

Sales and Customer Management



1. ***Sales and Customer Management:*** It comprises of two sub-modules namely Sales Management and Customer Management.
 - a. **Sales Management:** This sub-module handles lead generation, conversion of lead into opportunity and process to handle unattended opportunity, will manage sales orders and exact position of the order.
 - i. **Lead Generation:** An authorize person from the management can enter a lead, as a result of some query, email, telephone call etcetera. Same will be assigned by him / her to a concerned sales person / agent.
 - ii. **Conversion of Lead into Opportunity:** Leads generated by sales executive will automatically be assigned to same executive. Other leads will be assigned by management to the sales force through the system.
 - iii. **Selected Customers:** Once an opportunity matures, the customer data and account will be created automatically by the system.
 - iv. **Quotation Generation:** Sales team can forward quotations & proposals to potential clients. Following , additional features are also available:
 - A “Quotation Tamplet”, can be made part to generate standard quotations for the clients with an editable feature.

- While generating extra-ordinary quotations (other than the product price given in the tamplet).
- Provision to add pictures, brochers, leaflets with quotations shall be made.

V. **Other Features**

- In addition to generation of quotation, provision for generating “Performa Invoice” shall be made. Also manages Delivery Order, Delivery Challan and Invoice billing.
- Once a new lead is generated regarding potential customer, a log shall be maintained to show who all contacted him (made a marketing call) with date and time. A customer data-base in this connection shall be developed.

- b. *Customer Management:* It develops customers’ data and their profile along with products in their use. An individual customer account for each active customer should be maintained with a detail log of activity.



Other features include:

- i. A customer profile shall include (category wise) customer type, expected revenue etcetera.
- ii. The products already held with the client, and types of services he is entitled, what services have been availed; how to handle the new request.
- iii. Customer will purchase one or more number of products in different dates. Thus a product and customer information will be maintained by the system.

2. *Distribution System:* Log-in the demand of each distributor and sales outlets and same is



forwarded to sales department. Demands can be logged-in at the work station or on move through tablet or smart phone. Moreover, complete distribution record made to all vendors, sales outlet is maintained.

Contact Persons

Lt Col Khalid Hameed Shah (R)
Executive Director
Kiosk Solutions
Ph: 0300-8565031
URL: www.kiosksolutions.com.pk
e-mail: khalid@kiosksolutions.com.pk

Shaheryar Bhatti
Manager Business Development
Kiosk Solutions
Ph: 0333-2179193
URL: www.kiosksolutions.com.pk
e-mail: shaheryar@kiosksolutions.com.pk