

webSalesForce

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The webSalesForce Solution...

How do you manage and communicate with your sales force? Why not provide them an easy way to get information for themselves? Publish this confidential information over the web securely with webSalesForce. Your sales team can follow up on quotations, check their bookings for the month, or find out their commissions right over the web. The webSalesForce solution includes all the capabilities of the webPortal solution, coupled with the ability for your sales staff to impersonate their assigned customers. This allows your sales force to follow up on order status, request an RMA, or analyze the purchasing trends of their customers.

Bookings

Your sales reps can quickly see their bookings over the web. Bookings data is displayed by date range and includes sales and credits. Reps can drill down to see order or RMA details as well as track in-transit shipments by carrier.

Commissions

Commission data can be made accessible over the web based on invoices. The total invoiced amount and commissioned amount can be displayed for the period along with the relevant orders. webSalesForce also supports indirect commissions paid or not paid on the basis of invoices, such as point-of-sale or manual adjustments.

Quotations

Interface webSalesForce to your Enterprise Resource Planning (ERP) or Client Relationship Management (CRM) application. Your reps can see open quotes, expiration dates, products, and quantities. Prospect or customer information can be displayed along with individual contact information.

Territory Management

With webSalesForce you can define territories with assigned sales representatives based on user-defined rules such as product line, postal code, and customer class. Users on the web who have never done business with your company can find the right representative in your company to contact based on the rules defined.

Customer Impersonation

webSalesForce allows your sales representatives to impersonate any of their assigned customers. This feature enables them to follow up on open orders, track shipments, or analyze the buying habits of their customers. When the webStoreFront is added, your reps will have the ability to check pricing, see inventory availability, and place orders on behalf of their customers.

Price Override

If your company allows its sales force to exercise their own discretion when placing orders, price overriding can be enabled. The website tracks which prices have been overridden from the normal customer price for back office management purposes. This feature is available when coupled with webStoreFront.

