

## Contact Center

Contact Center is offered as part of the standard functionality within Infor VISUAL Enterprise. It helps you retain your existing customers and acquire new accounts by tracking “every-thing there is to know” about your prospects and customers. You can schedule activities, write letters and e-mails, and keep detailed notes about conversations with contacts. You can easily view histories, tasks, and other sales data for every contact, at every account. You can also access important back office data such as accounts receivable, current part inventory, return material authorization (RMA) status, estimates, sales orders, credit status, shipments, and more.

- Access your company, product, and pricing events with the fully customizable VFO Today Electronic Bulletin Board.
- Send e-mails, letters, and documents easily with direct integration with Microsoft® Office.
- Use the “Mail Merge” feature to instantly send information to multiple contacts.
- Schedule and assign tasks and activities, and track details such as driving directions and meeting highlights.

- Find accounts and/or contacts rapidly with advanced search-and-find capabilities.
- Convert prospects to customers automatically without redundant data entry.
- Track calls, meetings, and To Do tasks with Calendar Management.
- Customize your views and classify contacts or accounts with user-defined fields.
- Create organizational charts to easily track account decision makers.
- Develop on-the-fly custom reports or view important data using the standard reports included in Contact Center.
- Customize the Navigation Explorer Bar to execute other applications that you use on a daily basis, such as Microsoft Office, Excel, and PowerPoint®.

