

WasteRepMobile



SALES FORCE AUTOMATION (on PDAs - Portable Digital Assistants)
For in-field sales visit data capture, site surveys, quotations & renewals

Sales Rep PDA Module Overview:

This module helps sales staff capture new prospect address and contact data from site visits on their PDA-phone. The system guides reps through waste service requirements configuration to generate Service Quotations within pre-defined area and service type pricing limits.

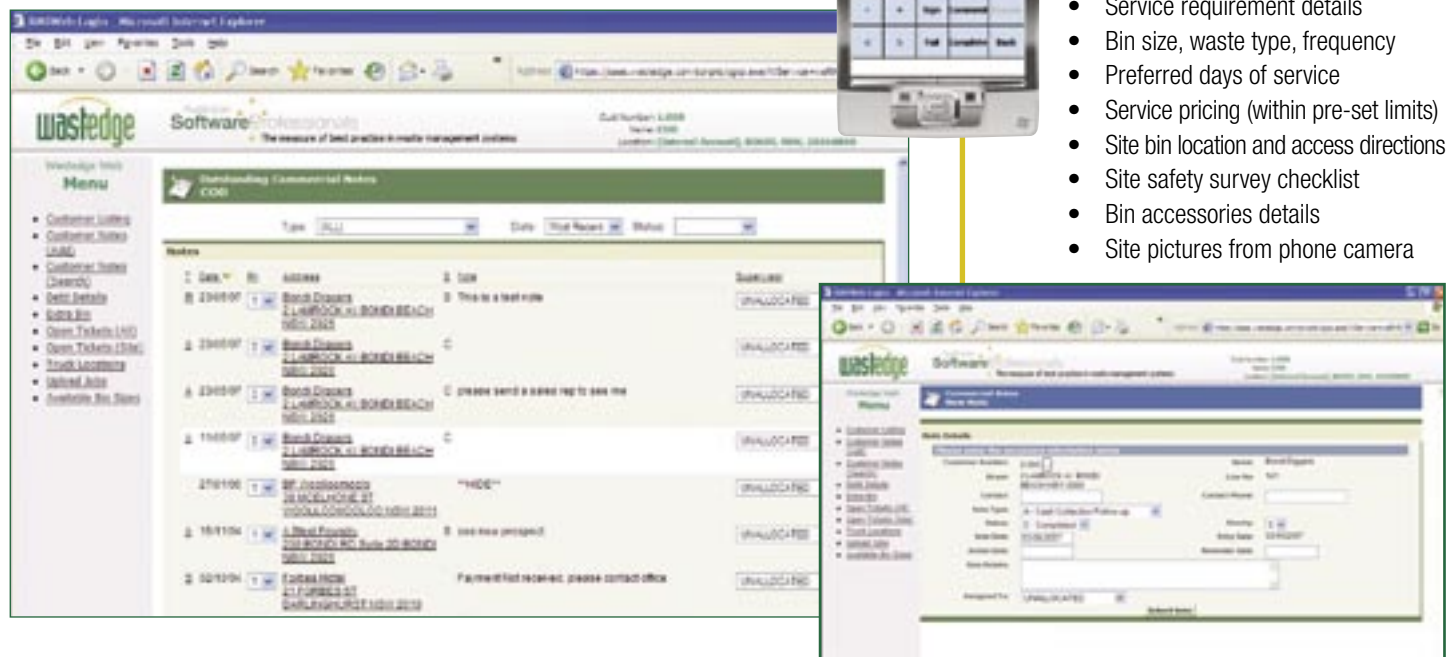
The system also prompts for site access and safety survey questions and supports signature and site picture capture. Information is sent via GPRS phone network back into the corporate database on completion. Call centre staff can send new service meeting request notes to the device along with system generated contract renewal reminders.

Receives dispatches from server:

- New prospect visit requests
- Rep's Customers' contract renewal reminders
- Messages and appointments from the office

Supports data capture for:

- Company name / address details
- Site personnel contact info
- Trade reference contact details
- Service requirement details
- Bin size, waste type, frequency
- Preferred days of service
- Service pricing (within pre-set limits)
- Site bin location and access directions
- Site safety survey checklist
- Bin accessories details
- Site pictures from phone camera



Other:

- Helps rep manage site visit 'to do' lists by priority, suburb, request date, request type, status
- Allows rep to search and select individual customer info from server yet data only stays on device until visit notes are updated – minimising risk of information loss.
- Generates standard price quote for service type specified for area zoning
- Sends new site data back to server in real-time or when next in phone coverage range
- Can be set to auto-email-back new account service quotations to prospect as PDF doc
- Callcentre dispatch & notes entry screens

Business Benefits:

- Capture prospect info early
- Secure sales rep knowledge
- Control service price limits
- Reduce paperwork handling
- Speed new account setup
- Record sales rep activity
- Reduce site safety risk

Performance Measures

- Capture gains / losses KPIs
- Sales rep contact counts
- Reduce forgotten follow-ups
- Count ABC customer calls
- Count quotations (pipeline)
- Measure losses by reason



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