

Priority	Interaction	Deal Owner	Date	Opportunity	Contact	Notes
A+	Call	Isaac Gains	6/11/19	Backend Systems Upgrade	Luis Lawrence	Follow-up call with Luis after he reviewed our initial proposal for the backend system. He confirmed the technical requirements are a match. Key Question: Asked about our premium support tiers and the process for escalating critical issues post-launch. Next Step: Sending him our Support & SLA documentation. He will review with his director and expects to have feedback by next week.
A+	Linkedin	Isaac Gains	6/10/19	New Website	Nadine Welch	Sent Nadine a message on LinkedIn to thank her for the meeting last week. I referenced our discussion on improving user experience (UX) and attached a link to a case study for a similar website redesign we completed. She viewed the message and profile. Will follow up via email tomorrow with the formal proposal as planned.
A+	Email	Sandra Nichols	6/10/19	Supplies Project	Elena Marshall	
A+	Call	Isaac Gains	6/10/19	Backend Systems Upgrade	Luis Lawrence	
B	Email	Sandra Nichols	6/10/19	Advertising Campaign	Brooke Bradley	Emailed Brooke a summary of our Advertising Campaign kickoff call. Action Item: She will provide access to their Google Analytics and social media accounts by EOD tomorrow. Preference: She emphasized that their primary goal for this campaign is lead generation, not just brand awareness.
A+	Call	Henry Kramer	6/9/19	Lab Renovation	Saul Reid	
A+	In Person	Henry Kramer	6/9/19	Lab Renovation	Saul Reid	Met with Saul and his lab manager on-site to walk through the renovation space. Key Finding: Their current layout has significant workflow inefficiencies which our proposed design will solve. Objection: Saul expressed concern over the project timeline and potential operational downtime. Next Step: I'm creating a phased implementation plan to minimize disruption and will deliver it by EOW.
A+	Linkedin	Isaac Gains	6/8/19	New Website	Nadine Welch	
A+	Email	Sandra Nichols	6/8/19	Supplies Project	Elena Marshall	
A+	Call	Isaac Gains	6/8/19	Backend Systems Upgrade	Luis Lawrence	
A+	Linkedin	Isaac Gains	6/7/19	New Website	Nadine Welch	
B	Email	Sandra Nichols	6/6/19	Advertising Campaign	Brooke Bradley	
A+	Linkedin	Isaac Gains	6/5/19	New Website	Nadine Welch	
A+	Direct Mail	Henry Kramer	6/3/19	Tool Resupply	Malcolm Lopez	
B	Email	Isaac Gains	6/2/19	Database System Upgrade	Dexter Pierce	

A+	In Person	Henry Kramer	6/1/19	Tool Resupply	Malcolm Lopez	
A	Email	Sandra Nichols	6/1/19	Product Design	Doug Gibson	
A	Call	Henry Kramer	6/1/19	Product Branding	Fredrick Cobb	
C	Email	Sandra Nichols	5/30/19	Consulting Project	Carolyn Garcia	
B	Direct Mail	Henry Kramer	5/30/19	Quality Testing Process	Jake Hopkins	
A	Call	Evan Yates	5/29/19	Equipment Supply Project	Henry Palmer	
B	In Person	Lisa Jones	5/29/19	Production Project	Lydia Burton	
A+	Email	Sandra Nichols	5/27/19	Supplies Project	Elena Marshall	
A+	Email	Sandra Nichols	5/25/19	Supplies Project	Elena Marshall	
B	Email	Lisa Jones	5/24/19	Production Project	Lydia Burton	
A+	Call	Lisa Jones	5/23/19	System Redesign #2	Peter Beck	
A+	Linkedin	Henry Kramer	5/22/19	Lab Renovation	Saul Reid	
A	Call	Sandra Nichols	5/20/19	Product Design	Doug Gibson	
A+	Call	Isaac Gains	5/20/19	Backend Systems Upgrade	Luis Lawrence	
A	Email	Evan Yates	5/19/19	Equipment Supply Project	Henry Palmer	
A+	Call	Isaac Gains	5/18/19	Backend Systems Upgrade	Luis Lawrence	

A+	Call	Henry Kramer	5/14/19	Tool Resupply	Malcolm Lopez	
C	Direct Mail	Sandra Nichols	5/10/19	Consulting Project	Carolyn Garcia	
A	Linkedin	Evan Yates	5/9/19	Equipment Supply Project	Henry Palmer	
B	Email	Sandra Nichols	5/9/19	Advertising Campaign	Brooke Bradley	
A	Linkedin	Sandra Nichols	5/8/19	Product Design	Doug Gibson	
B	Email	Sandra Nichols	5/7/19	Advertising Campaign	Brooke Bradley	
A	Email	Lisa Jones	5/5/19	System Redesign Project	Cameron Ingram	
A+	Email	Henry Kramer	5/4/19	Tool Resupply	Malcolm Lopez	
B	Direct Mail	Henry Kramer	5/2/19	Quality Testing Process	Jake Hopkins	
A	Linkedin	Henry Kramer	5/2/19	Product Branding	Fredrick Cobb	
B	Direct Mail	Henry Kramer	4/30/19	Quality Testing Process	Jake Hopkins	
A+	Call	Lisa Jones	4/25/19	System Redesign #2	Peter Beck	
A+	Email	Henry Kramer	4/24/19	Tool Resupply	Malcolm Lopez	
A+	Linkedin	Henry Kramer	4/24/19	Lab Renovation	Saul Reid	
A+	Call	Lisa Jones	4/23/19	System Redesign #2	Peter Beck	
B	Call	Isaac Gains	4/22/19	Tool Supply Project	Juan Poole	

A+	Linkedin	Henry Kramer	4/22/19	Lab Renovation	Saul Reid	
B	Email	Isaac Gains	4/15/19	Site Search Project	Monica Clarke	
A+	Direct Mail	Henry Kramer	4/14/19	Tool Resupply	Malcolm Lopez	
A	Linkedin	Henry Kramer	4/4/19	Product Branding	Fredrick Cobb	
B	Call	Isaac Gains	4/3/19	Tool Supply Project	Juan Poole	
A	Linkedin	Henry Kramer	4/2/19	Product Branding	Fredrick Cobb	
B	Email	Isaac Gains	4/1/19	Database System Upgrade	Dexter Pierce	
B	Linkedin	Isaac Gains	3/24/19	Site Search Project	Monica Clarke	
B	Email	Isaac Gains	3/4/19	Database System Upgrade	Dexter Pierce	
A	In Person	Sandra Nichols	3/3/19	Astrodeo Automation Project	Jonathan Springs	
B	Email	Isaac Gains	3/2/19	Database System Upgrade	Dexter Pierce	
A	Call	Sandra Nichols	2/21/19	Astrodeo Automation Project	Jonathan Springs	
A	Call	Sandra Nichols	2/11/19	Astrodeo Automation Project	Jonathan Springs	
A	Call	Sandra Nichols	2/1/19	Astrodeo Automation Project	Jonathan Springs	
A	Email	Sandra Nichols	1/22/19	Astrodeo Automation Project	Jonathan Springs	