Customer callled up

Get connected to

Customer Care - (Multiple Users)
forwareded the query to

Sales Team - (Multiple Users)
(Lead Stages - New, Contacted, Follow-up, Booked, Loose, Priority)

Booked lead shall assigned to

Operations Team - (Multiple Users)
they will note the booking, begin processing
and assign the lead to

Post Sales - (Multiple Users)
they will get the required documents from customer &
assign the lead to

Accounts Team - (Multiple Users)
for payment status

Accounts Team assign back the lead to post sales team
after updating the status

Than after post sales team will further assign the lead to

Operations Team - (Multiple Users)
they will update the status of booking to Vouchered
and assign the lead to

Delivery Department - (Multiple Users)
they will deliver the documents to the customer

Highlighted are the different departments. Purpose is to manage the
lead effectively. As of now the priority is of sales.