

Streamlining the Customer Journey: From Sales to Measurement to Delivery and Beyond

Outline

- @the store
- Post Sales First Step: Measurement
- Measurement Process
- Manufacturing and Installation
- Service and Warranty
- CRM and Delivery Process

@the store

- Customer interaction at the store
- Design confirmation and negotiation
- Site measurement and design finalization
- Token payment and timeline agreement

Post Sales First Step: Measurement

- Importance of 3 times measurement by 3 different people
- Pillars and units fitting
- Payment options: Token, Advance, Balance
- Creation of Sales Quote and Sales Order

PAGES OMITTED TO PROTECT PROPRIETARY INFORMATION