

Answering Phone Calls in the Sale Queue

1. Getting Started: Logging into the Queue

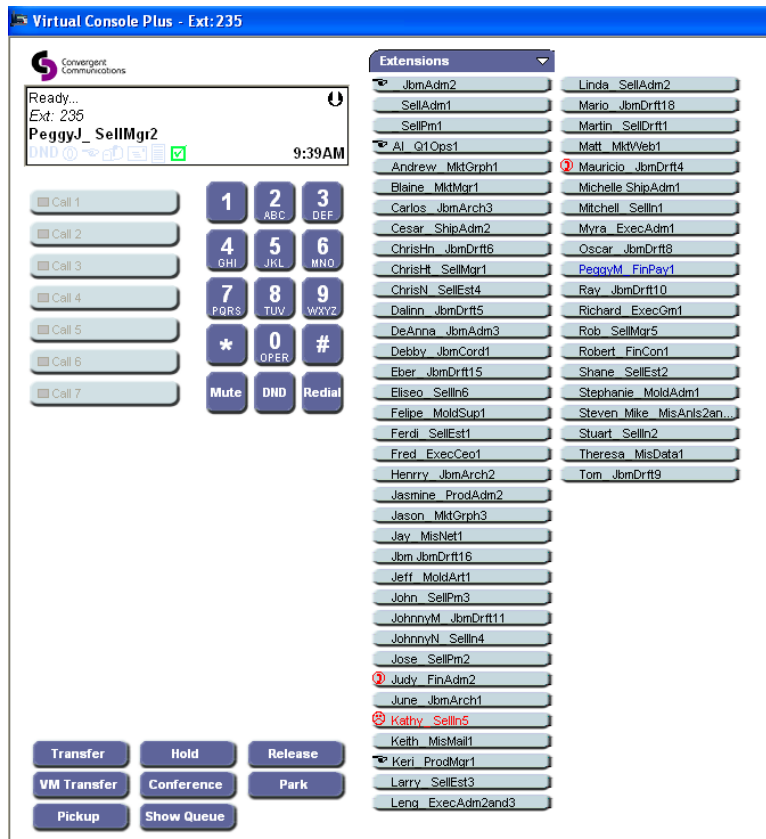
The Sales Queue allows the receptionist to send calls that come in on our Stone Legends lines to an group of people for handling. This minimizes questioning of the caller by the receptionist and allows for efficient handling of a variety of calls.

Typically, we have 3 people at a time logged into the Queue to spread the load. Each person has a set schedule, so only a few of the Queue Agents are usually logged in at one time.

Queue calls have a distinctive double ring, and ring only at the desks of the people logged into the queue. Calls that are not answered in 4 rings go back to the receptionist for re-routing, not to voice mail. Usually, they are put back to the queue. But may be sent to a specific person if all queue agents are busy or otherwise unable to answer the phone.

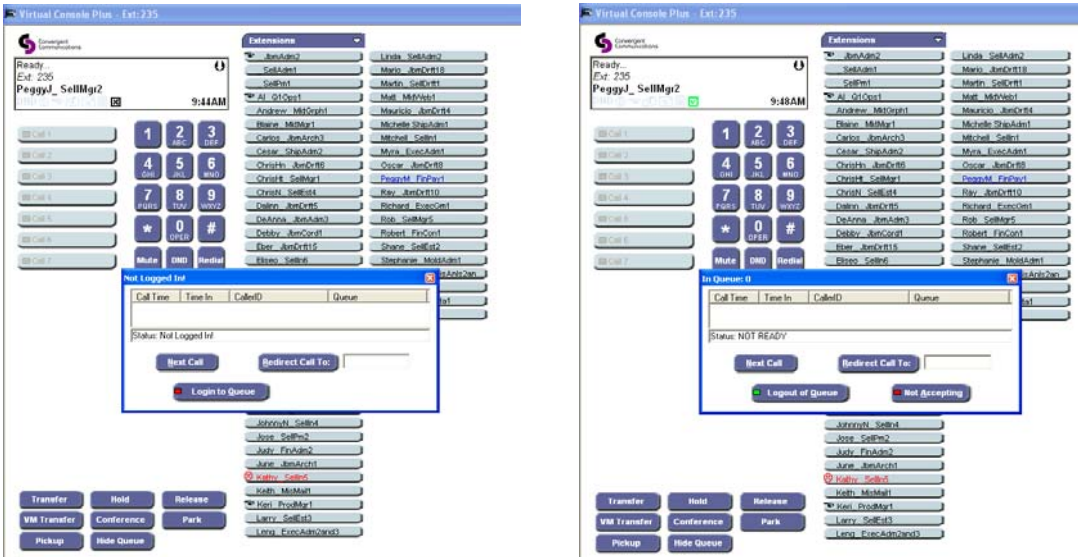
If the phones get very busy, more people will be asked to log into the queue to handle the load.

To answer queue calls, you must have your Virtual Console open and be logged into the queue. Below is a copy of a screen with the person logged into the queue and ready to answer calls.

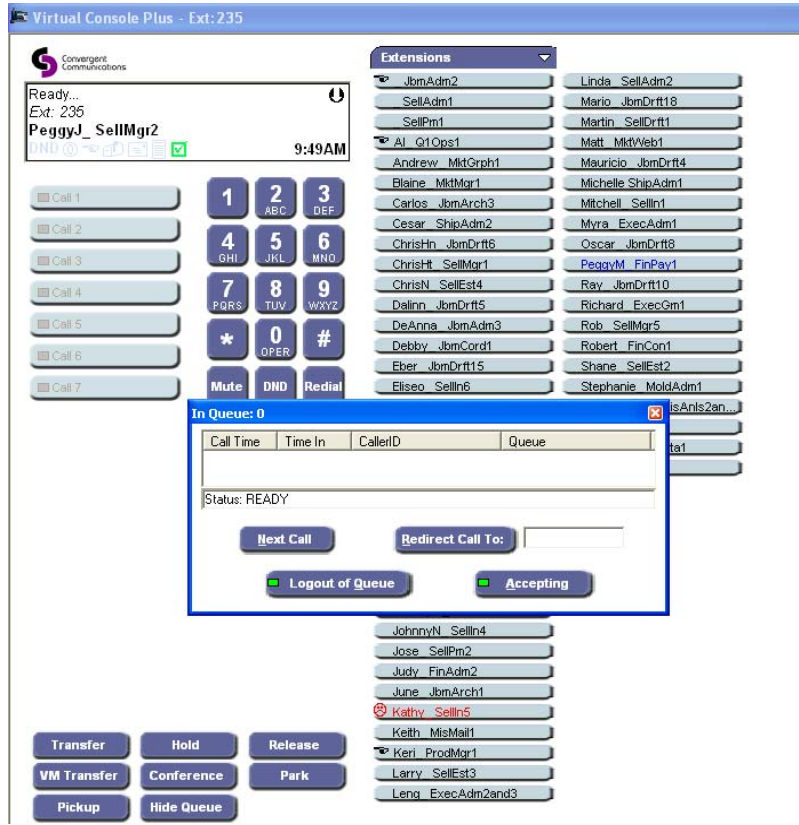


Note the green check in the box to the left of the time, above the number pad.

To Log into the Queue for the first time, press the button "Show Queue". The following screen will come up. Note that the box that was green on the earlier screen is black here.



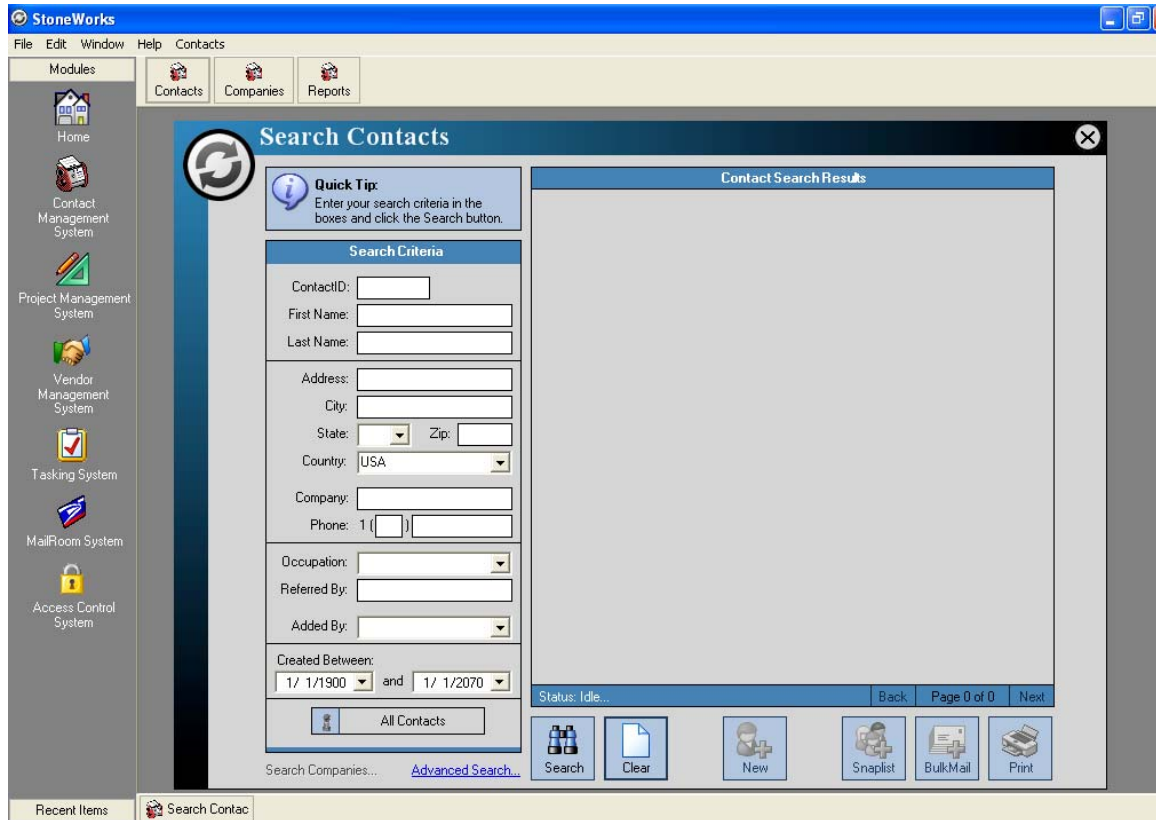
To Log into the queue, press the button "Login to Queue". See screen at right: Then, press the "Not Accepting" button. Your screen will look like the screen below.



Finally, press the "Hide Queue" button and you are ready to answer calls.

2. Getting Started: Opening other required programs.

Before taking calls, you will need to open "StoneWorks" and have the Search Contacts Screen up. You should also have Jobs open in case you get a call pertaining to a job.



All calls should be answered with a version of the following opening:

Good Morning. This is (Say your full name clearly). How may I help you?

3. Types of Calls to expect:

- A. Catalog Requests
- B. Specific product information requests
- C. Internet help requests
- D. Job Status Questions
- E. Bid Status Questions
- F. Other Questions

A. Catalog Requests

Use the Marketing Form to gather information for data entry. See attached. Once you are comfortable with the programs, the data can be entered directly while talking with the person making the request. For complete information on entering Contacts, see FileID 202702.

Regardless, it is a good idea to check to see if they are already in our database before going through the process. It impresses the customers if we can look them up and verify information before proceeding.

Some Notes to keep in mind while gathering information:

1. VERIFY SPELLING of both first and last names, as well as company name, city name and state. When the input person checks the database, they will use your form, any error here may result in duplicate entries. For instance: There is a Maitland, FL, not Maintland, FL. The abbreviation for Maryland is MD and not MY.
2. When taking information for a company, always get a contact name. If we want to follow up, we cannot without a specific contact. You may have to be politely insistent, but it is very important.
3. When entering a company name that includes INITIALS, do NOT use periods or spaces between the initials. For instance: HHPC, not H.H.P.C. OR H H P C.
4. ALWAYS ask for a phone number and a fax number. Particularly with businesses. If the mail is returned, we have no way to contact them without a phone number.
5. Please write carefully. Depending on your penmanship, printing may be preferable to cursive. All caps can be difficult to read. Be as clear and careful as possible.

B. Specific Product information requests

These are calls from people who either have copies of our catalogs or have been to our web site. Usually wanting price, weight, delivery time and other information.

1. Determine if they are already in our database using StoneWorks.
2. Determine whether they want a generic answer or are really looking for a quote that includes freight.
3. If they want a quote, determine the scope of the project then:
 - a. Get a set of drawings or make a list of items
 - b. Get the shipping address including zip code
 - c. Forward to SellAdm1 to set up Project and start Estimating process
4. Respond to their generic request as well as possible: 4 to 6 weeks production time on standard items. Initial submittal drawings are currently taking ___ weeks for medium to large projects.

C. Web site/Internet help requests

Get on web site with them and go over options. Many calls are about column sizing and pricing. Walk them through the Column Wizard to "Find their Column".

D. Job Status Questions

Sometimes, these questions are sent to the queue instead of to the Job Manager. Determine the Job Number by asking the caller. Go to Jobs, find the Job Manager and transfer the call to that person.

Sometimes, the question is easy enough that you can answer: Yes production completed yesterday. Or that job shipped last week. If you give information to a customer, be sure to send an email to the Job manager with that information. Also make sure that the information is copied into the Project Notes and the Contact Notes.

Usually, it is best to transfer to the Job Manager who is familiar with the job, the customer and the status.

E. Bid Status Questions

Sometimes, these questions are sent to the queue instead of to the Project Manager. Determine the Project Name. Go to StoneWorks ProjectFind, determine the Project Manager and transfer the call to that person.

If no Project Manager has been assigned, take the information and email to SellMgr1 for appropriate handling.

F. Other Questions

These can be virtually anything. If necessary, transfer the call to someone better suited to this question.