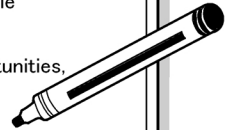


Visiting Customers



Lesson3 Contents

- Work and attitude at customers
- HI-VISIT APP USAGE
- 4. Visiting Customers
 - Display visiting route on the map based on the visiting schedule
 - Check Customer info, and other activities before the visit
 - Check off Aims & Tasks as you complete
 - Easily enter the customer comments, issues, and sales opportunities, by typing or voice entry.
- 5. Submit Report
 - Submit Visit Report by just one tap
 - No need to open PC or go back to office, or write complicated sentences
- 6. Share Information
 - Instant Info. Sharing using SNS to your 3S team & Manager
 - Group chat to share customer support information
 - Managers can instruct and guide the team through SNS
- 7. Action Follow-up and Analysis (Web based)
 - Visually manage sales progress
 - Manage sales progress based on pre-set lead time
 - Create sales prospect report by one click
 - Analyse bottle-neck process, sales opportunities, visit performance



[Characters in this story]



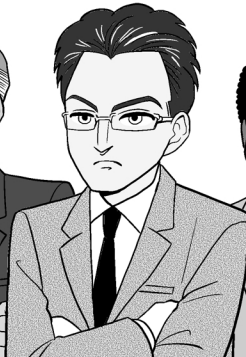
Rick
The boss in Sales Dep.



Anna
Trainer



Richard
Senior team member



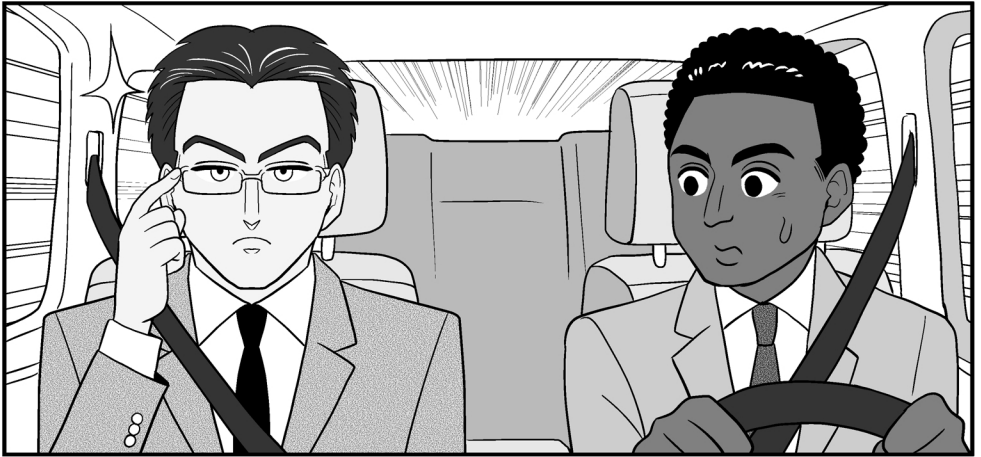
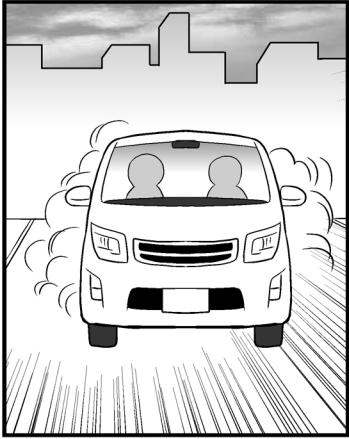
Lars
New team member

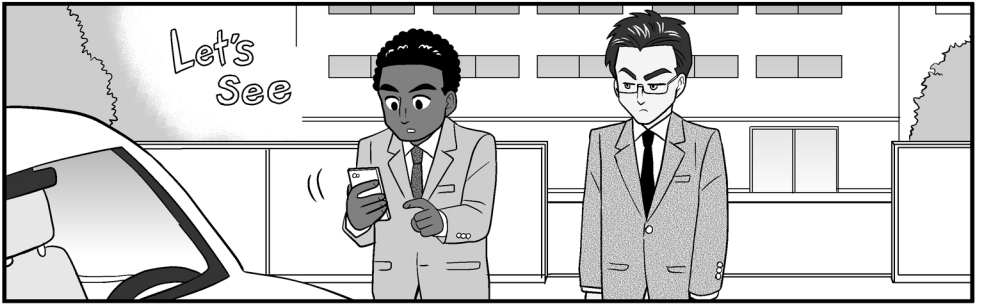


Lucas
Senior team member

<p>1. Prepare Customer Data:</p>	<ul style="list-style-type: none"> -Synchronize with Dealer or Distributor's CRM -Enter and update customer information -Enter and update product information and product photos -Assign sales representative to each customer
▼	
<p>2. Sort & Select Target Customers:</p>	<ul style="list-style-type: none"> -Sort Customers by last visited day / Frequency / Industries -Select Customers from Map -Bookmark selected target customers for making appointments
▼	
<p>3. Make Appointments & Create Visit Schedule</p>	<ul style="list-style-type: none"> -Make appointments from the Bookmarked target customers -Manage appointment schedule in the Calendar -Register visit Aims & Tasks -Control and enter new appointments by Managers or Administrators

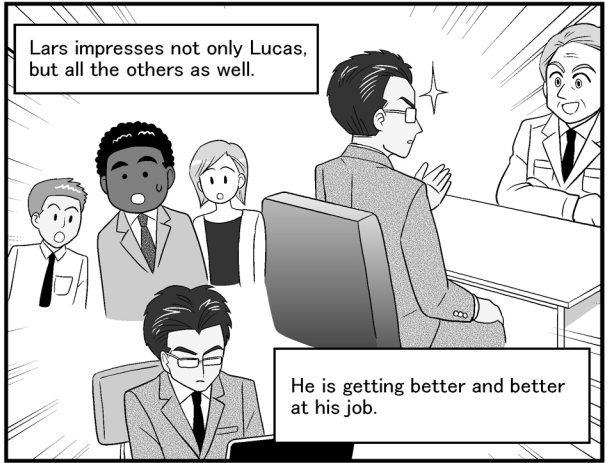
<p>4. Visiting Customers:</p>	<ul style="list-style-type: none"> -Display visiting route on the map based on the visiting schedule -Check Customer info, and other activities before the visit -Check off Aims & Tasks as you complete -Easily enter the customer comments, issues, and sales opportunities, by typing or voice entry.
▼	
<p>5. Submit Report</p>	<ul style="list-style-type: none"> -Submit Visit Report by just one tap -No need to open PC or go back to office, or write complicated sentences
▼	
<p>6. Share Information</p>	<ul style="list-style-type: none"> -Instant Info. Sharing using SNS to your 3S team & Manager -Group chat to share customer support information -Managers can instruct and guide the team through SNS
▼	
<p>7. Action Follow-up and Analysis (Web based)</p>	<ul style="list-style-type: none"> -Visually manage sales progress -Manage sales progress based on pre-set lead time -Create sales prospect report by one click -Analyse bottle-neck process, sales opportunities, visit performance





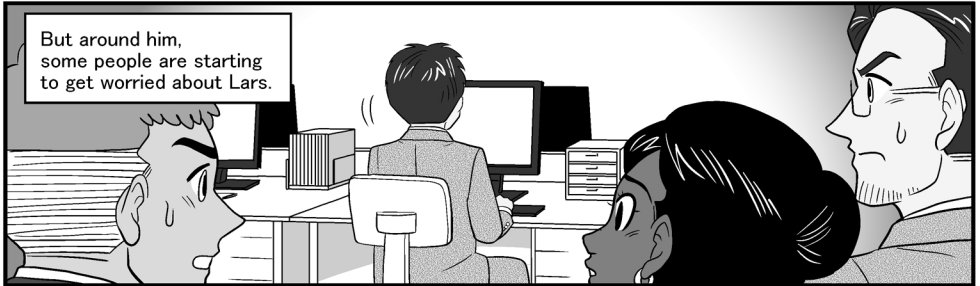


Alright,
then I see you on O at Δ.

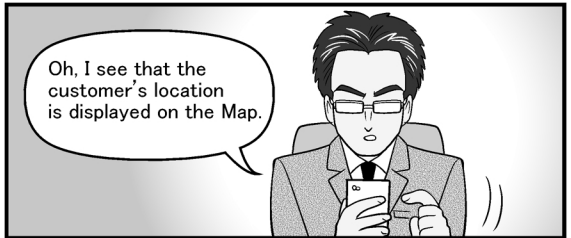
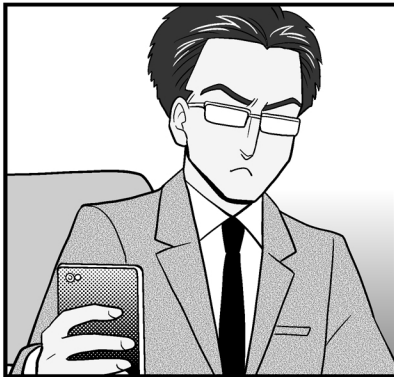


Lars impresses not only Lucas,
but all the others as well.

He is getting better and better
at his job.



But around him,
some people are starting
to get worried about Lars.



Oh, I see that the
customer's location
is displayed on the Map.

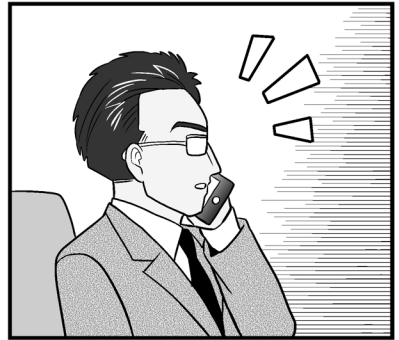
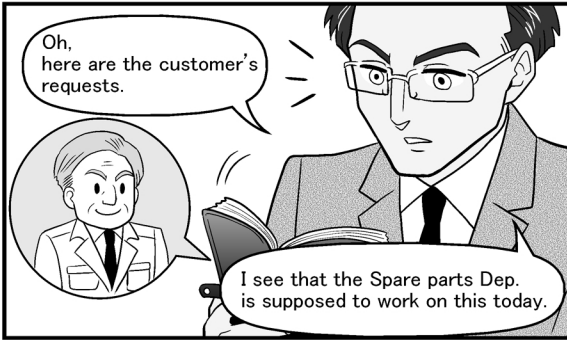


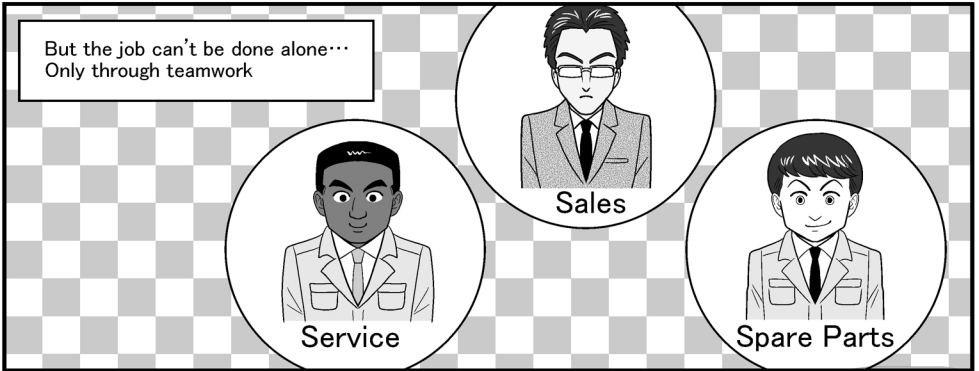
Hi-Visit App...

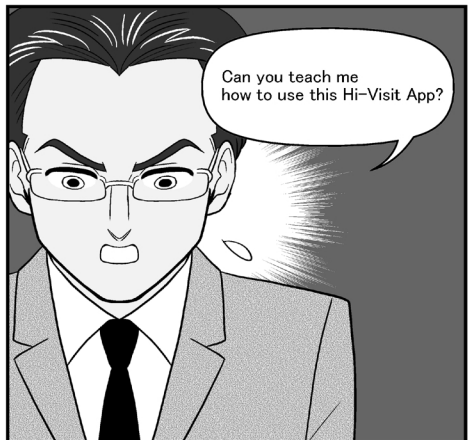


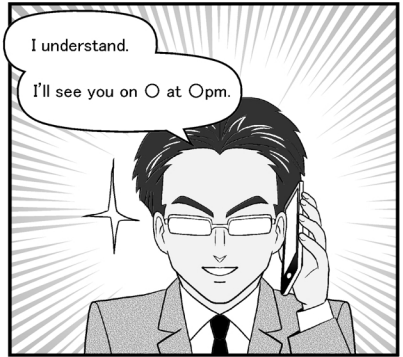
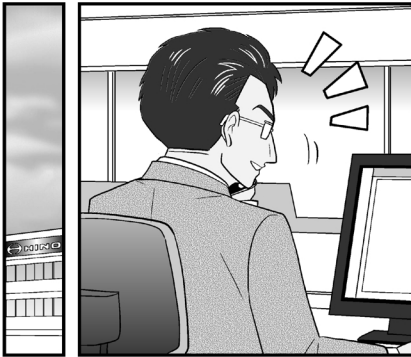
I don't need it,
though.

I have an excellent
map in my head.

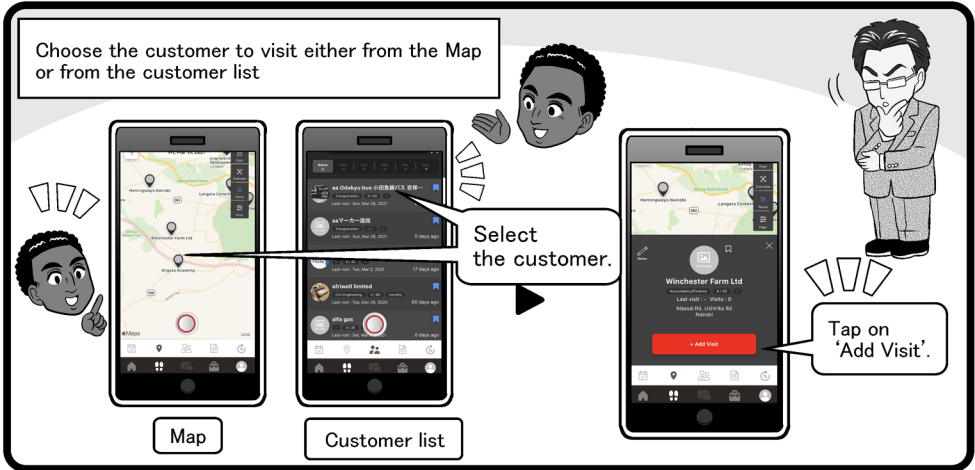








Choose the customer to visit either from the Map or from the customer list




Select the customer.

Tap on 'Add Visit'.

Map

Customer list

Enter the date of the visit and the keyperson.



Set the approach.

Visit information

Date: Fri, Mar 19, 2021

Start time: 18:00

End time: 18:30

Customer: Winchester Farm Ltd

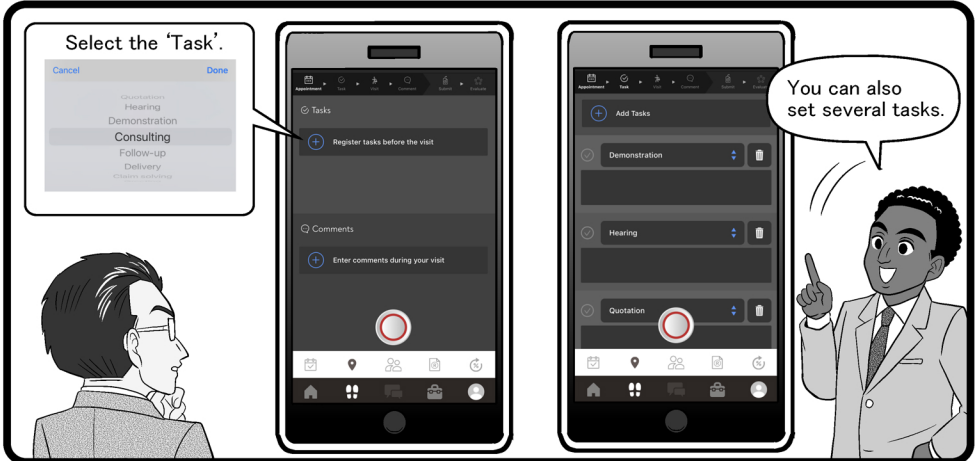
Key person

SAVE

Visit information

Visit Call Mail Walk-in

Select the 'Task'.



You can also set several tasks.

Select the 'Task'.

Cancel Done

- Consultation
- Hearing
- Demonstration
- Consulting
- Follow-up
- Delivery
- Company introduction

Tasks

Register tasks before the visit

Comments

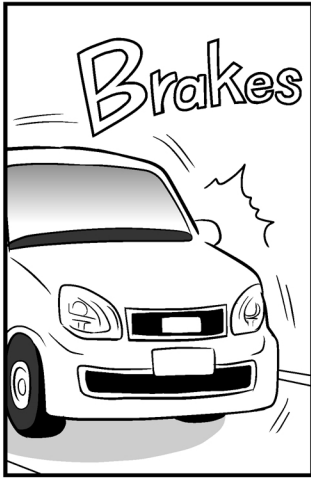
Enter comments during your visit

Add Tasks

Demonstration

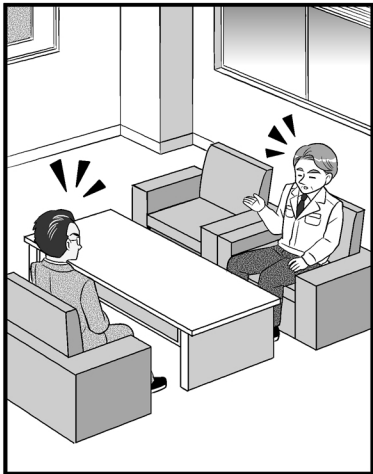
Hearing

Quotation



When you arrive at the customer's location, tap on 'visit'.

Tap



During the appointment, be ready to insert comments at any time.

Cancel Done

You can insert those comments with the keyword or by voice input.

Need an invoice for a new vehicle

新車の見積もり

Action Follow up list

Cancel Done

Multiple types of comments can be entered; there are several keywords.

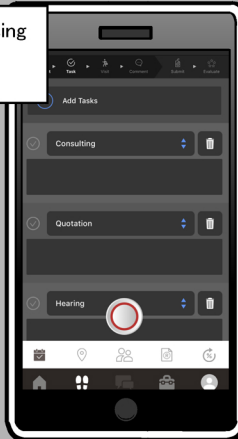
Require invoice

Need repair



Check the tasks before closing the deal, to make sure you haven't left anything out.

Oh

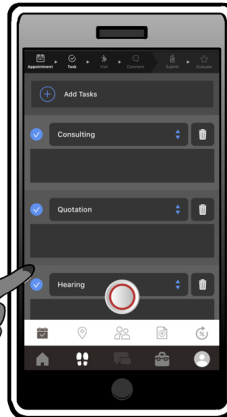


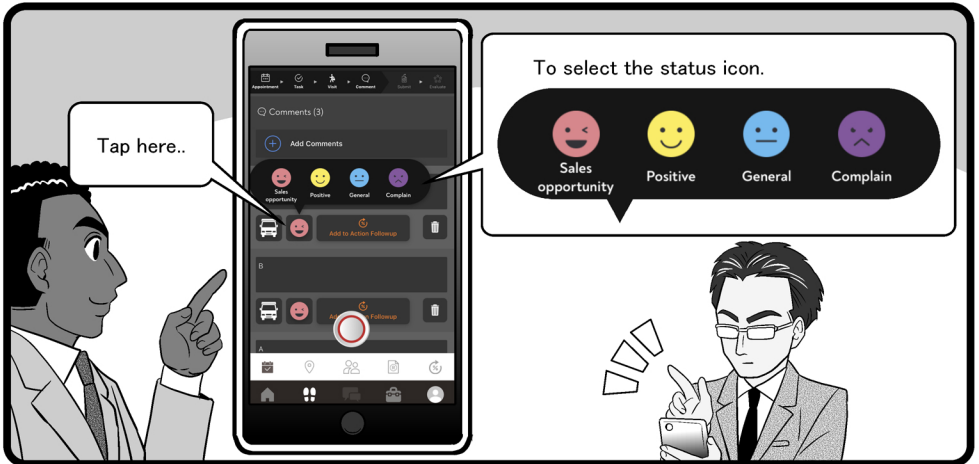
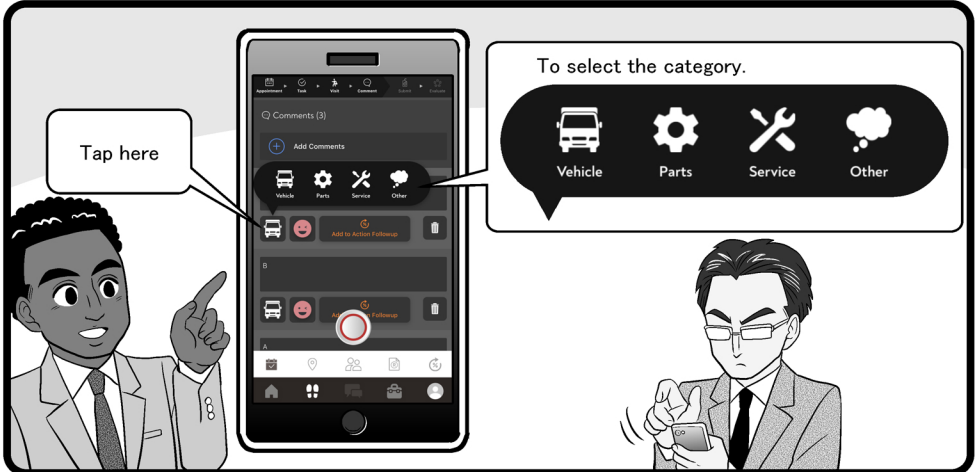
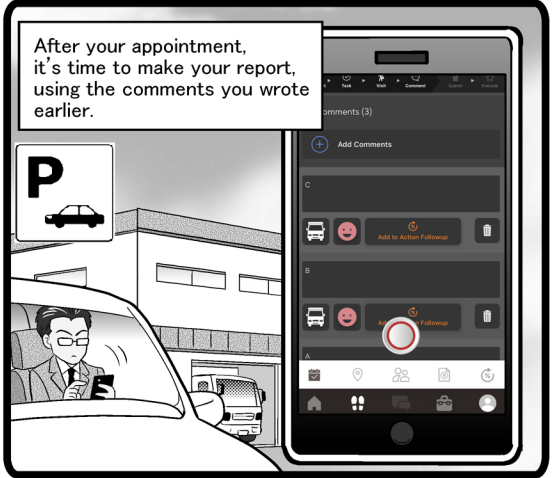
One more thing... You had a vehicle repaired last year.

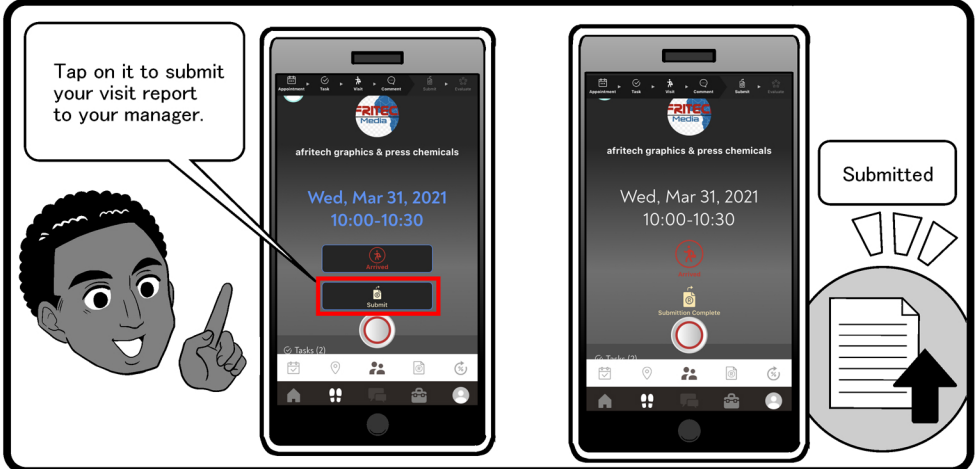
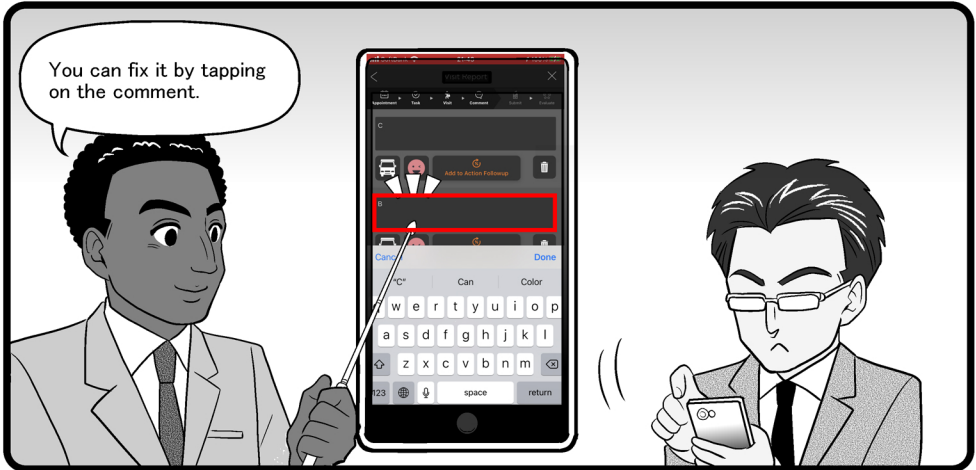
I almost forgot to ask...

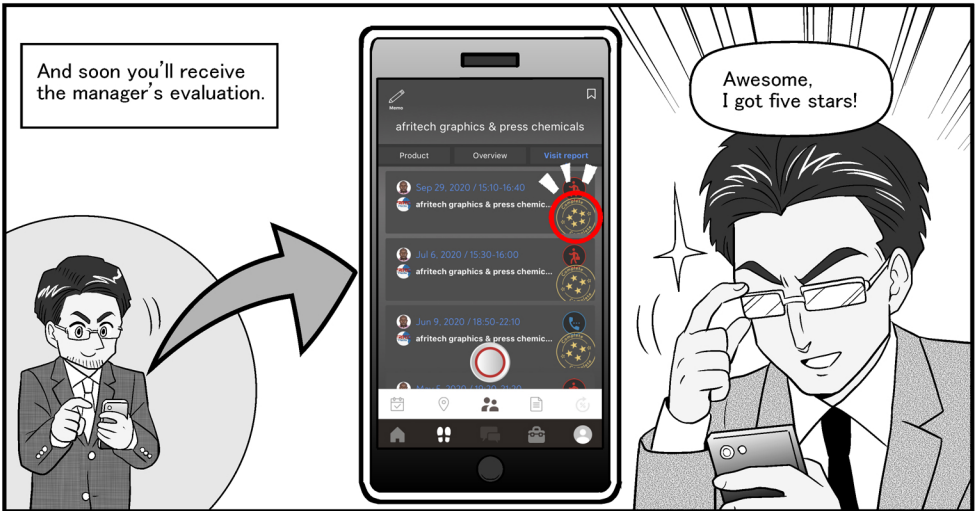
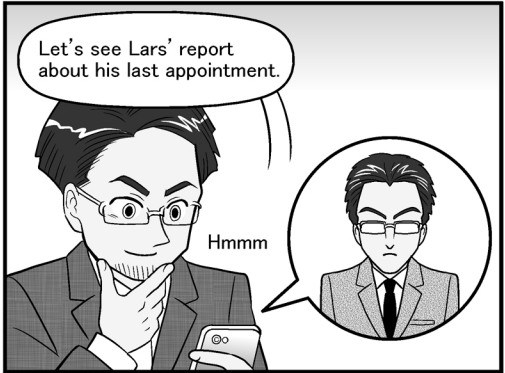
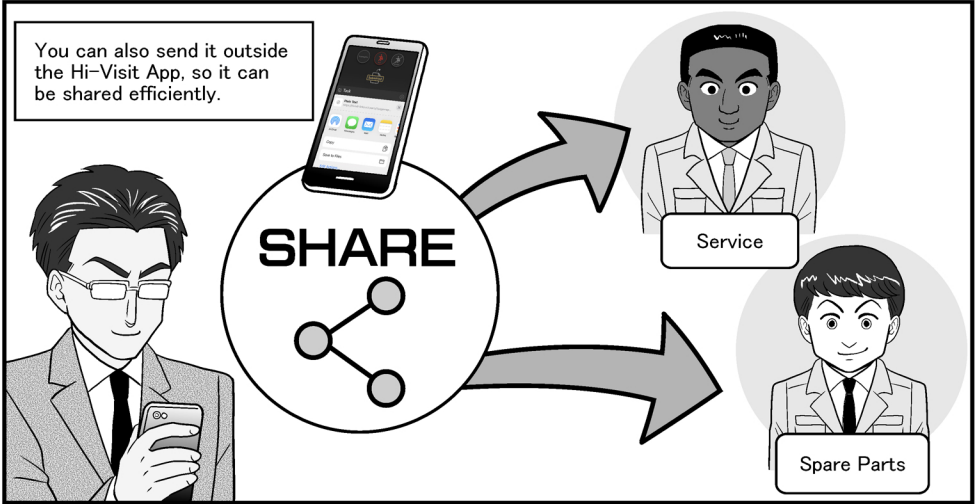
Tap here when you've completed all tasks.

When all check mark turn blue, it's complete.









Your manager can also check progress by reviewing the reports for each item.

List of Sales opportunities

Oh, what's going on that day, the ○ of ○ ?

画像調整中

I get it.

By sharing information in this way, we don't forget anything. It will be helpful!

But I told you about this last time!
It's about company XYZ ...

Ahh, now I remember.

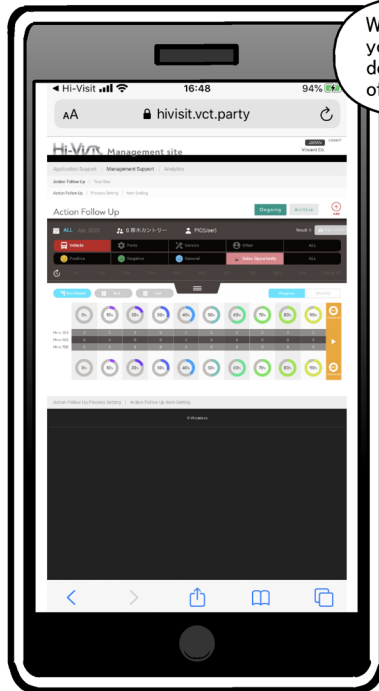
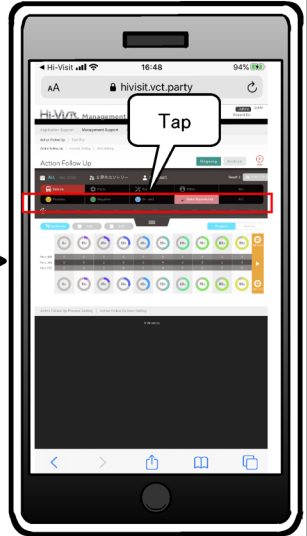
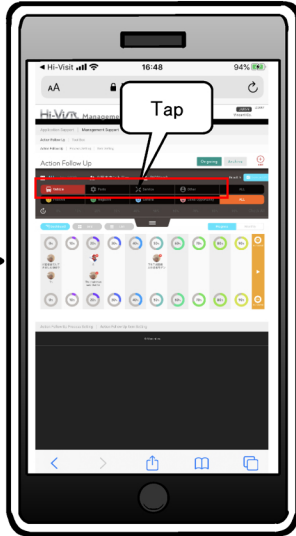
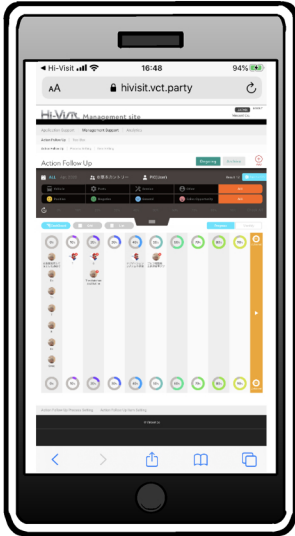
Sorry, lots of work, I forgot.

You can view the progress by looking at the action follow-up.

30%

It's awesome.

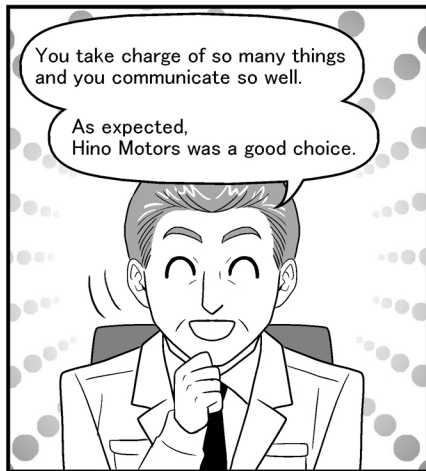
Action Follow-Up is where you can check the progress made.

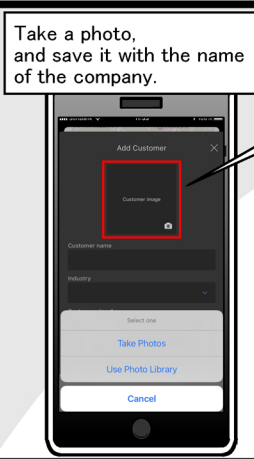
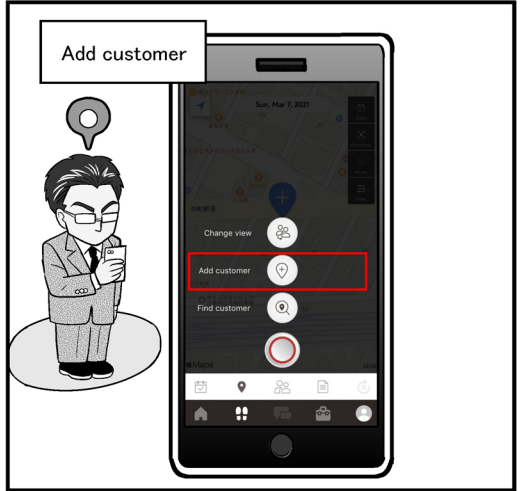
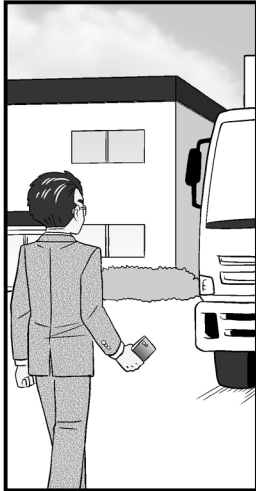
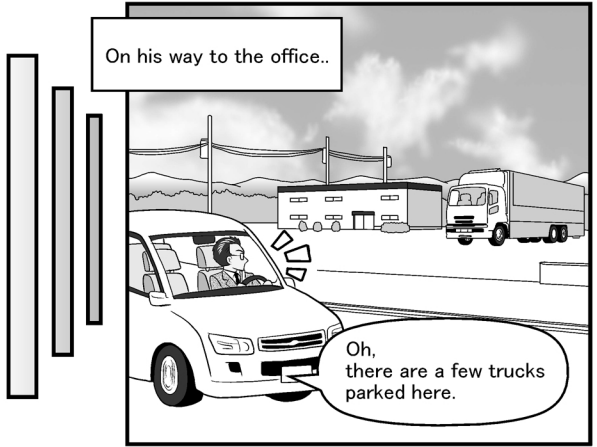


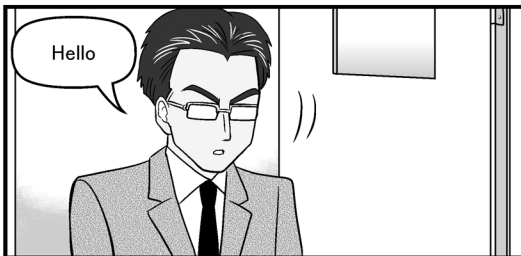
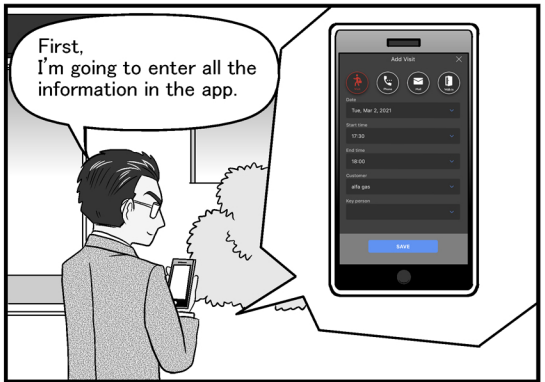
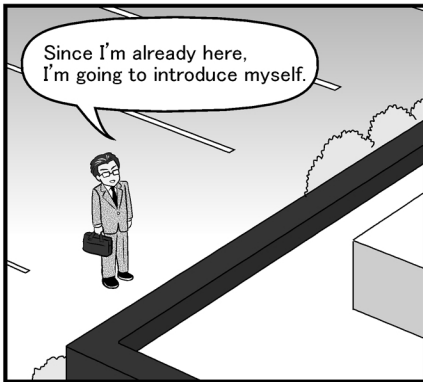
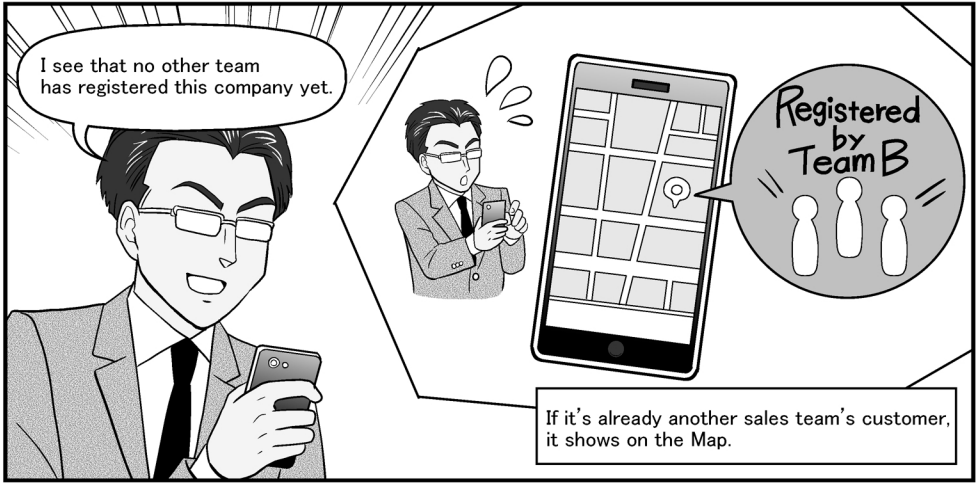
With this, you can narrow each category down and check each one of the propositions.

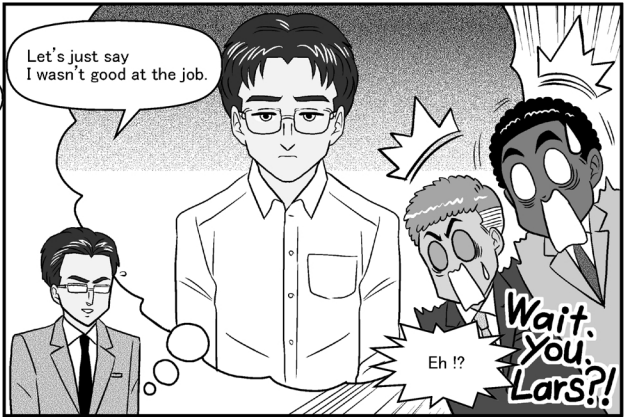


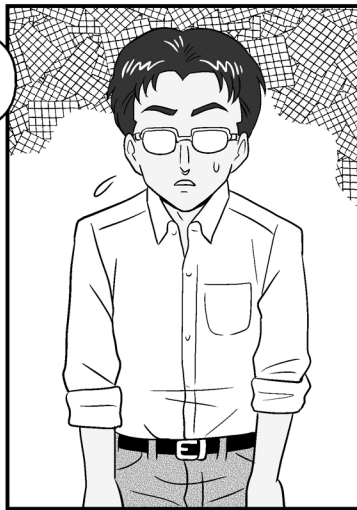
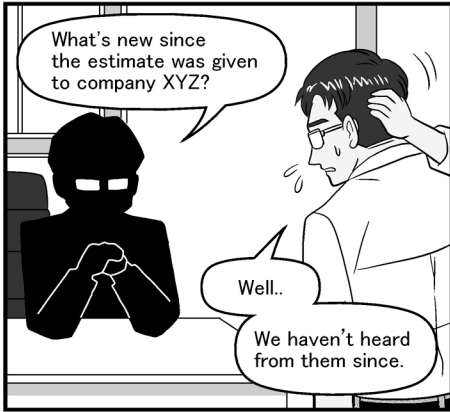


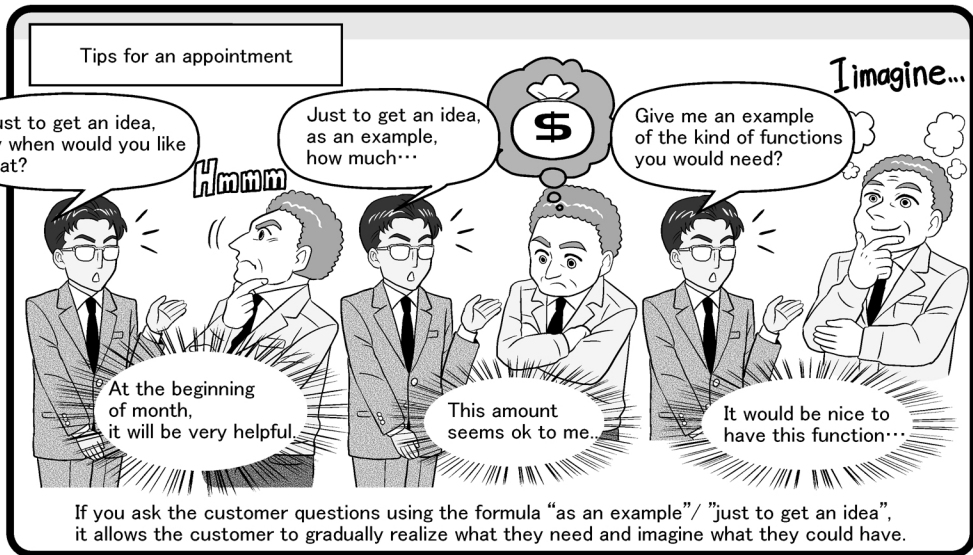
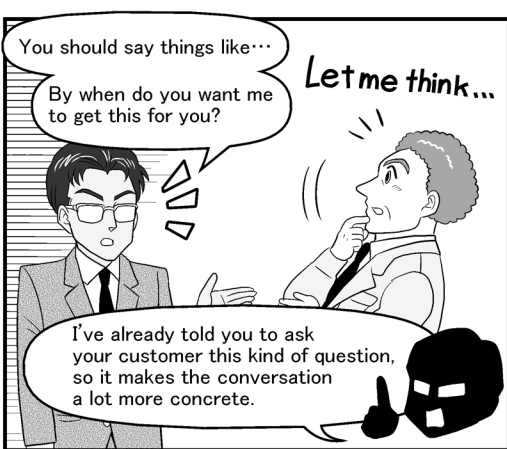
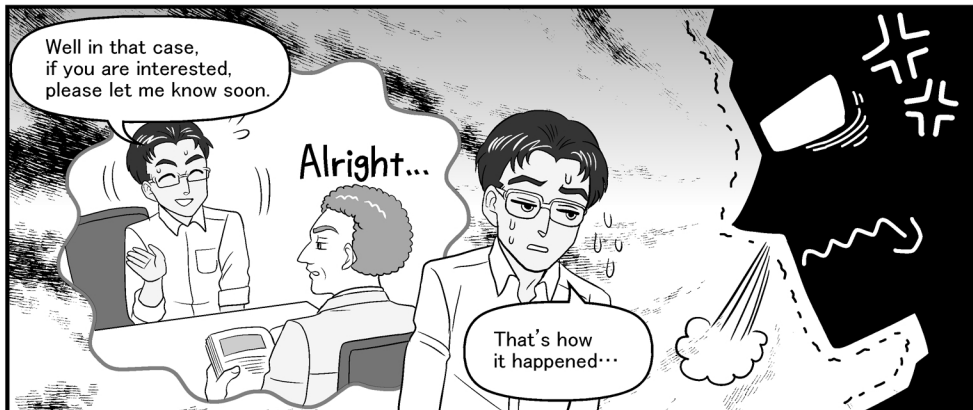












He was a scary boss, but
thanks to him I work well now.

Wowooo



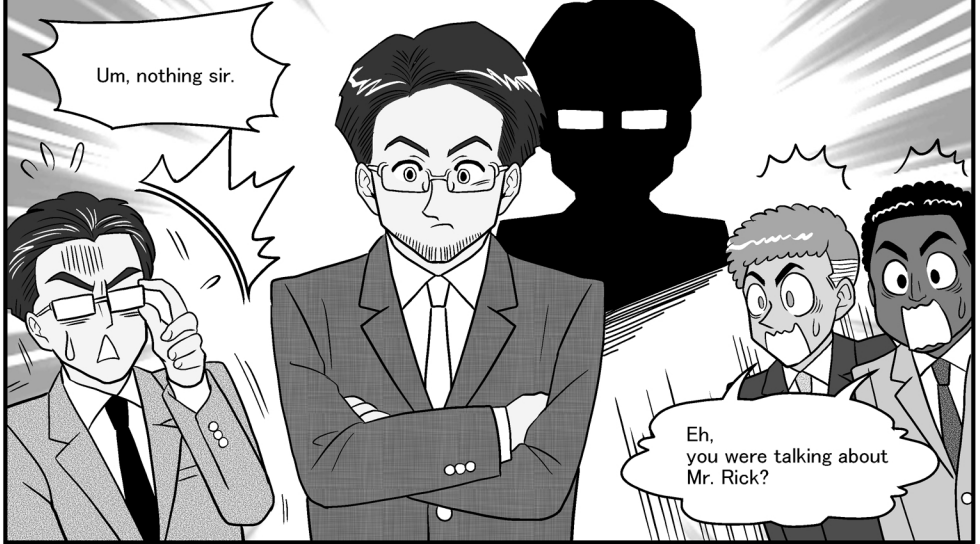
He's still looking after me..

Still??



What are you guys
talking about?

Um, nothing sir.



Eh,
you were talking about
Mr. Rick?

Lars,
how is the work here
at Hino motors?

Good,
very good.



I remember when we were
front-line sales staff,
our work was an individual play.



