



## ISM Quick Start – *Prospect Sales Rep. Conflict*

Dealerships using the Driver's License Scanner and/or the Who's Calling applications now have entry ports where data for the same Prospect may be added to the Web Control system by different Sales people. The result is that a single Prospect in Web Control could now be assigned to multiple Sales Representatives.

The new Prospect Conflict Resolution program checks all new prospects to assure that multiple sales reps have not been assigned to the same Prospect. Should there be an assignment conflict, an alarm message displays when the manager or the salespersons involved logs into the Web Control Prospect page.

All conflicts will be listed for the manager to review. Only those conflicted Prospects assigned to a sales person will be displayed when the affected salespersons log in.

### ***Sales Rep Views***

The Sales Representative will be notified of Prospect Conflicts by the conflict alert message whenever there is a conflict and they view Prospects. The Sales Rep may click the box to acknowledge the conflict and that they have viewed it. However, the conflict must still be resolved by the Manager.

### ***Manager Resolution***

A Sales Rep assignment conflict must be resolved by a manager. The manager may click on the Prospect to display the Prospect Detail page and then select Merge to check for multiple Prospects with the same name. If this is not an issue, the manager may resolve the conflict by assigning the Prospect to the appropriate Sales Rep based on the displayed information:

- Initial Contact date
- Conflict date
- Vehicle of choice
- Sales Reps listed

Prospect Sales Contact : Conflict Resolution						View All	Close
Resolved		Change Sales Person assignment in details page.					
Records: (1 to 2) of 6		Page	1	2	3		
<input type="checkbox"/>	Prospect	Type	Contact Date	Conflict Date	Exist. Rep.	New Rep.	
<input type="checkbox"/>	Nancy Caban	Phone-up	2003-11-19	2004-02-19	Arnold Farmer	Brad Matheson	
<input type="checkbox"/>	Cynthia G White	Internet	2000-05-03	2004-02-14	Arnold Farmer	Lindsay Ennis	