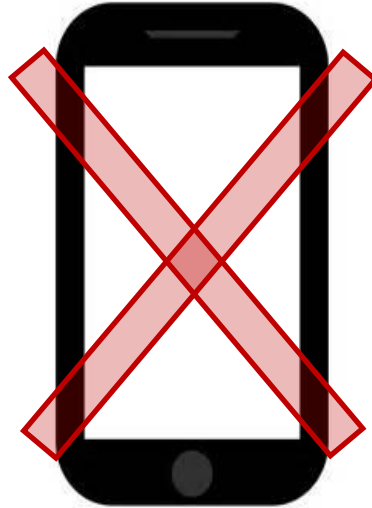




Delivering Happiness

# IMPORTANT !



## WARNING!

Carrying or Using Mobile Phones On Floor Is An **PUNISHABLE OFFENCE**

# SESSION OBJECTIVES

**By session end you will be able to identify with:**

- 1. CRM Landing Page**
- 2. CRM Landing Page – Various Sections**
- 3. Locator Panel**
- 4. Priority Search**



# NAAPTOL

## CRM LANDING PAGE

When you receive a call, what details would you need?



# NAAPTOL

## CRM LANDING PAGE

- ✓ CUSTOMER IS CALLING US FROM WHICH NUMBER ?
- ✓ WHO IS CALLING US, IS THIS A REPEAT CUSTOMER?
- ✓ CUSTOMER IS CALLING US FOR WHAT PRODUCT ?
- ✓ DO I NEED TO CAPTURE CUSTOMER'S ADDRESS FOR ORDER?
- ✓ WHY CUSTOMER REFUSED TO PLACE ORDER?
- ✓ HAS CUSTOMER BOOKED ANY ORDER EARLIER?
- ✓ WHAT IS THE STATUS OF ORDER WHICH CUSTOMER PREVIOUSLY PLACED?



# NAAPTOL CRM LANDING PAGE

- Product Search Panel
- Web Search Panel
- Order Panel
- Lead Panel
- Case Panel
- Travel Panel
- Locator Panel
- Set of 2 Jai...

QUICK ACCESS: [Shipping Address](#) [Order History](#) [Lead History](#) [Lead Panel](#)

## CALL DETAILS

Language: Hindi / Call: Incomming

Lead Source / Publication: Broadcast Call / WOW\_Cinema

Caller No: 8127002052 [Add To Do Not Disturb](#)

Profile Completion: 0%

Name:   
 Silver Member

Available Naaptol Cash:0

## PRODUCT SEARCH

### Order Panel - Search Offers

Code <input type="text"/>	Product Name <input type="text"/>	<span>Search</span>	<span>Search</span>	<b>Actual Call Date &amp; Time : 13.Aug-2017 09:20:45</b>
------------------------------	--------------------------------------	---------------------	---------------------	---

Select	Product Name	Deal Code	Offer Details	Qty	Value	Offer	Save	Shipping	Amount (Rs.)	Date	Size/Colour	Size/Class
<input checked="" type="radio"/>	Set of 2 Jaipuri Silk Razai with Gold Prints	4023		1	6000	999	83%	399	1398	Now	Red	
<input type="radio"/>	Juicer & Slicer Combo + 6 Glasses + Multi Cutter with Peeler	5026		1		999		399	1398	21 Minute Before	Yellow	
<input type="radio"/>	112 Pos Drill Machine & Screwdriver Set Combo	2891		1	3999	1999	50%	399	2398	4 Hour Before		

[More +](#)

## ORDER PUNCH

## LEAD PANEL

TOP

## PAST ORDER HISTORY

TOP

No Orders Found.

## PAST LEAD HISTORY

TOP

# NAAPTOL

## CRM LANDING PAGE

### CAN YOU TELL .....



Who has called Naaptol?

Is this a fresh or repeat customer?

Through Which TV channel is customer calling us?

Which product can customer be interested in?

#### CALL DETAILS

Language: Hindi / Call: [Incomming](#) Caller No: 8600529819 [Add To Do Not Disturb](#) Profile Completion: 44%  
[Edit Profile](#)

Lead Source / Publication: Broadcast Call / WOW\_Cinema Name: SANDEEP SHIVAJI SUTAR Diamond Member Gender: Male  
Available Naaptol Cash:0

#### PRODUCT SEARCH

Order Panel - Search Offers

Code  Product Name  Actual Call Date & Time : 13-Aug-2017 12:08:48

[Search](#) [Search](#)

Select	Product Name	Deal Code	Offer Details	Qty	Value	Offer	Save	Shipping	Amount (Rs.)	Date	Size/Colour	Size/Class
<input checked="" type="radio"/>	IvooMi 4G Mobile with Gorilla Glass	5040		1		3499		Free	3499	Now	Black	
<input type="radio"/>	Set of 2 Jaipuri Silk Razai with Gold Prints	4023		1	6000	999	83%	Free	999	2 Hour Before	Red	
<input type="radio"/>	Juicer & Slicer Combo + 6 Glasses + Multi Cutter with Peeler	5026		1		999		Free	999	4 Hour Before	Yellow	

# NAAPTOL

## CRM LANDING PAGE

CALL DETAILS		
Language: Hindi / Call: <span>Incomming</span>	Caller No: 8127002052 <span>Add To Do Not Disturb</span>	Profile Completion: 0%
Lead Source / Publication: Broadcast Call / WOW_Cinema	Name: <input type="text"/> <input type="text"/> <span>Silver Member</span>	
	Available Naaptol Cash:0	
PRODUCT SEARCH		
ORDER PUNCH		
LEAD PANEL		TOP
PAST ORDER HISTORY		TOP
PAST LEAD HISTORY		TOP

### ➤ CRM Landing Page

CRM Landing page is the first Page you will interact with. It is used to search for or access customer details, we can also place orders and create Lead through this page.



# NAAPTOL

## CRM LANDING PAGE : EXISTING CUSTOMER

### CALL DETAILS

Language: Hindi / Call: Incomming

Lead Source / Publication: Broadcast Call / WOW\_Cinema

Caller No: 8600529819

[Add To Do Not Disturb](#)

Profile Completion: **44%**

[Edit Profile](#)

Name: SANDEEP SHIVAJI SUTAR

**Diamond Member**

Gender:

Male

Available Naaptol Cash:0

### PRODUCT SEARCH

#### Order Panel - Search Offers

Code

[Search](#)

Product Name

[Search](#)

Repeat customer

Actual Call Date & Time :  
13-Aug-2017  
12:08:48

Select	Product Name	Deal Code	Offer Details	Qty	Value	Offer	Save	Shipping	Amount (Rs.)	Date	Size/Colour	Size/Class
<input checked="" type="radio"/>	IvooMi 4G Mobile with Gorilla Glass	5040		1		3499		Free	3499	Now	Black	
<input type="radio"/>	Set of 2 Jaipuri Silk Razal with Gold Prints	4023		1	6000	999	83%	Free	999	2 Hour Before	Red	
<input type="radio"/>	Juicer & Slicer Combo + 6 Glasses + Multi Cutter with Peeler	5026		1		999		Free	999	4 Hour Before	Yellow	

[More +](#)

### ORDER PUNCH

### LEAD PANEL

### PAST ORDER HISTORY

### PAST LEAD HISTORY

# NAAPTOL

## CRM LANDING PAGE: EDIT PROFILE

naaptol CRM Ad Browsing - Welcome admin - | Sign Out | Download | CV Details | Dont Disturb Me...!! | CRM Training Manual | My Logins Hours | My Corner June 9, 2016 5:23:22 PM

Product Search Panel Web Search Panel Order Panel Lead Panel Case Panel Travel Panel Locator Panel

**CALL DETAILS**

Language: Gujrati Script / Call: Incoming Caller No: 9967076382 Add To Do Not Disturb OFF

Lead Source / Publication: Broadcast Call / Call

**QUICK ORDER PUNCH**

Select	Product Name	Date
<input checked="" type="radio"/>	HP Photosmart D6168	10/01/2016
<input type="radio"/>	VB001	10/01/2016
<input type="radio"/>	Spy Pen 8GB	22/01/2016
<input type="radio"/>	Apple-MacBook (Core2 Duo 7200)	25/01/2016

**QUICK ACCESS:** [Shipping Address](#) [Order History](#) [Lead History](#)

Profile Completion: **90%**  
[Edit Profile](#)

Gender: Male  
Date of Birth: 02-Feb-2000  
Marital Status: Married  
Date of Annivarsary: -

**User Profile Update**

Personal Information :

Email ID:	er.adityakapoor1@gmail.com
Mobile Number:	+91 9819983839
First Name* :	Aditya
Last Name* :	Kapoor
Gender* :	<input checked="" type="radio"/> Male <input type="radio"/> Female
Date of Birth* :	1982-01-25 (YYYY-MM-DD)
Marital Status:	Married ▼
Date of Anniversary:	2012-01-23 (YYYY-MM-DD)
Education:	Student ▼
Known Languages:	English

Amount (Rs.)	Date	Size/Colour	Size/Class
15299	TODAY		
5954	Now		
2200	Today's Offer	Select ▼	Select ▼
26298	Today's Offer		

**Edit Profile**

# NAAPTOL

## CRM LANDING PAGE: NEW CUSTOMER

Product Search Panel | Web Search Panel | Order Panel | Lead Panel | Case Panel | Travel Panel | Locator Panel | Set of 2 Jai...

QUICK ACCESS: [Shipping Address](#) [Order History](#) [Lead History](#) [Lead Panel](#)

### CALL DETAILS

Language: Hindi / Call: Incomming  
Lead Source / Publication: Broadcast Call / WOW\_Cinema

Caller No: 8127002052 [Add To Do Not Disturb](#) Profile Completion: 0%

Name:   
 Silver Member

[Available Naaptol Cash:0](#)

### PRODUCT SEARCH

Order Panel - Search Offers

Code  Product Name

Search Search

Actual Call Date & Time : 13-Aug-2017 09:20:45

Select	Product Name	Deal Code	Offer Details	Qty	Value	Offer	Save	Shipping	Amount (Rs.)	Date	Size/Colour	Size/Class
<input checked="" type="radio"/>	Set of 2 Jaipuri Silk Razai with Gold Prints	4023		1	6000	999	83%	399	1398	Now	Red	
<input type="radio"/>	Juicer & Slicer Combo + 6 Glasses + Multi Cutter with Peeler	5026		1		999		399	1398	21 Minute Before	Yellow	
<input type="radio"/>	112 Pos Drill Machine & Screwdriver Set Combo	2891		1	3999	1999	50%	399	2398	4 Hour Before		

[More +](#)

### ORDER PUNCH

### LEAD PANEL

TOP

### PAST ORDER HISTORY

TOP

No Orders Found.

### PAST LEAD HISTORY

TOP

- Product Search Panel
- Web Search Panel
- Order Panel
- Lead Panel
- Case Panel
- Travel Panel
- Locator Panel
- Set of 2 Jai...

QUICK ACCESS: [Shipping Address](#) [Order History](#) [Lead History](#) [Lead Panel](#)

**CALL DETAILS**

Language: Hindi / Call: Incomming

Lead Source / Publication: Broadcast Call / Naaptol\_TV

Caller No: 09096396877 [Add To Do Not Disturb](#) Profile Completion: **0%**

Name:

**PRODUCT SEARCH**

Order Panel - Search Offers

Date	Channel	Product name/Id	Deal Code	Search
------	---------	-----------------	-----------	--------

# CRM LANDING PAGE - KEY SECTIONS

Select	Product Name	Code	Offer Details	Qty	value	Offer	save	Shipping	(Rs.)	Date	size/class
<input checked="" type="radio"/>	Set of 2 Jaipuri Silk Razai with Gold Prints - AKSO	4023		1	6000	999	83%	399	1398	Now	
<input type="radio"/>	Instant Electric Heating Tap - Wall Mount or Surface Mount	3886		1		2599		399	2998	47 Minute Before	Select
<input type="radio"/>	43 Pcs Stainless Steel Storage & Serving Set	2860		1	6500	1999	69%	399	2398	1 Hour Before	

**ORDER PUNCH**

**LEAD PANEL** TOP


**PAST ORDER HISTORY** TOP

**PAST LEAD HISTORY** TOP

# NAAPTOL

## CRM LANDING PAGE – CALL DETAILS

CALL DETAILS

Language: Hindi / Call:  Incomming	Caller No: 8600529819 <a href="#">Add To Do Not Disturb</a>	Profile Completion: <b>44%</b>
Lead Source / Publication: Broadcast Call / WOW_Cinema	Name: SANDEEP SHIVAJI SUTAR <b>Diamond Member</b>	<a href="#">Edit Profile</a>
	Available Naaptol Cash:0	Gender: Male

## Call Details

Call Details Section allows us to check customer's contact details (caller number) and customer's name, we can also check customer's profile details with the help of Call details Section. A Premium Customer means that customer is of high priority as he/she transact very frequently with Naaptol.

# NAAPTOL

## CRM LANDING PAGE – CALL DETAILS

CALL DETAILS		
Language: Hindi / Call: <span>Incoming</span>	Caller No: 8974748147 <span>Add To Do Not Disturb</span>	Profile Completion: 44% <a>Edit Profile</a>
Lead Source / Publication: Broadcast Call / WOW_Cinema	Name: MD SAKIUR RAHMAN <span>Premium Customer</span> <span>Silver Member</span>	Gender: Male
	Available Naaptol Cash: 0	

### Call Details

Call Details Section allows us to check customer's contact details (caller number) and customer's name, we can also check customer's profile details with the help of Call details Section. A Premium Customer means that customer is of high priority as he/she transact very frequently with Naaptol.

# NAAPTOL

## KEY SECTIONS : CRM LANDING PAGE – CALL DETAILS

The screenshot displays the 'CALL DETAILS' section of the CRM landing page. It features a blue header with the title 'CALL DETAILS'. Below the header, there are several fields and buttons. On the left, there is a 'Language: Hindi / Call: Incomming' field with a red circle '1' next to it. Below that is a 'Lead Source / Publication: Broadcast Call / WOW\_Cinema' field with a red circle '2' next to it. In the center, there is a 'Caller No: 8974748147' field with a red circle '3' next to it. Below that is a 'Name: MD SAKIUR RAHMAN' field with a red circle '4' next to it. To the right of the name field, there are two membership status buttons: 'Premium Customer' and 'Silver Member', with a red circle '5' next to the 'Silver Member' button. Below the name field, there is an 'Available Naaptol Cash: 0' field with a red circle '7' next to it. On the far right, there is a 'Profile Completion: 44%' field with a red circle '6' next to it, and an 'Edit Profile' button below it. The gender is listed as 'Male'.

### Call Details

- 1. Language / Call:** We can check customer's language which helps us initiating correct opening.
- 2. Lead Source / Publication:** we can track name of the broadcasting channel or if customer is calling us referring our website or other source and we can also track the publication (Channel name).
- 3. Caller Number :** Contact number of the customer.
- 4. Name :** lets us know the name of our existing Customer.
- 5. Customer Membership:** We have categorized customer into 2 categories (Silver and Diamond Members)
- 6. Profile Completion:** We can also track/update customer's Profile.
- 7. Available Naaptol Cash:** We can also check the customer's NT Cash Balance.


# NAAPTOL

## KEY SECTIONS : CRM LANDING PAGE – CALL DETAILS

### *Silver Member*

### A silver member is...

- ❖ A new customer is by default a silver member.
- ❖ A silver member gets NT Cash equal to the amount of the product.
- ❖ A silver member gets 250 NT Cash on special events like Birthdays and anniversary (If married).


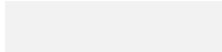
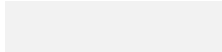
CALL DETAILS		
Language: English / Call:  Incoming	Caller No: <a href="#">Add</a> <a href="#">Id</a> <a href="#">Do Not Disturb</a>	Profile Completion: 0%
Lead Source / Publication: Manual CRM / Manual CRM	Name: <input type="text"/>	<b>Silver Member</b> Available Naaptol Cash: 0



# NAAPTOL

## KEY SECTIONS : CRM LANDING PAGE – CALL DETAILS

### *Diamond Member*

CALL DETAILS		
Language: English / Call:  Incomming	Caller No: 9718765550 <a href="#">Add To Do Not Disturb</a>	Profile Completion: 88% <a href="#">Edit Profile</a>
Lead Source / Publication: Manual CRM / Manual CRM	Name: Partho GHOSH  Available Naaptol Cash:0	Gender: Male Date of Birth: 23-Feb-1984 Marital Status: Single
	 <b>Diamond Member</b>	
	<b>Diamond Member</b>	

### A Diamond member gets.....

- ❖ One year free shipping.
- ❖ NT Cash equal the amount of product purchased.
- ❖ Priority customer service for shopping and delivery.
- ❖ 500 NT Cash on special events like Birthdays and Anniversary (if married).
- ❖ **A Silver customer can easily be converted into a diamond member by just Paying 599.**

# NAAPTOL

## KEY SECTIONS : CRM LANDING PAGE – CALL DETAILS

### Available Naaptol Cash

We can check the customer's NT Cash Balance through this link.  
Further it has 4 sub links to check the expiry etc.

1. Available
2. Redeemed
3. Expired
4. Pending

The screenshot displays the CRM interface for a customer's call details. The top section, titled 'CALL DETAILS', shows the call was incoming in English. The customer's name is MOHANAN .N, with a caller number of 9961955323. The customer is identified as a 'Premium Customer' and a 'Silver Member'. The available Naaptol cash is highlighted as 2499. Below this, a 'Naaptol Cash History' window is open, showing a table of earned cash with columns for Earn Reason, NT Cash, Earned Date, and Entity\_Id. The history shows a single entry for 'ORDPUNCH' with a value of 2499, earned on 29-Apr-2017 at 00:34:52, with entity ID 34325750. Navigation buttons for 'Available', 'Redeemed', 'Expired', and 'Pending' are also visible.

Earn Reason	NT Cash	Earned Date	Entity_Id
ORDPUNCH	2499	29-Apr-2017 00:34:52	34325750

# NAAPTOL

## EXPANDABLE SECTIONS

+ ORDER PUNCH

ORDER PUNCH

ADD GIFT >>



Become a Diamond Member Today by paying Rs.599 and enjoy Free Delivery for 1 year.

[Benefits](#)

### Shipping Address

New Shipping Address

Initials\*

-Select Initials-



First Name\*

Last Name\*

Mobile\* For Alert

7277750988

Address\*

Landmark

City\*

State\*

Pincode\* [Search Pin](#)

Alt Phone [Copy Call No](#)

Remarks:

[Check Delivery Time](#)

# NAAPTOL

## CRM LANDING PAGE – PRODUCT SEARCH

➤ **Product Search:** This section can be used to search/select product for the customer, we can select product with the help of radio buttons and also can track the product with help of Code and Product Name fields.

The screenshot shows the 'PRODUCT SEARCH' interface. At the top, there is a header 'PRODUCT SEARCH'. Below it, the 'Order Panel - Search Offers' section contains two search fields: 'Code' (labeled 1) and 'Product Name' (labeled 2), each with a 'Search' button. A blue callout box points to the top right corner, stating 'Shows date and time when call landed', with the actual date and time '13-Aug-2017 09:20:45' displayed. Below the search fields is a table of products. The first row is selected, indicated by a radio button (labeled 'Radio Buttons'). A 'More +' button is located below the table (labeled 'To View more products').

Select	Product Name	Deal Code	Offer Details	Qty	Value	Offer	Save	Shipping	Amount (Rs.)	Date	Size/Colour	Size/Class
<input checked="" type="radio"/>	Set of 2 Jaipuri Silk Razai with Gold Prints	4023		1	6000	999	83%	399	1398	Now	Red	
<input type="radio"/>	Juicer & Slicer Combo + 6 Glasses + Multi Cutter with Peeler	5026		1		999		399	1398	21 Minute Before	Yellow	
<input type="radio"/>	112 Pcs Dnt Machine & Screwdriver Set Combo	2891		1	3999	1999	50%	399	2398	4 Hour Before		

# NAAPTOL

## CRM LANDING PAGE – ORDER PUNCH

### ORDER PUNCH

This section reflects Order Form details like Name, Address and Other relevant details required to place a order , Also quick order punch is the most convenient way to place order for the customer.

#### ORDER PUNCH PANEL

Select	Product Name	Offer	Offer Details	Quantity	Offer Price	Shipping Price	Total Amount	Size/Colour
<input type="radio"/>	Ivorsi 4G Mobile with Gorilla Glass	<input type="radio"/>	5072	1	3400.0	300.0	3800.0	Black

**ADD GIFT >>**

**Become a Diamond Member** Today by paying Rs.500 and enjoy Free Delivery for 1 year. [Benefits](#) **Earn 3499 Naaptol Cash** by placing this order.

#### Shipping Address


##### New Shipping Address

Initials*	First Name*	Last Name*	Mobile* For Alert
<input type="text" value="-Select Initials-"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="7277750088"/>
Address*		Landmark	
<input type="text"/>		<input type="text"/>	
City*	State*	Pincode* <a href="#">Search Pin</a>	Alt Phone <a href="#">Copy Caller No</a>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Remarks: <input type="text"/>			

[Check Delivery Time](#)

##### User Address Book

No Address Book Found.



Delivering Happiness

# NAAPTOL

## CRM LANDING PAGE – ORDER PUNCH – USER ADDRESS BOOK

### User Address Book:

- ✓ This section helps us to copy customer's address in one single click Which is Convenient and the easiest way to capture the address.

ORDER PUNCH

Shipping Address

New Shipping Address

Initials*	First Name*	Last Name*	Mobile* For Alert
Mr. <input type="checkbox"/>	JYOTIR MOY	DAS	9436538717

Address\*

VILLEGE PRATAPGARGH, POST AGARTALA, ROAD NO 1, SADAR, WEST TRIPURA

Landmark


RATION SHOP NO , MAHARAJ GANJ BAZAR


City*	State*	Pincode*	Search Pin	Alt Phone	Copy Caller No
AGARTALA	TRIPURA	799001		09402364964	

Remarks:

Check Delivery Time

User Address Book

Copy	Name	Address	Mobile / Landline
	Mr. JYOTIR MOY DAS	VILLEGE PRATAPGARGH, POST AGARTALA, ROAD NO 1, SADAR, WEST TRIPURA <b>AGARTALA, TRIPURA - 799001</b> Landmark : RATION SHOP NO , MAHARAJ GANJ BAZAR	Mobile: +91 9436538717 Landline: 09402364964



User Address Book : If the user is registered user and have address book. The address book can be copied for user address booking.

# NAAPTOL

## CRM LANDING PAGE – LEAD PANEL

### LEAD PANEL

Quick Lead Panel lets us lodge Pre-Sale contacts on our CRM , Wherein Customers contact us for enquiries about Products and services offered.

LEAD PANEL TOP

Sales-Customer Not Convinced	Sales-Option Not Available	UnProductive Call	Corporate Enquiries
Customer Denies Shipping Charges	Pincode Not Available / serviceable	Call Disconnected / Blank Call	Organizational Enquiry
Enquiry / Need Time / Consult Family	Customer Does Not Know Pin Code	Kids / Junk Calls	Bulk Order Enquiry
Not At All Interested	City Not Available In CRM	Non Connecting Calls	Other Business Enquiry
	Product/Options Not Available	Wrong Number	Vendor / Distributor Enquiry
	CRM Restrictions / COD not available	Other Language/ Dialect Not Clear	Partner Leads
		Order Placed On CRM	Customer Profile Completion
		Test Call	

Product Name  Initials  First Name  Last Name

Product Name will automatically get captured while routing the page from PDP or by clicking on Product Radio Buttons.

# NAAPTOL

## CRM LANDING PAGE – PAST ORDER HISTORY

### Past Order History:

Reflects all previous orders placed by customer and order related brief summary. You can click on Order Number to access detailed information..

Order  
Number

PAST ORDER HISTORY										TOP
Order No	Copy	Order Date	Shipping Name	Product Name	Price	Payment Mode	Order Status	Vender CRM	Complaint Details	Delivery Issue
<a href="#">26310755</a>		29/08/2016	JYOTIR MOY DAS	Maahika Jewellery Collection	1398	Cash on Delivery (COD)	Order Cancelled	NO	<a href="#">View Complaint</a>	<a href="#">Delivery issue</a>
<a href="#">15477237</a>		05/07/2015	JYOTIR MOY DAS	Body Massager Cum Fat Burner	1798	Cash on Delivery (COD)	Order Delivered	NO	<a href="#">View Complaint</a>	

View  
Complaint

### Complaint Details:

Complaint Details gives us the quick access to customer's Complaint, Wherein we can check the complaint status




# NAAPTOL

## CRM LANDING PAGE – PAST LEAD HISTORY

### PAST LEAD HISTORY

Reflects previously created Leads for the customer

#### PAST LEAD HISTORY

Lead No	Copy	Fname	Lname	Created On	Lead Type	Product Title	Lead Query	Feedback Type	Lead Status	Lead Disposition
101560240		MARIYAMMA	DOLLAMMA	29/08/2016	Order Already Placed	Maahika Jewellery Collection	151256->HYD4738->29/08/2016 12:34->ORDER ALREADY PLACED	-	Close	Order Placed On CRM

With the help of this section we can track the summary of last customer interaction.

# NAAPTOL

## VIRTUAL WALLETS

### Payment Wallets / Cash Voucher

**PAYMENT MODE:** Cash on Delivery (COD)

Offer Value Rs. 26298

Redeemed Amount 0

Cash Voucher Amount Rs. 0

**Final Amount To Be Paid 26298**

**ORDER NOW >>**

Payback

1253 Points = 313.25 Rs

USE

Naaptol Rewards

98016 Points = 24504 Rs

USE

Oxigen

CHECK

Mobikwik

CHECK

State Bank Freedom  
Rewardz

CHECK

### REDEEM A CASH VOUCHER

[CV Details](#)

Validate

[Reset](#)

# NAAPTOL

## VIRTUAL WALLETS

Payment Wallets / Cash Voucher

**PAYMENT MODE:** Cash on Delivery (COD)

Offer Value	Rs. 2200
Redeemed Amount	Rs. 0
Cash Voucher Amount	Rs. 0

**Final Amount To Be Paid** Rs. 2200

**ORDER NOW >>**

Payback  
1253 Points = 313.25 Rs  
[USE](#)

Naaptol Rewards  
98016 Points = 24504 Rs  
[USE](#)

Oxygen  
N/A

Mobikwik  
More Than 1 Rs  
[USE](#)

State Bank Freedom  
Rewardz  
[CHECK](#)

Used Wallet / Reward: **MOBIKWIK** | Caller Acc. contains: **More Than 1 Rs**

Enter Redeem Amount  [Calculate](#) [Reset](#)

OTP SMS Sent to : 9819983839

Enter OTP  [Submit OTP](#) [Regenerate OTP](#)

**REDEEM A CASH VOUCHER**

[CV Details](#)

[Validate](#) [Reset](#)

In case of OTP the OTP is to be submitted .  
Regenerate OTP options also allows the agent to resend a new OTP to the customer .

# NAAPTOL – LOCATOR PANEL

## PANEL OVERVIEW

Locator Panel is the first panel you will interact with. As name suggest Locator is used to search for or access customer details.

This panel has various options which can be used to input details and search for a specific customer.

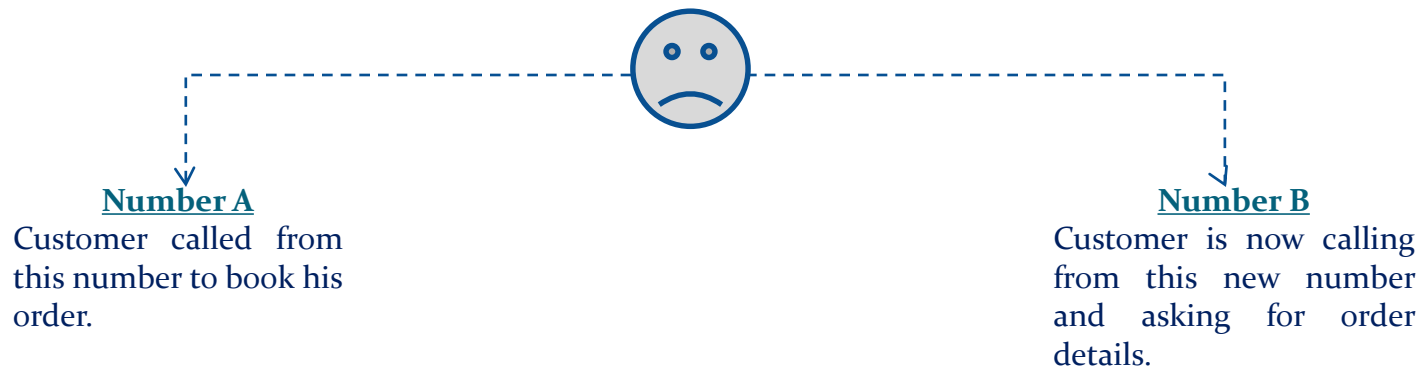
- ✓ It automatically picks up the number from which customer is contacting us and pops up the relevant details accordingly.
- ✓ This is the first screen you will encounter in CRM when customer's call will connect.

# LOCATOR PANEL

## SEARCH A CUSTOMER

Usually, Locator Panel captures automatically captures & displays details for the number from which customer is calling us.

However there will be occasions when customer is giving us a follow up call regarding order/ complaint already placed but this time he/she is using a different contact number.



Under such circumstances we have to search customer's correct details under which previous contact has been registered.

# LOCATOR PANEL

## Search Customer

**Locator**

**Caller No.**  
9873409034

**Route & Reason**  
[ ]

**Case No.**  
[ ]

**Order No.**  
[ ]

**First Name**  
[ ]

**Last Name**  
[ ]

**Phone No.**  
[ ]

**Mobile No.**  
[ ]

**Email ID**  
[ ]

**Lead ID**  
[ ]

**Locator**

Locator Search box has various criteria, which can be used to search a customer :

- 1. Caller Number:** Number which was used to book order or register complaint.
- 2. Case Number:** Case Number refers to Complaint ID. Ask for case ID if customer is chasing up on a registered complaint.
- 3. Order Number:** To enter the order number which customer is referring to.
- 4. First Name & Last Name:** To Enter customer's full name which was used/ captured at time of booking an order.
- 5. Phone Number:** Alternate contact number given by the customer while order was being booked.
- 6. Mobile Number:** To enter the mobile number customer might have specified while order details were being captured.
- 7. E-mail ID:** E-mail ID given by customer while booking order.
- 8. Lead ID :** Not Available With Customer

# LOCATOR PANEL

## Search Customer > Priority Search

When trying to search a customer, we do not have to randomly enter details in locator panel. **Priority Search** means that we have to ask for some specific details sequentially :

Locator	
Caller No.	<input checked="" type="checkbox"/> 9873409034
Route & Reason	<input type="text"/>
Case No.	<input type="text"/>
Order No.	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone No.	<input type="text"/>
Mobile No.	<input type="text"/>
Email ID	<input type="text"/>
Lead ID	<input type="text"/>
<input type="button" value="Locator"/>	

1. Caller Number: Number Used To Book Order (Default)

2. Order Number/ Case Number: Reference Number For Order/Complaint customer is chasing.

3. Mobile Number: Any Mobile Number given by customer when order was being placed.

4. Alternate Number: Alternate Phone Number given by customer when order details were being captured.

# LOCATOR PANEL

## Validating Customer

Validating Customer means establishing and confirming the fact that we are speaking to the correct/authorized person. Validation is an important part of call flow and this ensures that customer account specific details are discussed with customer only.

PAST ORDER HISTORY

TOP

Generate Gift Voucher

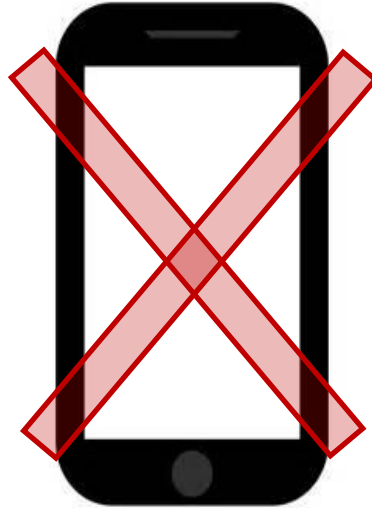
Order No	Copy	Order Date	Shipping Name	Product Name	Price	Payment Mode	Order Status	Vender CRM	Complaint Details					Delivery Issue
									Complaint Id	Complaint Type	Status	Comments	Last Updated	
3574040		06/03/2012	CHANDRA SEKAR GOLAR	Air Compressor + Car Jack + Car Tyre Repair Kit + Multipurpose Toolkit	2298	Cash on Delivery (COD)	Order Delivered	NO	2652549	Enquiry Call - No Complaint	Close			
									2652537	Delivery Status	Close			

Customer Validation is a important yet simple step wherein we can cross-check for any order related details to validate a contact. This can be about “Order Date”, “Product Name”, “Quantity Booked” etc.

If customer is able to answer 2 of your questions correctly then proceed further.



# IMPORTANT !



## WARNING!

Carrying or Using Mobile Phones On Floor Is An **PUNISHABLE OFFENCE**



THANK YOU

