

Phone Calls Analysis RPT

PROGRAM NAME: TMANAL1

MENU OPTION TITLE: Phone Calls Analysis RPT

MAIN MODULE: TELEMARKETING

HELP KEY ACTIVE: NO

PROGRAM OVERVIEW

This program generates a report by Rep Code, all customers that had an attempt made to contact them by phone. This information is accumulated from the telemarketing call notes area. This is one good reason why it is important to create proper note codes that generate these reports. The report will display the telemarketer, the customer called, number of attempts, number of times busy, number of contacts, total phone time, time per attempt, time per contact, order dollars shipped, shipped per attempt, shipped per contact, order dollars taken, taken per attempt, taken per contact, total shipped this period. Totals for each column are supplied.

PROGRAM OPERATION

ENTER BEGINNING PERIOD DATE: Type in the date to define the beginning of the report.

ENTER ENDING PERIOD DATE: Type in the date to define the end of the report.

Are these dates correct (Y/N)?

Do you want to print the detail (Y/N)? <Y> is the default and indicates that your report will print all of the detail available from the information listed above in the PROGRAM OVERVIEW. <N> will print the report without the customer detail being printed.