Incoming Call opportunities

By definition, your closing ratio on incoming call opportunities should be higher. And that's why Tango will clearly indicate your performance with incoming calls.

The built in **Tango incoming call process** will steer your users during a new incoming call, ensuring a dependable recording process of appointments on incoming calls. In turn, our easy to read appointment log will efficiently help your sales department to prepare for scheduled appointments.

PIERRE

Activity Code	Reference
FUU	Unsold Follow-Up Call

Result	Reference	Count	
NOP	No Appointment Set	29	56 %
SAP	Set Appointment	23	44 %
	Total count of: Unsold Follow-Up Call	52	

INV Incoming New Vehicle Call

Result	Reference	Count	
NOP	No Appointment Set	4	57 %
SAP	Set Appointment	3	43 %
	Total count of: Incoming New Vehicle Call	7	

IPO Incoming Pre-Owned Call

Result	Reference	Count	
NOP	No Appointment Set	2	67 %
SAP	Set Appointment	1	33 %
	Total count of: Incoming Pre-Owned Call	3	

Total for: PIERRE 62

Track categories

Track sources

Record calls and performance

Track be-backs

Category: INCCL

						Other		Outgoing Calls			Incoming Calls									
Contact Date	Prospect Name	Salesperson	Split	Cat.	Source	App	Calls	Reach.	App	Shows	Calls	App	Shows	Visits	BB	Test Drive	Write-Up	Sold	Status
10/12/2002	Alba Giron	Doug Brooks	No	INCCL	Unknown	0	0	0	0	0	4	1	0	2	X	10/29/2003	10/29/2003	No	Active
10/12/2002	Claudine Richard	Doug Brooks	Yes	INCCL	Factory 0%	0	0	0	0	0	1	0	0	2	X	10/12/2002	10/12/2002	12/14/2002	Active
10/16/2002	Brad Park	Doug Brooks	Yes	INCCL	Unknown	0	0	0	0	0	1	0	0	1		No	No	12/14/2002	Active
10/31/2002	Lynn keaney	Doug Brooks	No	INCCL	T.V. Ad	0	1	1	0	1	1	0	0	1	X	No	No	11/1/2002	Sold
11/11/2002	Rheaume Martin	Margarita Silva	No	INCCL	Unknown	0	0	0	0	0	1	1	1	0		8/25/2004	8/25/2004	8/26/2004	Delivered
11/26/2002	Bruce Coleman	Pierre Charron	No	INCCL	Unknown	0	0	0	0	0	1	0	0	0		No	No	No	Active
12/16/2002	Ellen Victoria Cumpian	Doug Brooks	No	INCCL	Factory 0%	0	0	0	0	0	2	1	1	0		No	No	12/16/2002	Active
12/21/2002	Bob Test	Doug Brooks	No	INCCL	Tent sale	0	1	1	0	1	1	0	0	0		No	No	1/14/2003	Not approved
12/21/2002	TomBob	Doug Brooks	No	INCCL	2nd Lease	0	0	0	0	0	1	0	0	0		No	No	No	Active
2/3/2003	Tom Grossman	Pierre Charron	No	INCCL	Unknown	0	0	0	0	0	1	1	0	1		No	No	10/29/2003	Delivered
2/3/2003	Graham Taylor-Edwards	Pierre Charron	No	INCCL	Unknown	0	0	0	0	0	1	0	0	0		No	No	No	Active
3/26/2003	Austin Sciole	Pierre Charron	No	INCCL	Unknown	0	0	0	0	0	1	0	0	0		No	No	No	Active
4/28/2003	Elizabeth Puente	Doug Brooks	No	INCCL	T.V. Ad	0	0	0	0	0	1	1	1	1	X	4/29/2003	4/29/2003	No	Finance
9/10/2003	Miguel Polanco	Pierre Charron	No	INCCL	Unknown	0	0	0	0	0	0	0	0	0		7/23/2003	7/23/2003	No	Medium Term
11/20/2003	Trystan Berekoff	To Be Assigned	No	INCCL	Radio Ad	0	0	0	0	0	1	0	0	1		11/20/2003	No	No	Active
11/20/2003	Rob Williby	To Be Assigned	No	INCCL	Tent sale	0	0	0	0	0	1	0	0	0		No	No	No	Active
	INCCL Total prospect count: 16			Showed: 10			2	2	0	2	19	5	3	9	4	6 60%	5 50%	7 70%	2 29%
								100%	%	%		26%	60%						

Appointment Date: 01/13/2005

Time	Type	Customer Name	Vehicle Interest	Home Phone	Work Phone	Ext.	Other Phone	Salesperson
4:45 pm	Confirmed	Mike Franklin						Lucie Richard
Notes on record:		*** PIERRE *** Friday, January 28, 2005 at 04:05 PM Coming in with his wife.						
4:45 pm	Confirmed	Salvador Gonzalez	2005 Nissan Altima	(502)516-8418				Daniela Polanco
Notes on record:								