Internet Sales Management (ISM)

Standard User Quick Start Guide

1 Log on to https://webcontrol.avv.com

Enter https://webcontrol.avv.com. In the *Address* bar of the browser.

Log in to the system by entering your *ID* and *Password*, and clicking the *Login* button. The *Prospects* screen will display the *New sales status*.

2 View Your Leads

New leads and existing prospects which have sent new email will display in the *Prospects* listings section of the *Prospects* screen.

Click the arrow to toggle between full screen and frames view of the *Prospects* screen.

To view the *Prospect Detail* window click the prospect's name.

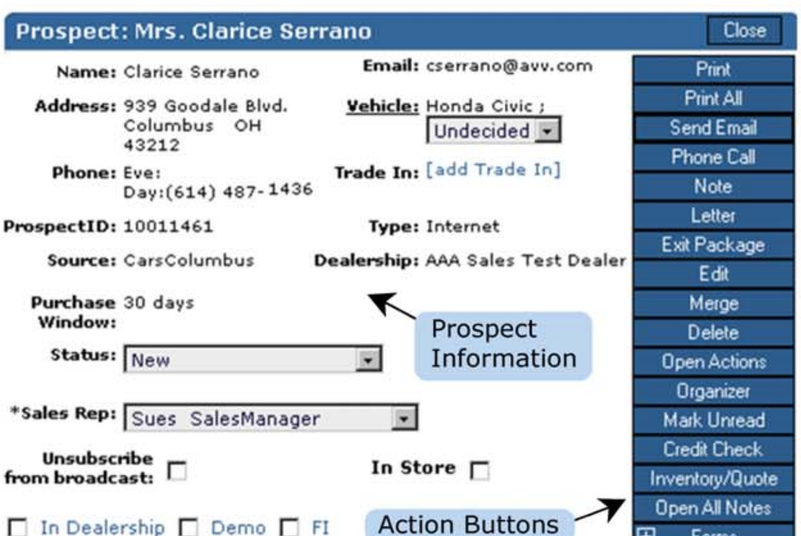
If more than 20 prospect records are displayed, the records will be displayed in pages of 20. To view a page of records click the page number from the list.

The action icon indicates the last action completed with the prospect.

Action Icons

Email Received	Sold	Who's Calling	Meeting	Email Read	Automated Email
Credit Checked	Fax Sent	General Note	New Email	Phone Call	Trade-in Valuated
Sales Process	Walk-In	Broadcast Email	Email Sent	Scattered	Trade-in Appraised

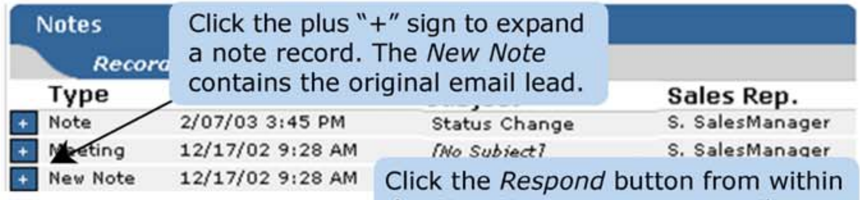
3 Read Your Prospect's Details



To open a lead click the prospect's name. The *Prospect Detail* window will open displaying prospect information. The original email lead can be viewed in the *New Note* record by clicking the plus "+" sign to expand the record. (For more information refer to #4) The action buttons are along the right margin of the window, click an action button to initiate the action. The prospect information is at the top of the window. The prospect information can be edited on the *Edit Prospect* screen, accessible by clicking the *Edit* action button. The option fields and note records are at the bottom of the prospect window. To modify an option field click the down arrow then make a selection from the list box. Only users with manager status will have the *Sales Rep* list box for transferring prospects from one sales rep to another.

4 Contact Your Prospect

There are multiple ways to respond to a new prospect. From within the *New Note,* buttons provide the option to *Delete, Forward, Respond* to, *or Print* the lead. Click a button to initiate the action. The *Respond* button will open an email template window including the text of the original message.



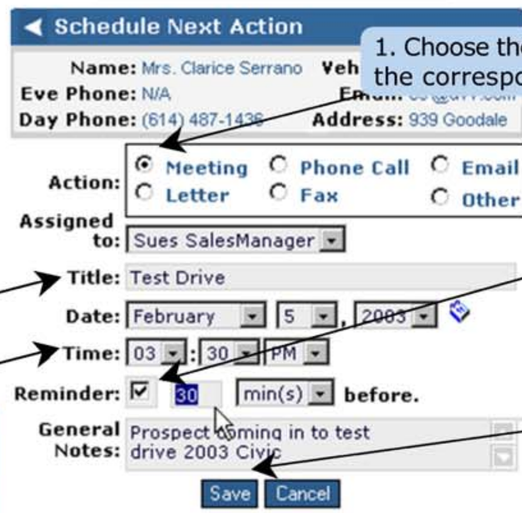
Click the plus "+" sign to expand a note record. The *New Note* contains the original email lead.

Click the *Respond* button from within the *New Note* to open an email template containing the prospect's return address and original message.

Email can be sent to the prospect by clicking the *Send Email* action button on the *Prospect Detail* window. There are also action buttons to facilitate prospect contact through *Phone Calls*, *Notes*, and *Letters*.

5 Schedule the Next Action

Each time an email is sent, a note added, a phone call recorded, or a letter printed from the *Prospect Detail* window using the action buttons a pop-up window will prompt you to schedule another action. Click OK to open the *Schedule an Action* window.



1. Choose the type of action by clicking the corresponding radio button.

2. Type a *Title* and *Notes* important to the action in the text boxes provided.

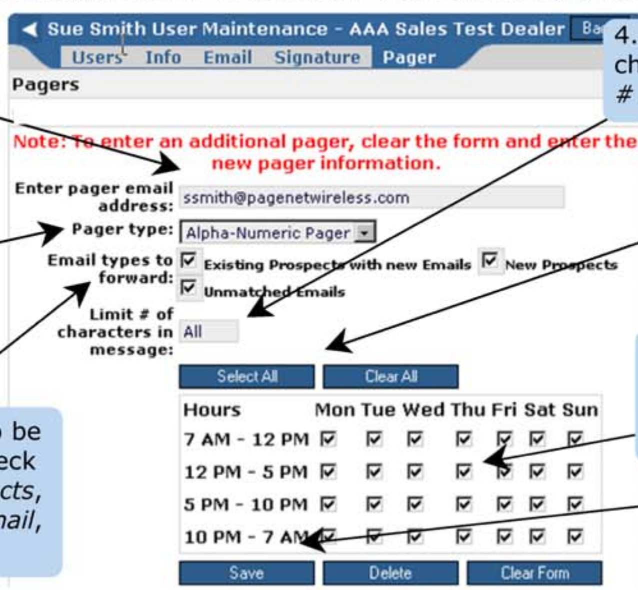
3. Select a Date/Time for the action by clicking the down arrows to open the lists of options, click an option from the list to select it.

4. Click the *Reminder* check box to schedule a pop-up reminder. Enter the unit and amount of time before the scheduled action that the *Reminder* should display.

5. Click "Save" to save and schedule the action. Close this window by clicking the "X". From the *Prospects* page continue with the next prospect.

6 Customize Your Pager Notification

To set pager notification to forward email received in your account, complete the form on the *Pagers* screen. On the Settings screen, scroll to the *Email Adminstration* section and click the *Add/Edit User's Personal Signatures* link.



1. Enter the pager email address in the *Enter Pager email address* text box.

2. Click the *Pager Type* drop down box arrow to display the pager options menu. Select the type of pager (Alphanumeric, Two-Way, or WIT) from the list.

3. Select the types of email to be forwarded by checking the check box for each type: *New Prospects*, *Existing Prospects with New Email*, and *Unmatched Email*.

4. Enter the maximum number of characters to be sent in the *Limit # of characters in message* box.

5. Click the *Select All* button to forward email to the pager 24 hours a day 7 days a week. The *Clear All* button will delete all time frames selected.

6. To customize the times that email will be forwarded to the pager, click the corresponding time frame check boxes.

7. Click *Save* to update changes.