

Multi-functional Sales Tool

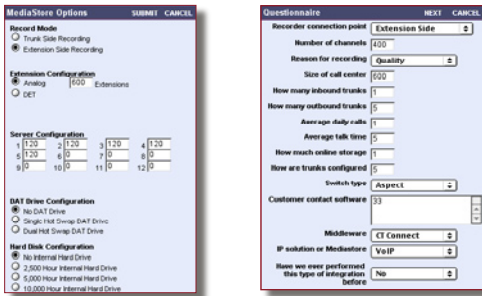
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Eyretel, Inc. - eQuote Pricing Generator

BACKGROUND: A London-based company that sells recording equipment and software to call centers for quality assurance and employee evaluation.

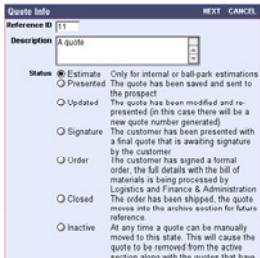
PROBLEM: A multi-regional sales team used various methods of generating new orders. A web-based solution for a complex set of users, regions, currencies, and products was needed to standardize price lists and manage sales leads.

SOLUTION: After performing a heuristic analysis on current pricing solutions, Bad Dad Design wrote requirement documents, created HTML prototypes, and invented user-interfaces to accommodate a world-wide sales force, regardless of region or currency. One interface solution was a master price list that could be edited and saved to reflect commissions, maintenance costs, and special products. Others interfaces are described below.



An interface based on record mode and number of extensions was created to automatically configure servers.

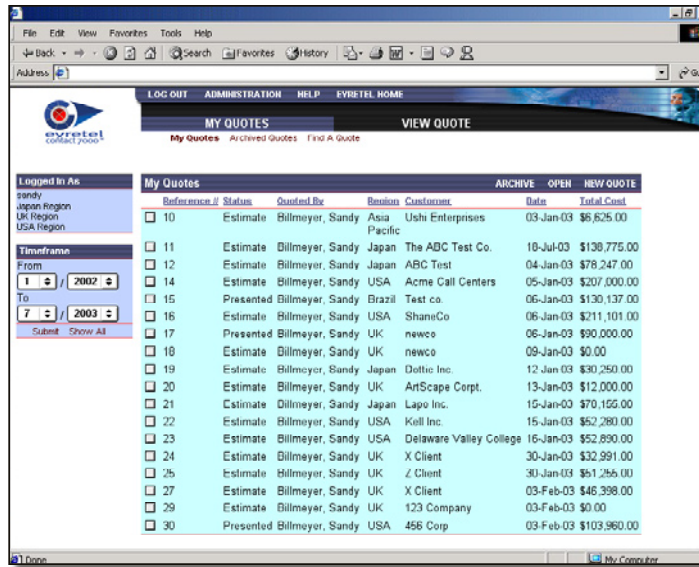
A questionnaire collects important information about the quote. This information has an affect on the overall price of the order.



The status of a quote can be changed throughout the life cycle of the quote.

Maintenance costs can be added for each item ordered.

Item	Product Description	Quantity	Total Cost	Maintenance %	Total
1	EY-102 CONTACT STORE - Dual Hotswap DDS3 DAT Drives	5	145,500	0%	139,950
2	UP-800 Upgrade CONTACT STORE to 5,000 hours of external storage	5	2,500	0%	1,725
3	EY-504 CONTACT ARCHIVE (One license required per Contact Store to be archived)	1	10,800	10%	9,720
4	EY-506 CONTACT QUALITY Administrator - (Price per user)	4	5,100	10%	4,590
5	EY-507 CONTACT QUALITY - (Price per named agent)	100	62,500	10%	56,250
6	EY-113 24 CHANNEL T1/J1 Card	17	9,180	0%	9,180
7	EY-501 CONTACT UNIV. Y. eWare & VIEWER for CAPTURE STORE	400	1,26,000	10%	1,13,400
8	AD-306 CT Connect - Universal CTI Integration Software	9	1,23,195	10%	1,10,875
			Total Maintenance		17,535



The web-based user interface adheres to Eyretel's GUI standards created by Bad Dad Design. This standards document defines the placement of controls and buttons which affect specific areas of the page. All graphical elements are easily created by developers using predetermined HTML code and a set of images. These resources were coded and created by Bad Dad Design.

Previous pricing applications, built by various members of the sales staff, were ineffective, client-based, and allowed each salesperson to modify the prices and functionality of the software.

