Saleforce Sales Process

1. Prospect
- Sales Executive

- 2 Days

2. Qualification
- Sales Executive
- QA - Team Leader

- 1 day

3. Needs Analysis
(Pain Point Finding, Meetings (Indepth meetings)
- Sales Executive
- Techical Expect

- 5 Days

4. Proposal
(Prepare costing, Share quotation Promotion)
- Sales Executive

- 1 Day

5. Negotiation
(Discounts, Payment terms, Delivery date)
- Sales Executive, SM,FD &MD

- 2 Days

Lost

5.1 File / Archive for future use
- Sales Executive

- 1 Day

Won

5.2 Closed / Won

- 2 Weeks
- Contract
- SLA
- Delivery Date

5.3 Invoicing
- Billing Agent

- 1 day

5.4 Installation
- Service Delivery Technician

- 30 Days

6. Nurturing Retention
(After Sales service, Customer intimacy calls, Customer satisfaction survey)
- Sales Executive
- CSC

- Recurring

7. Upsell / Cross Sell
(Offer supplementary products, Offer high end products)
- Sales Executive

- 1 Day

8. REFFERAL
- All Telco Stakeholders

- Recurring