How to Use the Call Manager

Description

Navigate to the Call Manager tab to see all your tasks and events on one convenient screen. Streamline your call blocks for better efficiency.

The system will:

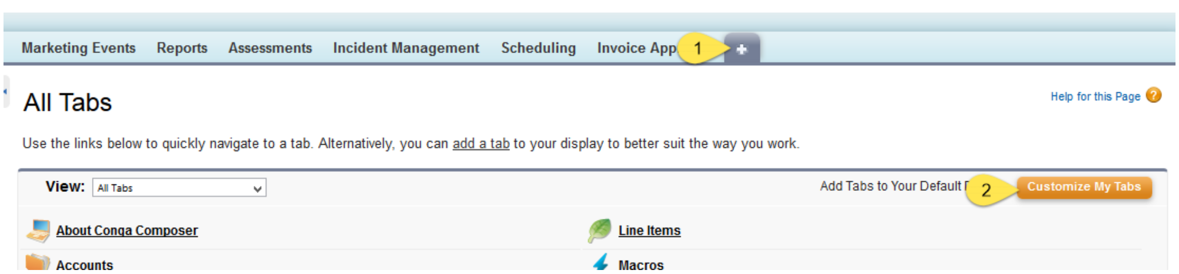
- Allow you to view, edit, and complete tasks and events on one convenient list
- Allow you to quickly and easily update the Prospect profile
- Allow you to create a follow-up activity

Step by Step

Set-up

Set up your Call Manager tab to easily access the Call Manager.

1. Click the plus sign to the right of your tabs
2. Click **Customize My Tabs**



3. Select *Call Manager* from the list of **Available Tabs** on the left
4. Click the arrow to move Call Manager to the list of **Selected Tabs** on the right
5. Moving the Call Manager tab up on the list will place it closer to your Home tab
6. Click **Save**

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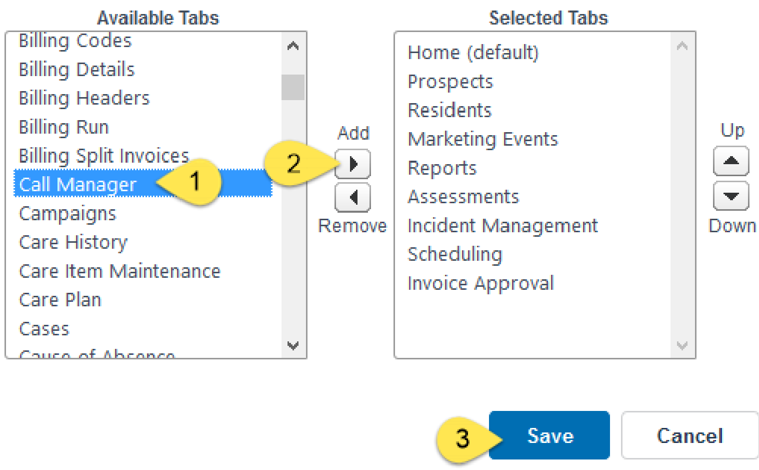
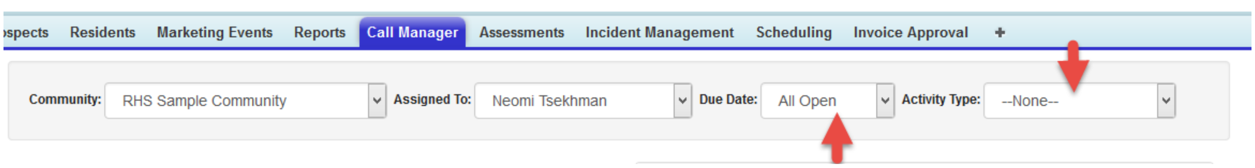


Manage Calls

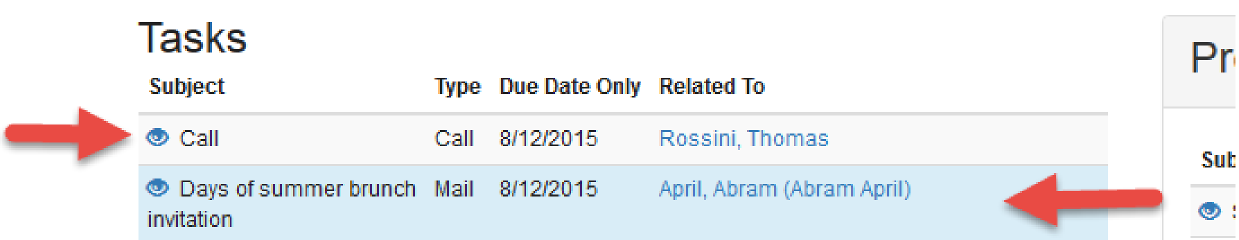
7 Navigate to your **Call Manager** tab

8 At the top, you may select the **Due Date** or **Activity Type** to view different types of activities. To see all open activities, select a *All Open* for the **Due Date** and *None* for the **Activity Type**

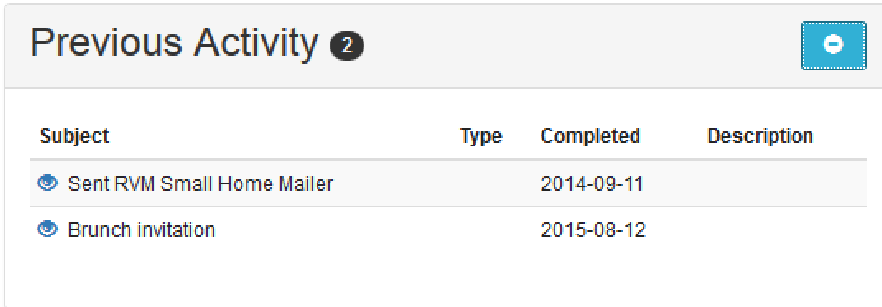


9 On the left-hand side of your screen, you will see a list of your tasks. The task you are currently viewing will be highlighted in blue.

10 To view the task record, click on the eye ball to the left of the Subject



11 On the right-hand side of your screen, you can view the Previous Activity logged on this Prospect's file



12 The **Current Task** section shows some important task details, such as the **Due Date**, **Phone #**, and **Activity Type**.

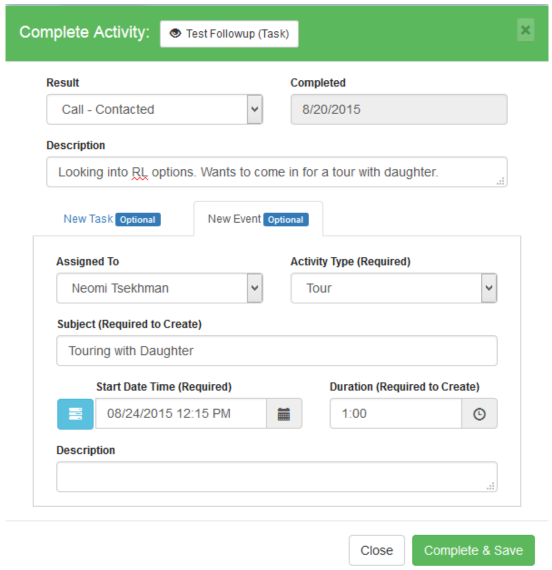
13 To complete the task and enter a Result, click **Complete Current Task**

14 Select a **Result**

15 Enter an optional **Completion**

16 You are encouraged to create a follow-up Task or Event directly from this completion screen. Simply enter the new Task or Event details.

17 Click **Complete & Save**



18 As you complete your calls, you can see a small section of the Prospect profile on the right-hand side of the screen. Enter information directly into the fields on this screen. Fields with missing information are highlighted in red.

19 After entering new information in the Prospect section, remember to click **Save Record**