	Make Call Notes		Do Admin		Up: Con:	date my tacts List	Check My Perfo			Manage my Supp		s	Manage my Tools	Browse for New Information		Teach Mysel	elf		Share Knowledge with Colleagues	e s	Continue my Training		Arrang	ge a CPD / RoundT	Table		Meet w Reg	vith DSM gularly	Feed Back to	Contact a Cli	lient S	Schedule Proposition	epare for my Day		Tra	avel to an Appointme	ent	Arriv	ve at Appointment	Meet G	atekeeper (PA, Rec	ceptionist, Nurse)	1	Wait for Appoin	tment / Opportunity		Begin Call	Adapt Approac	h Ask & R	Respond	Share Knowledge	Get Product	Train Staff	Next Steps	End Call	Take Actions	
	Look for Passwords  Forget an		Tidy Up my Diary / Filofax		Manage my Budget	og into epWise				Print Articles  Handle Badly				Download Article to Read Summary  Check Myllodate	Search for Specific Information  Experience in Experience in							Decide on a CPD Topic Wonder Which Client							Team									Prepare N for Me	Materials leeting	Tall Gatek	to eper									Try to Meet Client's Need		insignt	Arrange Client Inte	Next action	Esc Que	Escalate a Client's Query / Feedback  Discuss Stock	
	Important Detail  Log into	Check up on Client Activity  Find Out About Client	Losing Notes  Worry About		Overspending Octor	Utdated ntact List  Updated optacts				Printed Articles  Take Time Out		Look	After my Car Look After my Morry About	for New Material  Bookmark	Specific Information  Have to Download		Lea Upcom	n about ing Events		M	rrain on yUpdate	Has Been to CPD of Late  Worry About		Decide Who to Invite to CPD  See Which Clients Have	Look for Venues for CPD or RoundTable Look for Recommend				Give feedback to Marketing Team  Worry About Giving			Schedule Appointments  Call Client's PA to				Appointment Priority  Balance		Use the Phone While Driving  Worry About  Arrai  Detail	range	Myself Ask W	Establish / Maintain Rapport with Gatekeeper  Remember		Sit and Wait							Stock Queries  Offer a		Learn About Product Usage  Ask Pharmacist	to Ev	nt T		Issues with DSM Follow Up on Delegated Actions  Call / Email to Escalate a Worry About	s
Legend	RepWise When I L Saw a Cli	About client Activity via Grapevine  Call / Email	a Scruffy Looking Diary	Plan My Calls  Make my Weel Call Plan  Worry About  Worry About	Lost Receipts She	Diary  Diary		Review m Progress	my ss	to Arrange Printouts		not Dui	Having Carring Service Battery Life	Relevant Pages	Article to Read Summary  Look for an Worry	About Struggle with New Information Struggle to	E. Lin	Share Article Share Article Can't Can't	e	M	lot Know	Repeating Topics  Talk to		Recently Attended CPD	ation on a Venue				Honest Feedback  Think of			Schedule  Schedule  Schedule  Schedule	Prepare to Travel  Decide on	Travel to Appointment		Different Priorities  Check		Dangerous Driving Trials i Han	s in my ands	Clien Ret	uut a Give PA /		Wait in my Car	R	Coffice				Find Out a Client's Need	Session  Handle Client's		About Stock Issues	Administer Training Eve	t stails		Client's Feedback  Call / Email to  Call Client's	
Mental Space	Notes About a Client  Remember Client  Make a Note  Consider	er a learn to Find Out About Clients Activity  Ask a Team	Business Cards	Showing Old Material Having no Calls  Remember Think About	Organise Receipts Co	ontacts eadsheet  Check Up o External Competitio  No Figures f	Check Up on Internal Competition	et Sales Reports too Many Logins  Experience	i	Go to Postnet (or similar)	Orga	ganise Material Storage	Download Pac Apps	Indications	Article Summary Log	Article Benefits  Struggle to	Assimilate a New Article  Note Mak	ianofi Downloaded Article  Poward  Poward  Poward  Poward  Poward  Poward  Poward  Poward  Poward  Poward	Help Colleague with an Article  Share	W Tri	raining is wailable Find time to Study	Facilitator About Topic		Attendees with DSM	Suitable Venue	Make CPD Business Plan	Performance with DSM  Discuss		Feedback for "What Works"  Give  Composition of the control of the	contact Details  Look for Client's Contact Details  Keep Client Contact Contac		Meeting with a Colleague for P	Routes for Today  I Have Look up new	Traffic Exper	rience Heavy Delays	Calls for the Day / Week  Decide  Decide  Decide  Forget Al	k About Ising Time In Area	Email While Driving Dosage  Send an SMS / Gather International Control of the Con	ge Card	Clie Well	Sister / Nurse Promo Material  Make a Mental	Schedd Appointr Sit	dule an the	W W	ater	"Get in the Zone"  Think About			Feedback from Client  Listen for Client	Objection  Offer to Return	Use Detail Aid to (Re)Focus Discussion  Introduce an	Recent Issues  Ask Pharmaciet	Dosage Cards About Eve	an t	C	Escalate a Client's Query  Wait for  Track BSVP's	
Conceptual Group  Point of	About a New Client Special Calls  Make a Nets	Member for Update on a Client  Look up Call	pointments  Dosage Cards  Discard or	Conversation with Client  Look at Potential Calls  Potential Calls	Expense Claim Spro	ontacts eadsheet Parts of my Territory  Study	to See Trends in the Data	Downloading PDF / Excel	Buy Stationery	Near Me	Stock Up on Promo Material	Boot Space C	Check my iPac	Authors	Portals for a Term  Look in Down	Understand Article	Potential Issues Eve & S	Article to Client  Ook for	Insights with Colleague	Tr	aining on lyUpdate Colleague About an Exam	Events Around Topic	Arrange a CPD Facilitator Sympo Speal	osium aker  Remember	Conference Venue	for CPD  Make Invitati  Get All the	Ways to Improve	Document Plan of Action  Send Email	Leaflets & Promos Du "Sl	During Sheets of Paper  Id Out a Look for Clearly	Make Contact	Time with DSM Char Pail	Routes on GPS / Phone	Traffic Bi	Fail to Make it to a Call	Reschedule Appointment  Decide  Check at	Park my Car  Park my Car  K amount	Email While Driving Leave Clie	ve with lient	Introduce Myself to Gatekeeper Clief	Note of Useful Information  Learn a PA /	Ask Gatekeeper to do Something  Give a PA a	intment Sit in the	Mag	Watch for the Client  Be Careful Not	How to Begin a Call  Rehearse the	Introduce Myself  Introduce Myself	Gauge Clients Mood / Style  Refine Approach on Mood  Adapt	Call 1 based / Style  t to  Ask About	with an Answer  Send an	Packshot Article	About Dr's Scripting  Ask Sister	Dosage a Round CPI	able /	F	Response on Query to CPD's etc.  Call Chase Polyageted	
Concern / Frustration	n large a Note of remember of Next Call large of the Clients schedule.  Note Client's large of the Note of the Note Client's large of the Note of the	Notes on a Client Apport to C	Depointment of Call Plan  Check my Diary for Empty Notes Receipts etc.	Notes from Last Call Plan  Choose a Submit my	Monthly Expenses NBu	lotes or Lexternal Competitor Cards Sales Figure  Ook for Search for	Competitor Sales Figures  Look up	Sales Report Email CPA CPA  Download Look at	Buy Diary	Printing Company	Manager for Dosage Cards  Email Brand	Promo laterials in my Car	Check my NetBook	Disease Entity	Dictionary for a Term  Search Castle for	n Librarian  Ask a	Summary Deta ar	ils About Event  Took for	Insights with Colleague	Share Info About a Client M	aining on lyUpdate Study Exam Schedule	Look at Past Topics  Discuss	Facilitator Speal	Act a Success of Previous CPD Review	Restaurant by Cuisine	with DSM Information on an Invite	on of Action of Action	Confirming Plan  Update Call	Feedback on Articles Client' Time  Give Ask PA	nt's Rep. me slot  Number in my Phone  Look for	Colla Clicatio	Training Session in Check	Promo	Different Route  Check Map for Fire	Get Lost  Breakdown or Accident  Find Client's  Number 4:	Follow Client to Location Pocide  Decide  Decide  Think	/ Next pintment  Reep my Ticket Handy  Ink of	Article Clie	Prepare to Train Clients  Gather	Myself to Nurse is in C	Nurse's Interests	Message for a Client Appoin Ask PA	Hospital Cafe  PA for a  Sit in the	Refresh Promo Material  Leave Patient Logifiets in	to Miss the Client  Keep an Eye	Call in my Mind with (	Myself to a Client  Client's Remind a	Language Client's N Styl	Mood / Personal Interests  Call to Ask Client	Immediate Email	Card / Page  Show Page  Gauge Client's	About Doctor's Scripting  Understand a	Pharmacists Train Ward  Arrange	Agree Next Steps	End Call	Request Information Actions / Queries  Email Query a Rending	
Thought / Action	Preference in my Mind Clients in Area	Hepwise for Call Notes on a Client	Diary for pointments Receipts etc.	Page to Focus on Call Plan in RepWise	Add an Expense Cook	Articles on Competitor	Competitor on RepWise	Frevious Sales Figure Sales Figure	sures Buy my Own Folders	Go to Internet Cafe	Manager for Promo Material	Boot S C.	charge my Phone	Medical Portals	Specific Form Ir	Colleague to explain	Talking Points Cor	Colleague Colleague	Article to Colleague	About a Client	aining on lyUpdate	Topics with DSM	Facilitator Speal	aker CPD Attendees	Restaurant by Location	Business Plan Invitations f Clients	Sales Figures	Plan in RepWise	Feedback on Detail Aid Will B Avai	Number in my Notes	Office / Ward	Calls for the Whole Year Materia in	Il Stock Car	a Different Route	mber to Say I'm Late Reschedule Call	Wait for Client While I'm	ts to see I'm Here Spot	While Driving	Iders Training Materials	Myself to PA Appoir	ment PA / Nurse	Article with PA Drop Appoin	Waiting Room	Waiting Room	Games Out for the Client	Myself of the Call Plan	oms / Client Who I Am	Verbal Cues Adapt to	About an Issues	Client's Interests	from Detail Aid Interest in an Article	Label Product Use	Staff Train Sess	Actions	Bye Bye	to Request Information Incident Report	
Feature / Functionality / Content	Rate a Call View Clie by Area	ents a Recent Client Activity / Interactions S Appo	Show pointments by Week iPad Cover Pocket for Receipts			Graphic Vier of Competito Sales	Graphic View of Internal Sales	New Sales Report Indicator / Notification	nOn	Print Outlets by Location		C	car Service iPad Car Schedule Charging Kit	List of Useful Online Resources	Recommend a Resources Usage	Summary of Article Benefits	Summary of Article Selling Points	solidated Forward / Share Article	Add a Comment to an Article	Add a Note to a Client	w Training Exam tiffication / Immetable	CPD / RoundTable History Viewer	List of Potential Facilitators	Clients by CPD / RoundTable Attendance	List of Preferred Conference Venues	Event Invitation Planner Templates	n es	Create a Review Contact Report	Notes / View Comments Abo Cli	w Notes bout a Client Contact's List	"Send Email" Shortcut	Shared Drep; Calendar Che	nation Map Routes Rased on Appointments	Find Alternate Route	Client Contact Details on Map	Mark Complete Appointments  See A	ee All its in my cation	Handsfree Kit iPad C with Po for Do Cal	Cover Pocket Josage Card	Note Char	Staff Notes on Gatekeepers	Record Ad Delegated Appoin Actions by Cl	.dd intment Dlient	Make a Note of Actions Rel Taken Re	evant axing ading			Reord Skip / D Deta Conte	ler / belete ail ent	Dig Out a Relevant Article Summary	Detail Aid Content		Usage Video Usage '	ideo		Delegate an Action  View Progress of Delegated Actions	
	Make a Note About a Call  View Clie by Area Availabil	ents & Send Msg. & About Activity / Interactions	Add Pocket for Business Cards			Graphic Vie of Competite Sales Over Time	Graphic View of Internal Sales Over Time	Sales Report Viewer Core Plan Viewer	an r	Favourite Print Outlet		C	ear Service Phone Car Charging Kit	New Article Notification / Indicator	My Update Article Search	Notes / Comments on Article	Summary of Article Objection Points	ents by sease Share Link	Keep a Comment Private	Share Note Only with Brand Team	Browse aining by Exam Study Topic Guide	CPD / RoundTable Notes / Comments		Share Client List with DSM	List of Preferred Restaurants	Share CPD Plan with DSM				Search Client Contact's List		Indicate Appointment Type	View Appointments on Map	Update Traffic Report	Quicklink to Schedule	View Appointments by Priority								Rel Ga	evant ames					Send a Quick Email	Pack Information View					Information Query Form  View Unanswered RSVP's	
	Make a Note About a Call with a Reminder	Client Activity History	iPad Cover Pocket for Dosage Cards			Graphic Vier of Competite Sales By Brand Line	Graphic View of Internal Sales By Brand Line	Standard Report View CPA Quick	ck	Print Outlet Contact Details			Device Battery Care Instructions	Browse Articles by Indication	Search Results Filter Downl Arti Brov	ied .s ser				Sec 7	e Previous Training Past Exam Modules Papers	CPD / RoundTable by Topic			Restaurants near Me					Recent Contact's List						Approximate Drive Time Between Appointments															iPad Kiosk Mode					Attach Action / Query to a Call	
	Make a Note About a Client					Graphic Vie of Competit Sales By Territory	Graphic View of Internal Sales By Territory							Browse Articles by Tag (Product, Disease)	Save	.cle .ty						Events Browser			Restaurants near Me by Cuisine											Minutes till Next Appointment																					
														Flat Information Hierarchy											See Venue Notes / Comments																																
														Artic Summ Quicky	le ary iew																																										