

INTRODUCTION

Right from Prospect rising to Inquiry Management, Follow ups for Inquiry, Complain Management, Quotation for particular Inquiry, Service Call Management.

Objective

To manage Inquiry related with different services and attended by, followed by, each & everything related with Inquiry.

AREA OF APPLICATION

Small and large scale service based business sectors.

FEATURES & advantages

1. Sales Enquiry
2. Inquiry Follow up
3. Sales Quotation
4. Inquiry Scheduling
5. Reminder for Inquiry and its follow up
6. Elaborate Customer and Prospect Master
7. Activation and de-activation of Customer
8. Customer ranking and history
9. From Date and To Date reporting
10. Standard reports like sales enquiry, follow ups for inquiry, sales listing, sales analysis based on item, location, address and analysis codes, and user-defined reports on quotations, orders, invoices, etc.

Modules

1. **New inquiry**
 - a. Inquiry ID
 - b. Inquiry Type (Air booking, Holiday package, etc.)
 - c. Inquiry Date
 - d. Source of Inquiry (By phone, e-mail, reference, personal, etc.)
 - e. Contact Person Name
 - f. Contact Information
 - i. Area
 - ii. City
 - iii. State
 - iv. Country
 - g. Company Name
 - h. Description
 - i. Inquiry Priority (Hot, Cold, etc.)
 - j. Inquiry received By
 - k. Follow up date
 - l. Add to reminder
 - m. Inquiry Status (Pending, In progress, Completed, Rejected)

Reports

- n. Daily/Weekly/Monthly/Quarterly/Yearly Inquiry Report
- o. Status wise Report (Pending, In progress, Completed, Rejected)
- p. Inquiry Type wise Report
- q. Sales Person wise Inquiry Report
- r. Area, City, State, Country wise Inquiry
- s. Customer/Company wise Inquiry

2. Inquiry follow-up

- a. Inquiry Selection
- b. Followed by
- c. Follow up date
- d. Follow up Task
- e. Description
- f. Reminder for next follow up
- g. Inquiry completed or continue

Reports

- h. Inquiry wise follow up details
- i. Sales person wise follow up details
- j. Date wise follow up details
- k. Follow up count wise Report

3. Quotation

- a. Inquiry Selection
- b. Quotation date
- c. Created by
- d. Approved by
- e. Rates
- f. Rate Validity date
- g. Quotation Expiry Date
- h. Description

Reports

- i. Inquiry wise Quotation details
- j. Date wise quotation
- k. Approved by quotation details
- l. Created by quotation details
- m. Status wise quotation details

4. Sales Order

- a. Quotation selection
- b. Created by
- c. Approved by
- d. Sales Order Date
- e. Description
- f. Amount

Reports

- g. Quotation wise Sales Order details
- h. Date wise Sales Order
- i. Approved by Sales order details
- j. Created by Sales Order details
- k. Amount wise sales order details