirmed agreements.

*Find or Add Customer/Prospect*

*Address details:*

*Add Customer Site Survey Request Notes  
Allocate from list to sales rep for visit*

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This module supports the setup of new potential customer name/address and contact information as well as calls from existing:

- New service requests
- new service,
- service cancellations
- service bin-size or frequency changes
- Service contract renewals (re-signs)

The lists of sales call requests can be used by sales managers or sales reps to review prospects loaded from external lists or renewals loaded from pending service contract expiry reports.

This module forms the base for dispatch of call requests out to reps mobile-PDA-phone devices as well as showing a list of rep-discovered new prospect data entered in the field.

## Business Benefits:

- Easier communication to sales rep
- Facilitates communications/feedback
- Reduces phone and paperwork costs
- Reduces service response times

## Performance Measures

- Facilitates measure of service responsiveness
- Records lead/opportunity workloads and rep performance
- Records number of new service requests and gains/losses data

Try a testdrive today at [www.wastedge.com](http://www.wastedge.com)



The measure of best practice in the Waste Industry