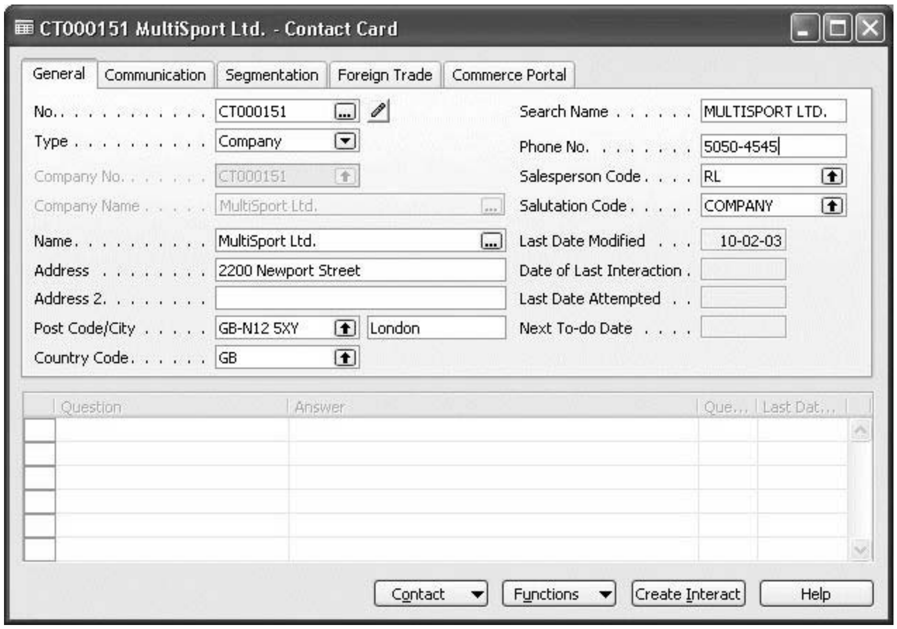
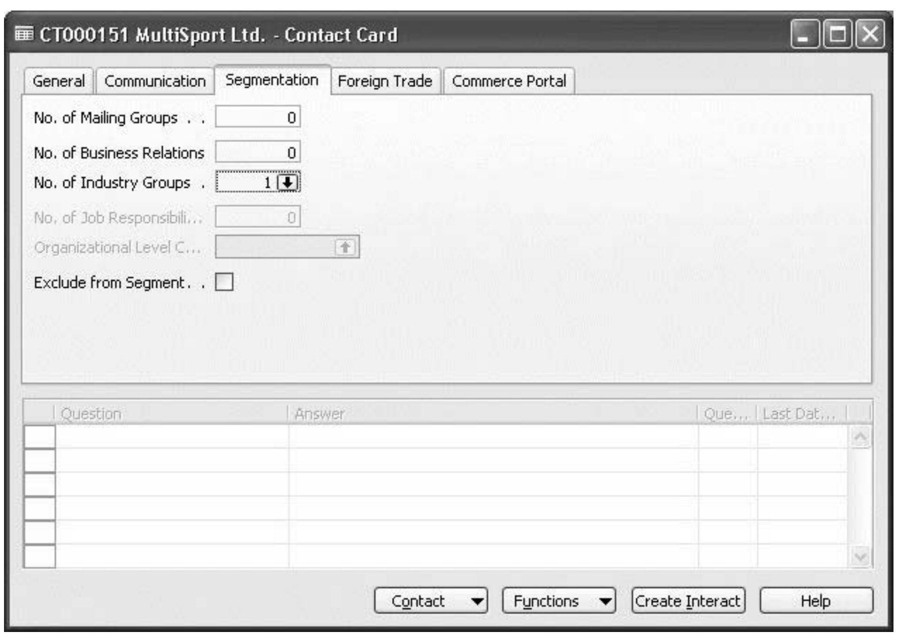
APPENDIX D: SOLUTIONS TO TEST YOUR SKILLS

Setting up a Contact Company (CH 3)

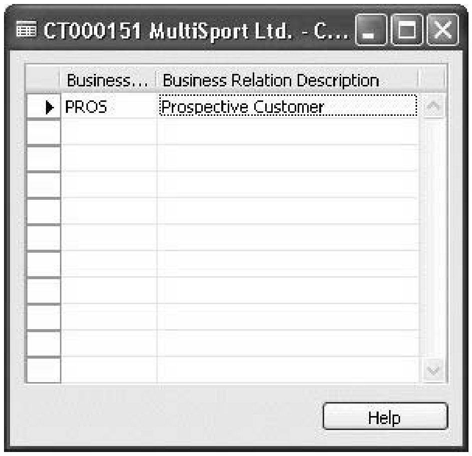
The contact card for MultiSport Ltd. should look like this:



When you have assigned an industry group to MultiSport, the **Segmentation** tab on the contact card should look like this:

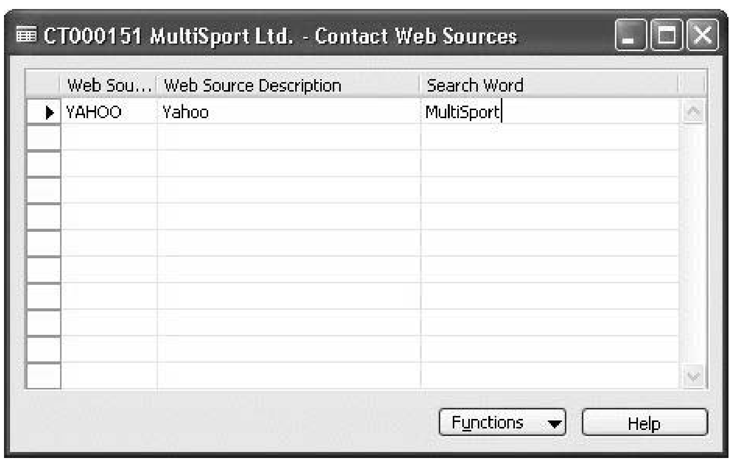


When you have assigned a business relation code to MultiSport, the Contact Business Relations window should look like this:



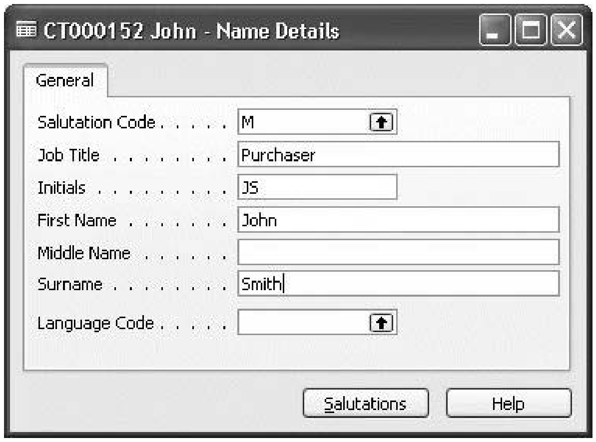
On the contact card, on the **Segmentation** tab, the **No. of Business Relations** field should contain the number 1.

When you have assigned a Web source to MultiSport, the Contact Web Sources window should look like this:



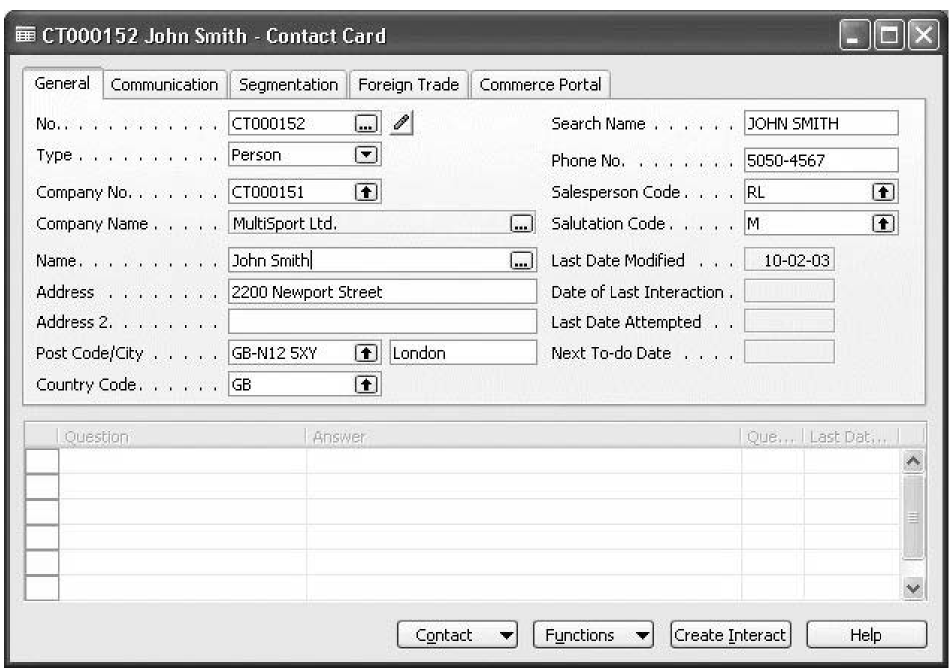
Creating Contact Persons (CH 3)

When you have entered John Smith's details, the Name Details window should look like this:



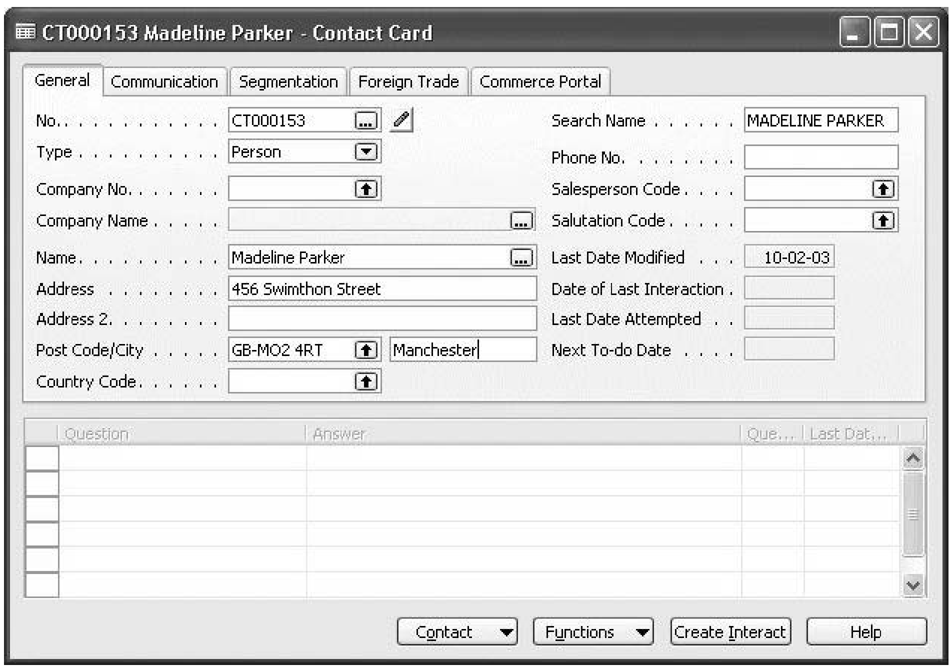
The program automatically enters the contact person's full name in the Name field on the contact card.

The contact card you have just created looks like this:



When you have entered John Smith's job responsibility, the Contact Job Responsibility window will look like this:

The contact card for Madeline Parker should look like this:



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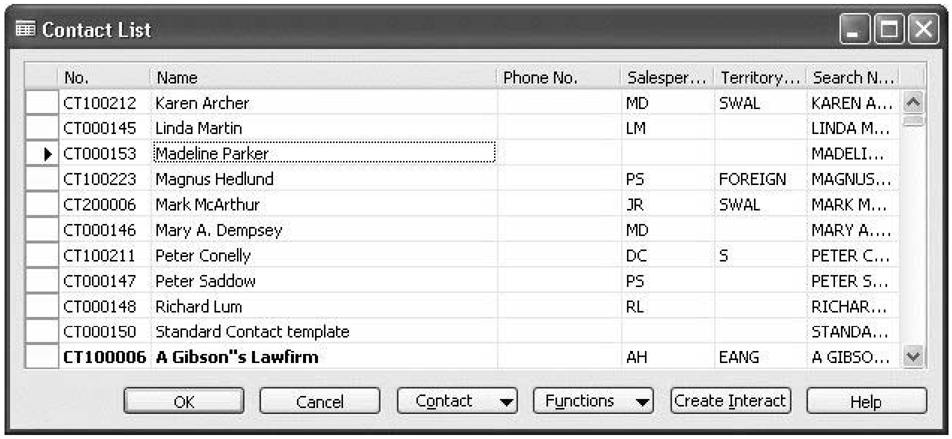
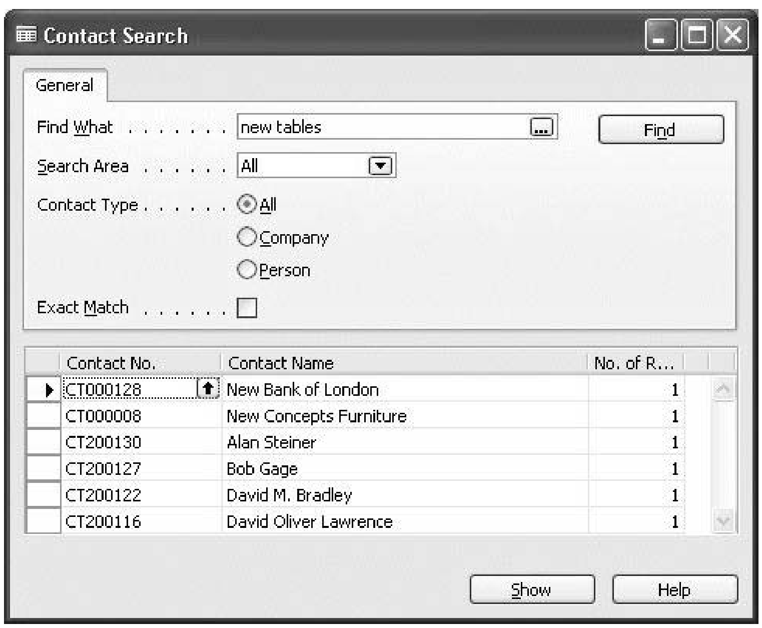
The Contact List window should look like this:

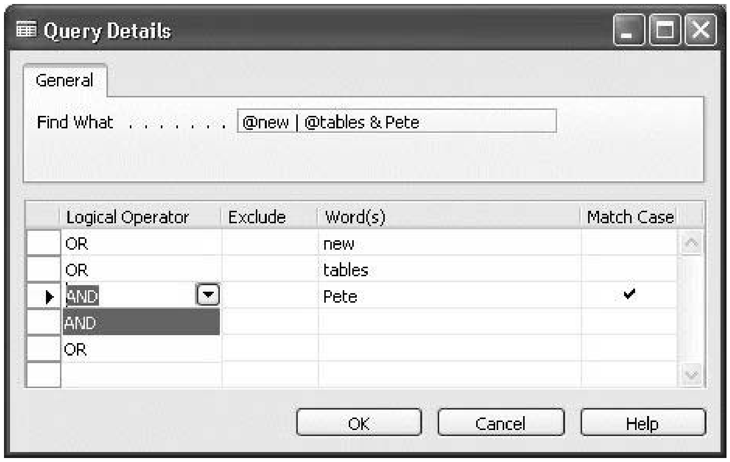


Finding a Contact (CH 3)

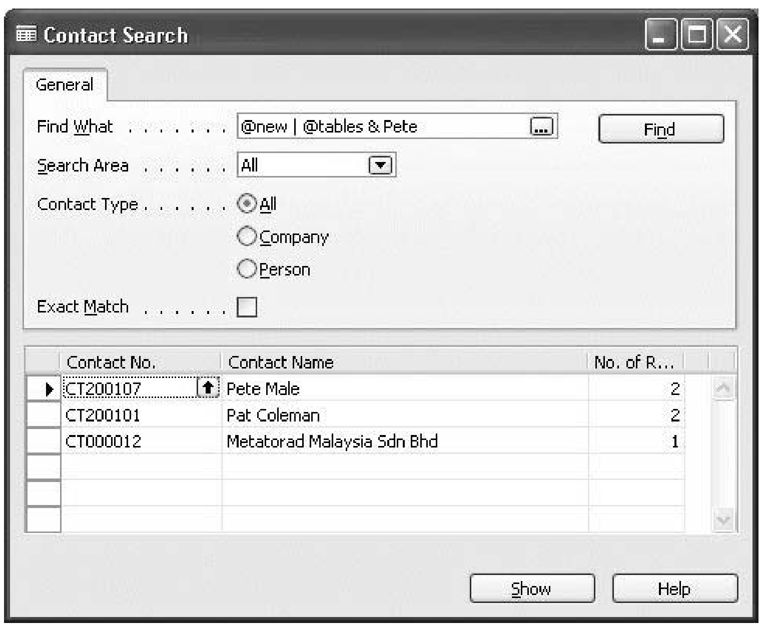
After you have entered new tables in the **Find What** field, you will get many results:



In order to find the contact you need right now, click the **AssistEdit** button in the **Find What** field to open the Query Details window. Using the logical AND operator, add the word Pete.



In this case you will find the exact contact you need – Pete Male from Furnitures At Work:



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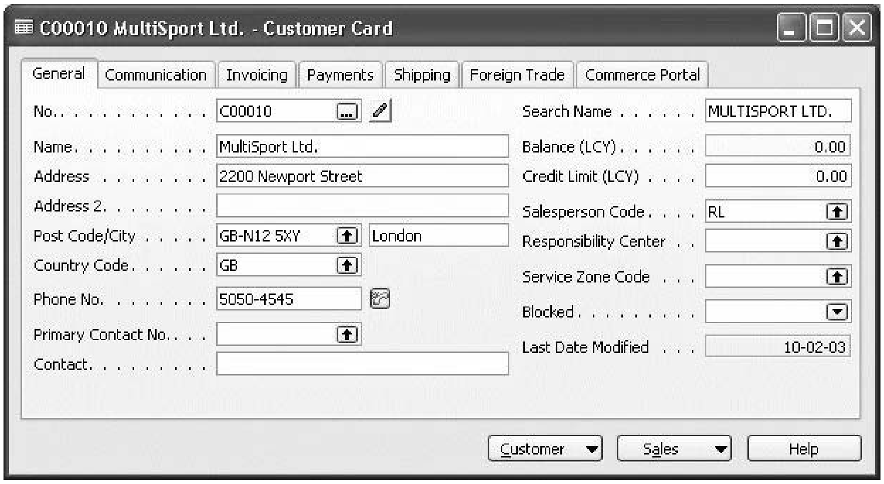
Creating a Contact as a Customer (CH 3)

You should be able to see the new customer card for MultiSport from the contact card by clicking CONTACT→CUSTOMER/VENDOR/BANK ACC. The customer card for MultiSport Ltd. should look like this:



Click the **Segmentation** tab, and in the **No. of Business Relations** field, check that the Prospect code no longer exists.

Linking a Bank Account Card to a Contact Card (CH 3)

The contact card for the New Bank of London should now include the details form the bank account card just like the following window illustration:

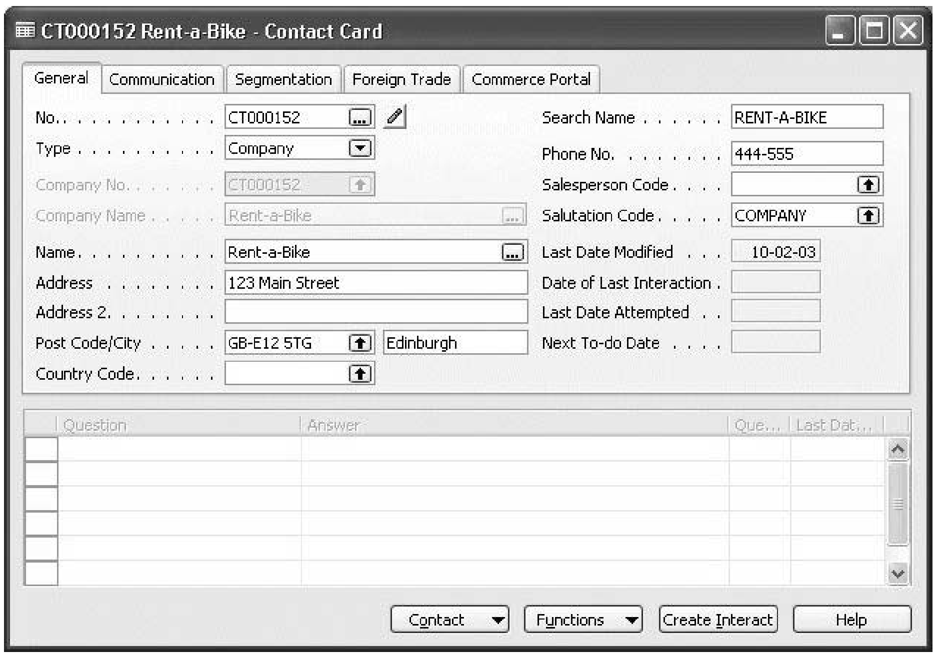
Deleting a Customer Card (CH 3)

You should no longer be able to see the customer card for MultiSport, but the contact card should still be in the Sales & Marketing application area.

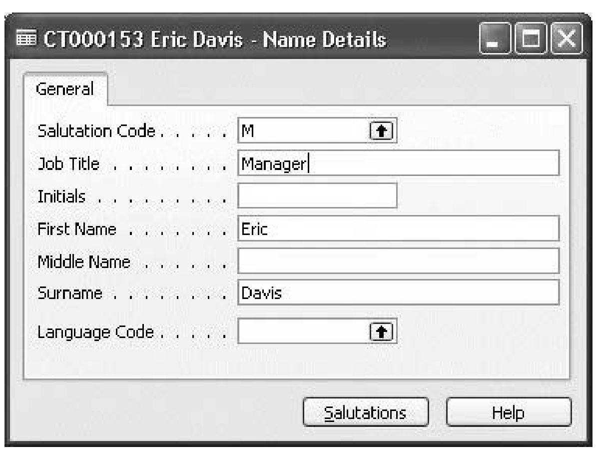
The program has automatically removed the business relation code for customers from the Contact Business Relations window for MultiSport Ltd.

Final Exercise (CH 3)

The contact card for Rent-a-Bike should look like this:



The Name Details window for Eric Davis should look like this:



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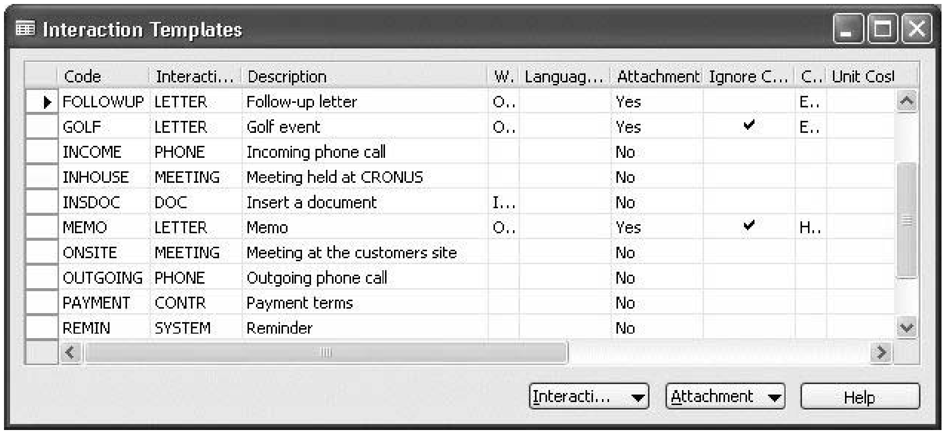
There should be a customer card for Rent-a-Bike, with just the customer business relation assigned to it, but a vendor card for Rent-a-Bike should no longer exist.

Create an Interaction Template with an Attachment (CH 4)

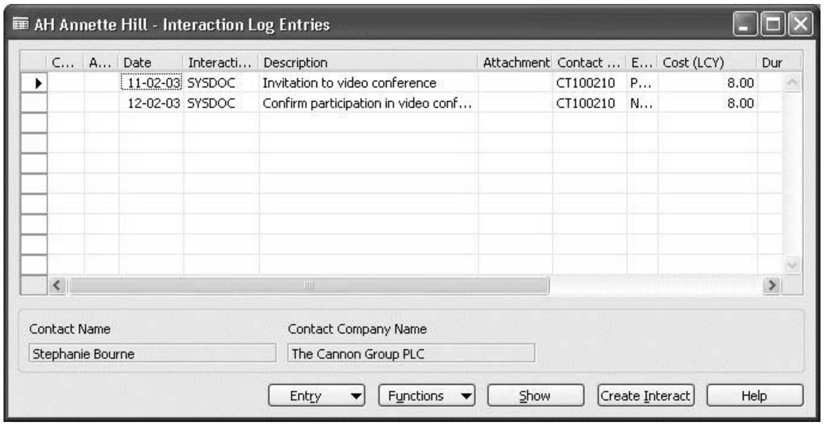
When you have created the interaction template and the attachment, the Interaction Templates window should look like this:



When you have finished creating the Word document and you close the document, this message appears:

Recording Interactions (CH 4)

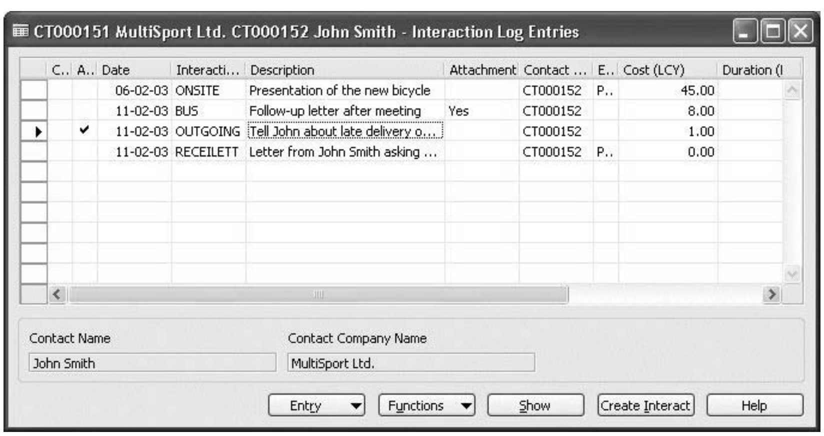
The Interaction Log Entries window should now display three interactions involving John Smith.



Find the letter in the Interaction Log Entries window in the line containing the interaction recording the letter by clicking the **AssistButton** to the right of the **Attachment** field. The program automatically launches Microsoft Word and opens the letter.

Making a Phone Call (CH 4)

You should be able to view the interaction you have just created in the Interaction Log Entries window for John Smith.



Note the check mark in the **Attempt Failed** field, which indicates that your attempt to talk to John failed.

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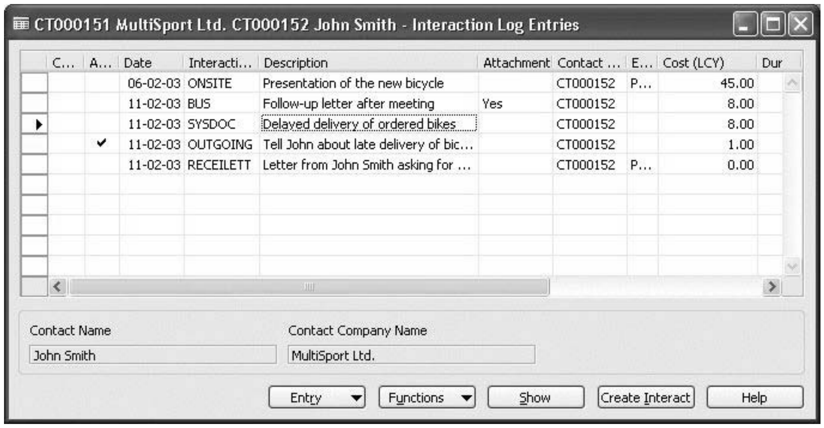
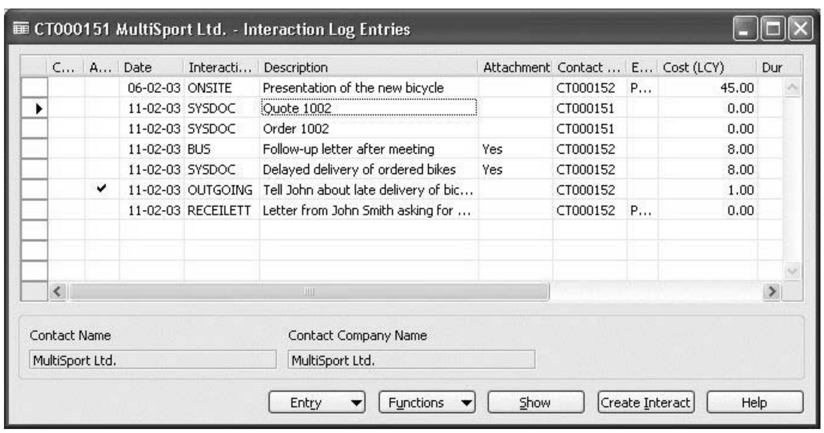
Sending an E-Mail (CH 4)

You should be able to view the interaction you have just created in the Interaction Log Entries window for John Smith.



Creating Automatically Recorded Interaction (CH 4)

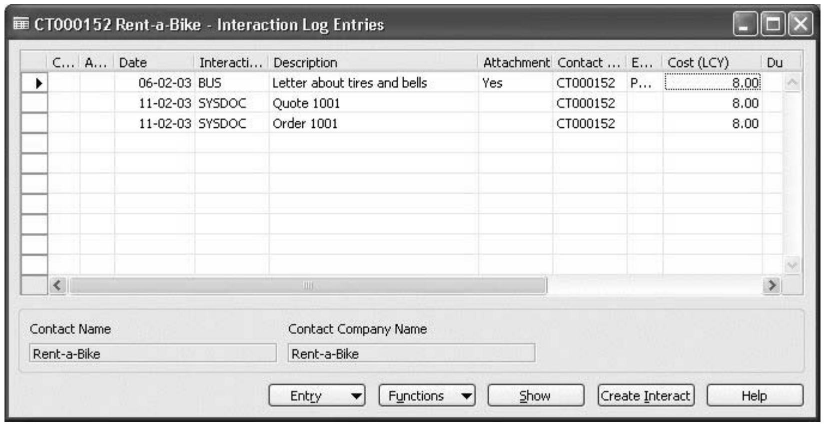
The Interaction Log Entries window for MultiSport should now look like this:



You can view the sales order from the Interaction Log Entries window by selecting the line with the order and clicking **Show**.

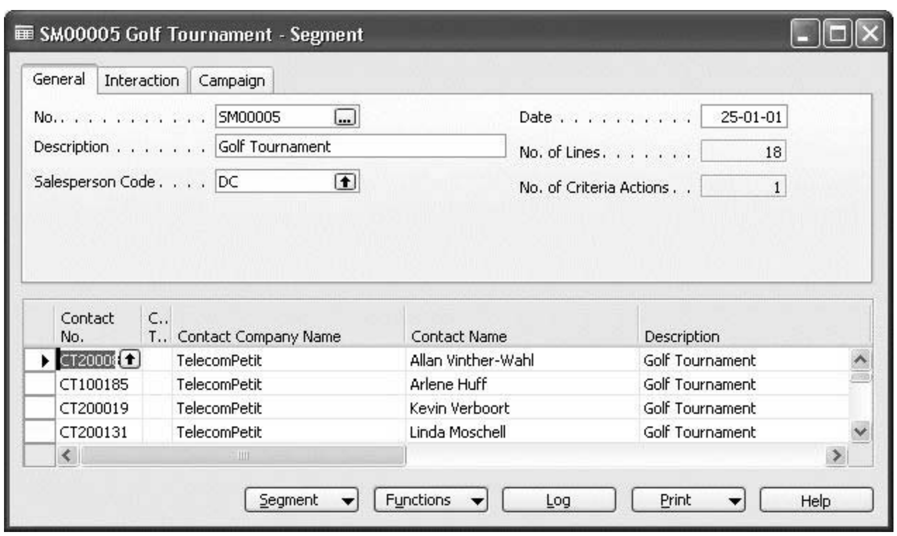
Creating a Sales Quote and an Order for the Interaction Log (CH 4)

When you have completed all the exercises, the Interaction Log Entries window for Rent-a-Bike should look like this:



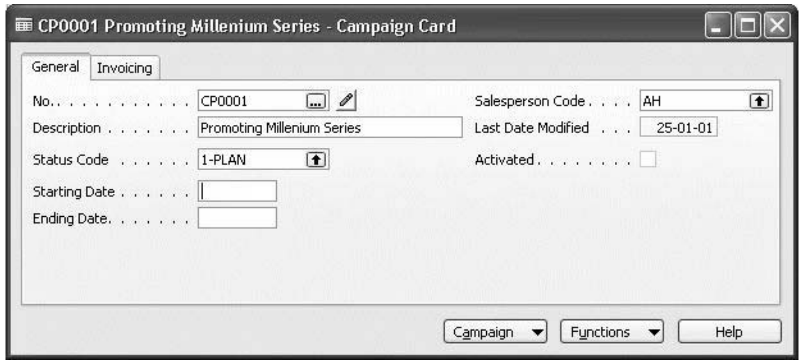
Creating a Segment (CH 5)

When you have created the segment, the Segment window should look like this:

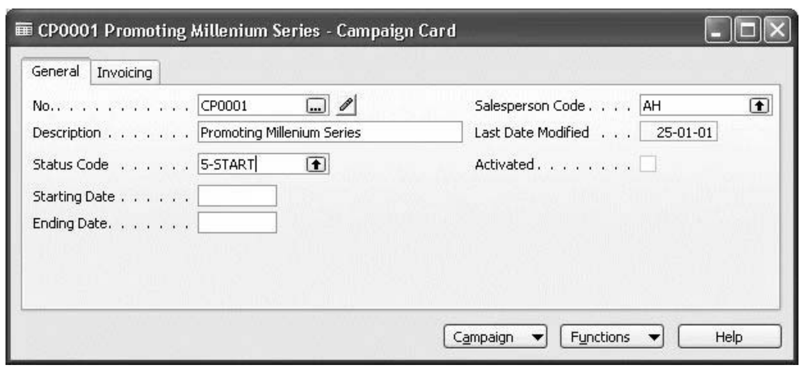


Planning a Campaign (CH 5)

1. When you have recorded the new campaign to promote the Millennium office furniture in the program, the campaign card should look like this:



2. When you have modified the status of the campaign, the campaign card should look like this:



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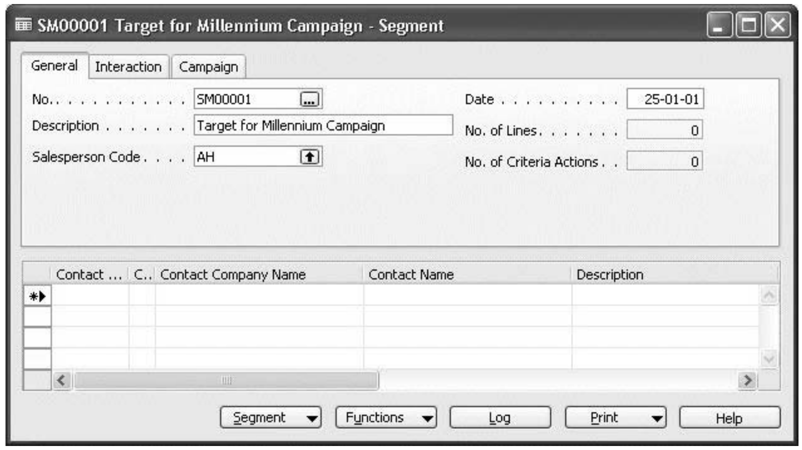
3. When you have set up the segment, the Segment window should look like this:



4. When you have selected the contact persons who are prospective customers and responsible for purchases, the Segment window should look like this:

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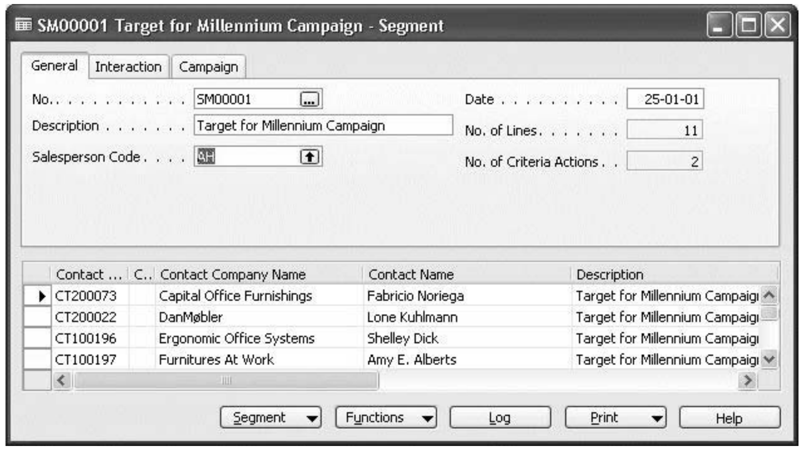
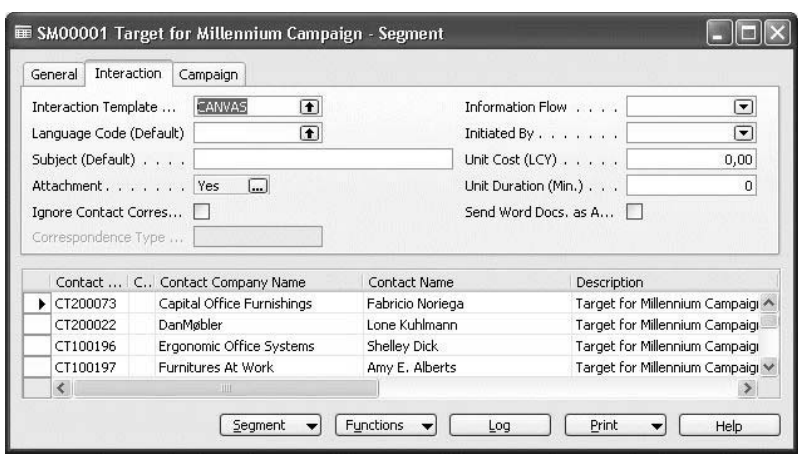
5. When you have removed all the contacts that belong to the Christmas card mailing group, there should be fewer contacts in the **No. of Lines** field, as shown in the following picture:



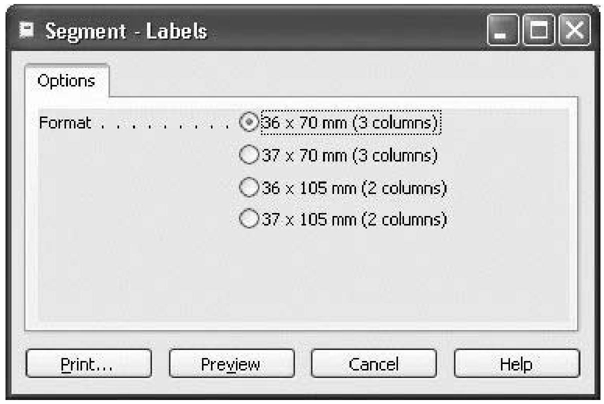
6. When you save the segmentation criteria that you have defined, the Save Segment Criteria window should look like this:

7. When you have set up the letter that you want to send to all the contacts in the segment using the CANVAS interaction template, the **Interaction** tab should look like this:

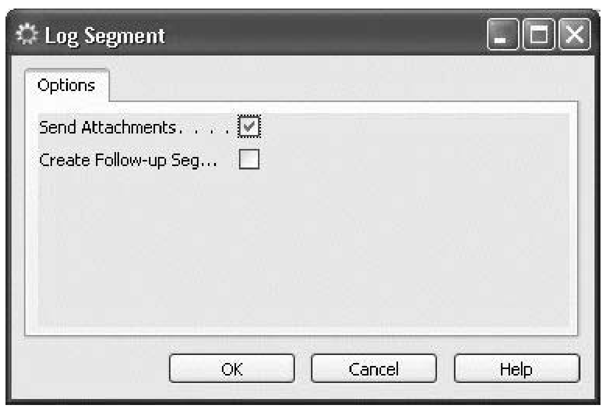


8. After you have personalized the letter to Amy E. Alberts, the program automatically enters Unique in the **Attachment** field to indicate that the attachment is personalized.

9. When you print the segment labels, the Segment - Labels window should look like this:

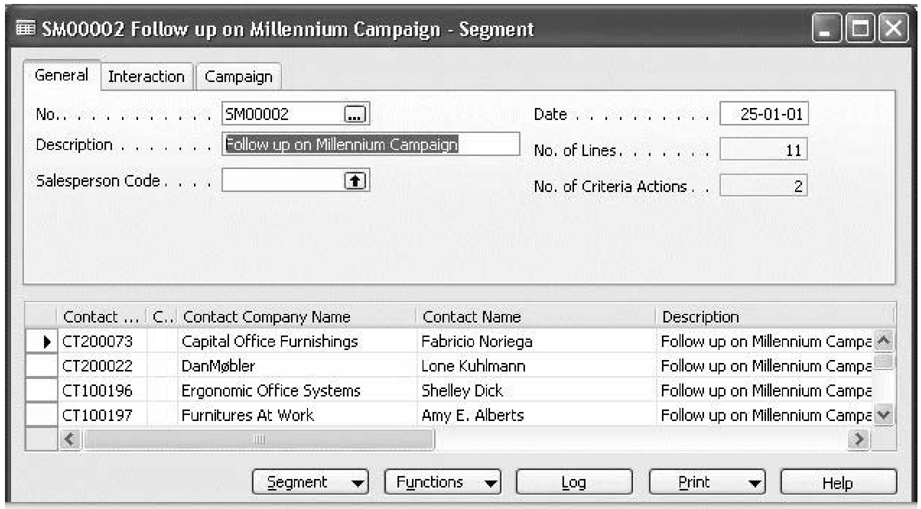


10. When you print the letters and record them as interactions in the program, the Log Segment window should looks like this:

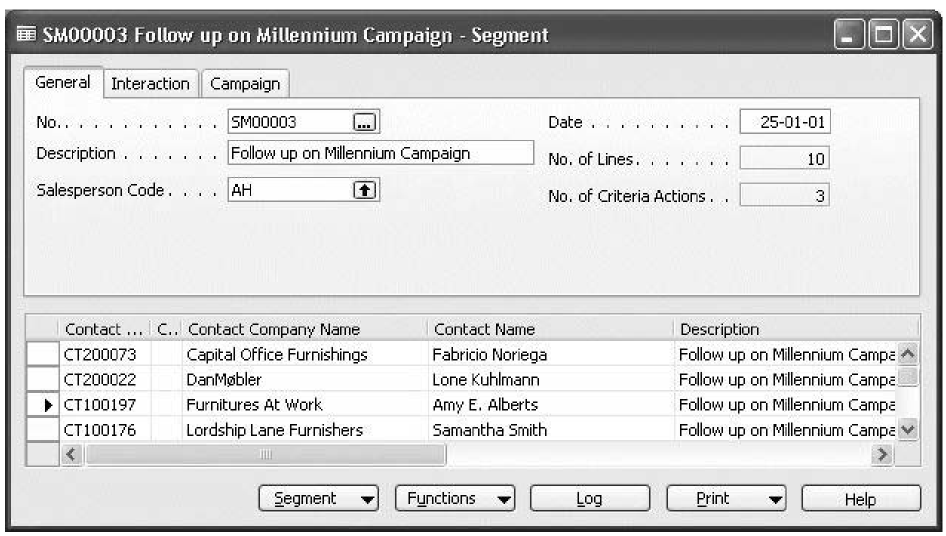


Recording Responses (CH 5)

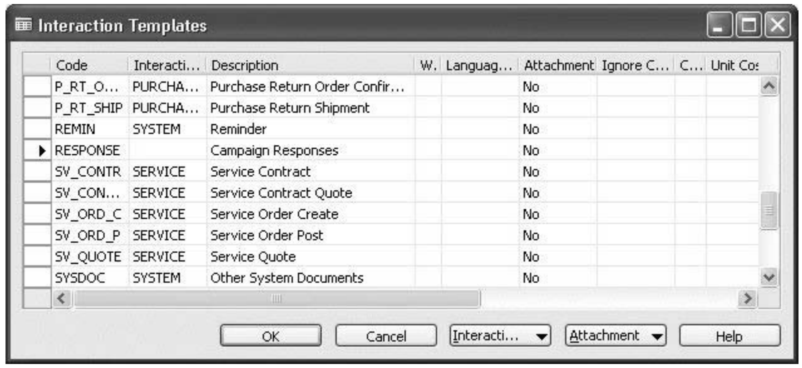
When you have created a segment using the segment that you have already logged, the program automatically fills in the lines in the Segment window with the contacts in the first segment. The Segment window should look like this:



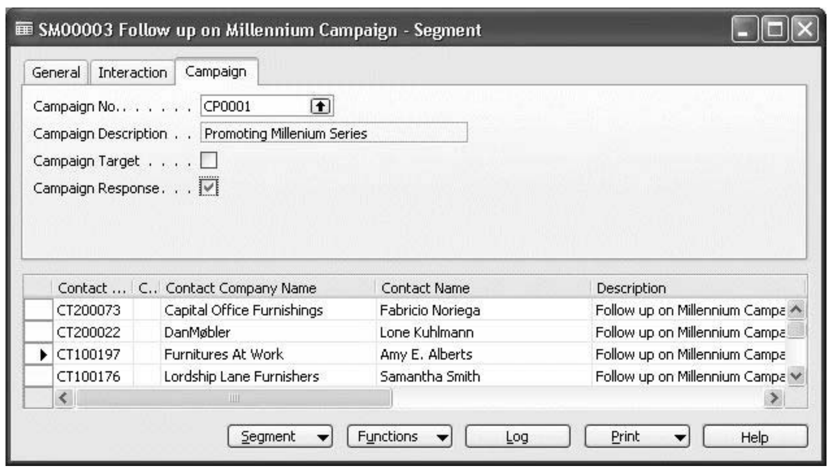
When you have manually removed the contact (Shelley Dick) who did not respond to the campaign, the Segment window should look like this:



1. There is no interaction template for recording responses to campaigns. When you create one, the Interaction Templates window should look like this:



When you have specified that these contacts have responded to the campaign, the **Campaign** tab should look like this:



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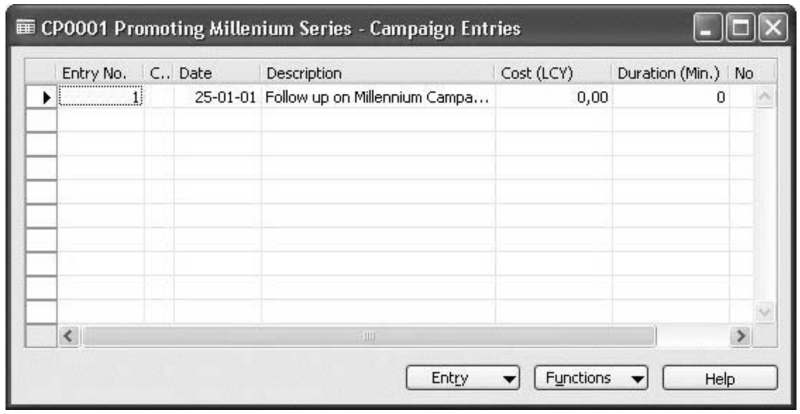
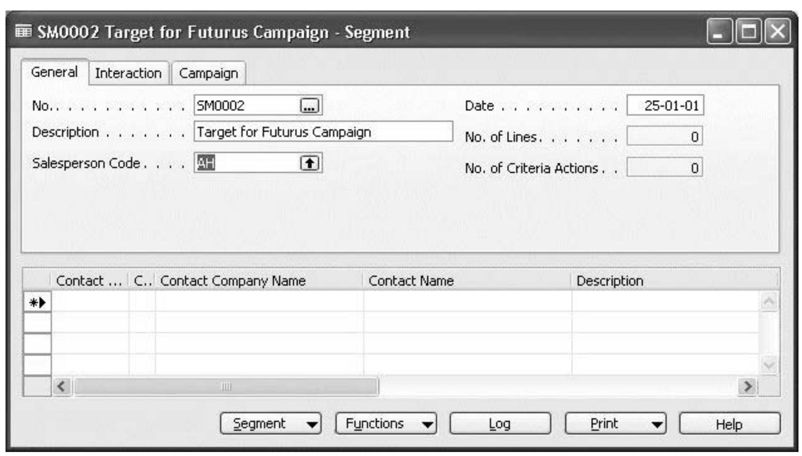
2. When you log the segment, the program automatically creates an entry for the campaign to record this action. You can view it in the Campaign Entries window for the Promoting Millennium Series campaign.

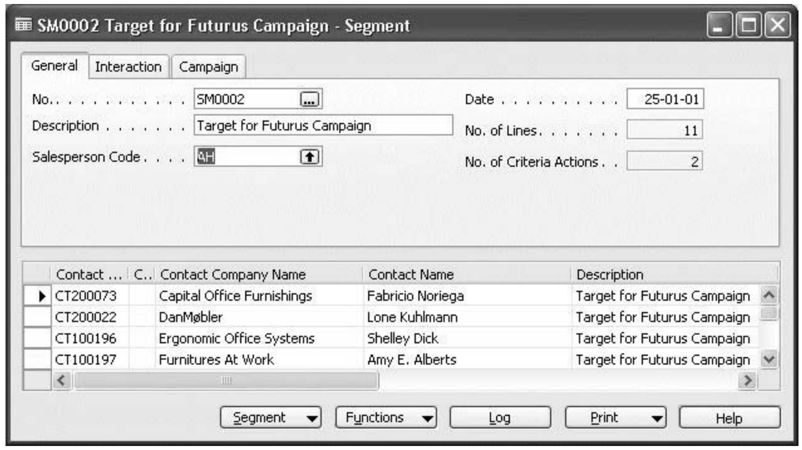


Using Saved Segmentation Criteria (CH 5)

1. When you have set up the new segment for the Futurus campaign, the Segment window should look like this:



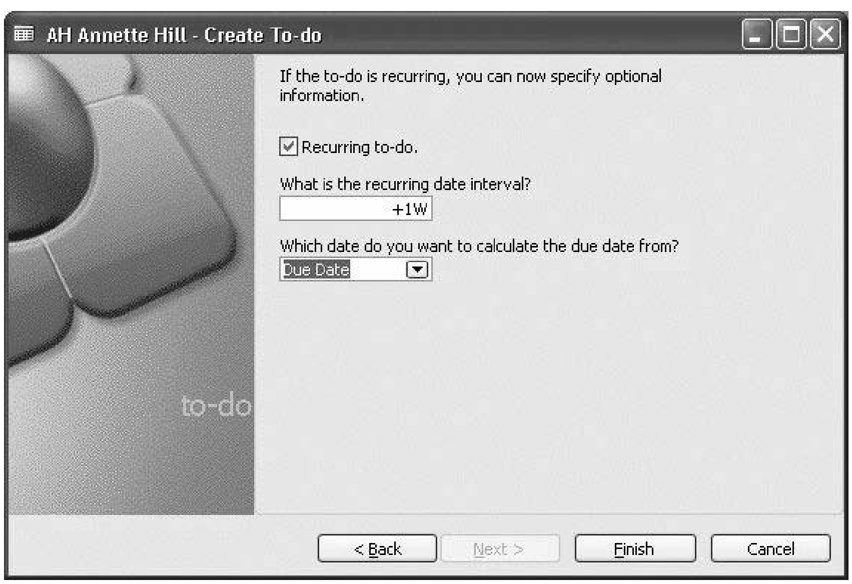
2. When you have used the saved segment criteria to select the contacts for the new Futurus campaign, the program automatically fills in the lines of the Segment window with all the contacts that currently fulfill the defined criteria. The Segment window should look like this:



Creating a Recurring To-do (CH 6)

You create the to-do by completing the Create To-do wizard, making sure to specify in the last page of the wizard that the to-do is recurring.

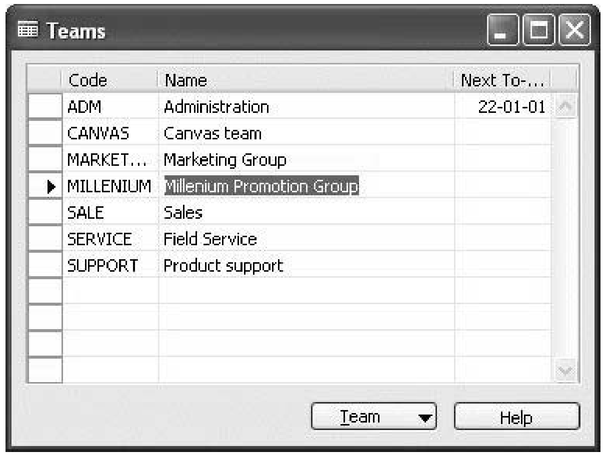
The last page of the Create To-do wizard should look like this:



It is also possible to apply/remove reoccurrence afterwards on the **To-Do Card**, **Recurring** tab.

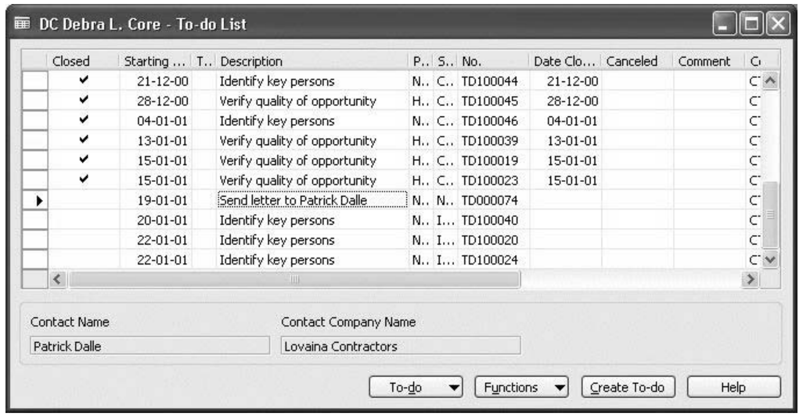
Creating Teams of Salespeople (CH 6)

1. When you have created the Millennium Promotion team, the Teams window should look like this:

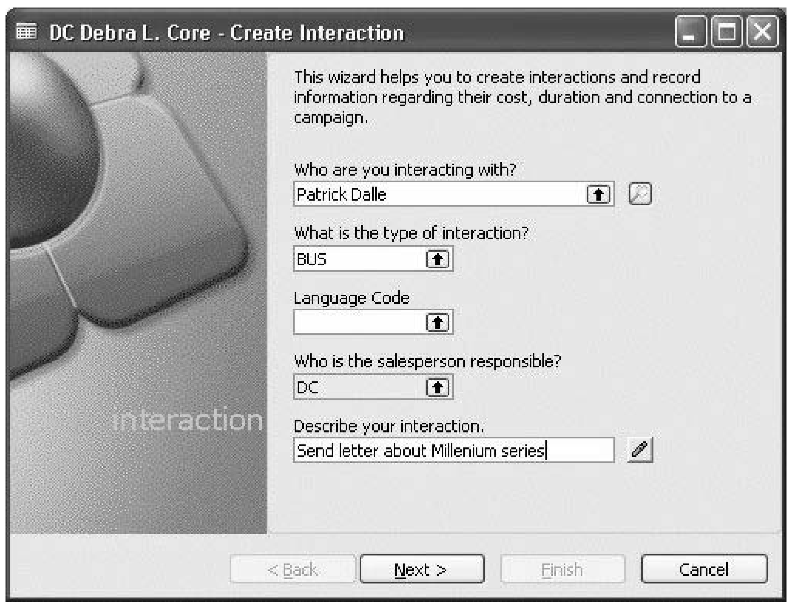


The Team Salespeople window should look like this:

2. When you have created the to-do and assigned it to Debra L. Core, the to-do should appear in Debra L. Core's To-do List window:

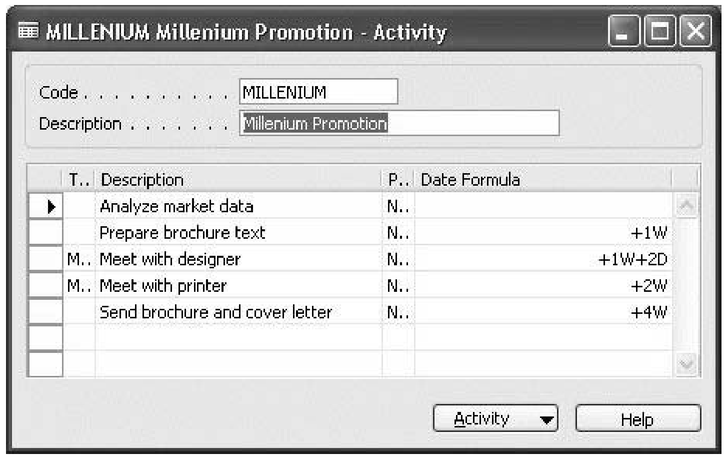


3. When you create an interaction for the to-do from Debra's salesperson card, the first page of the Create Interaction wizard should look like this:

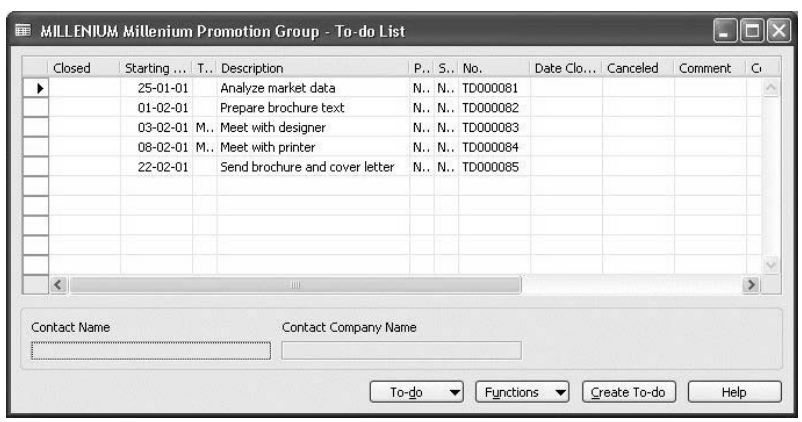


Assigning Activities (CH 6)

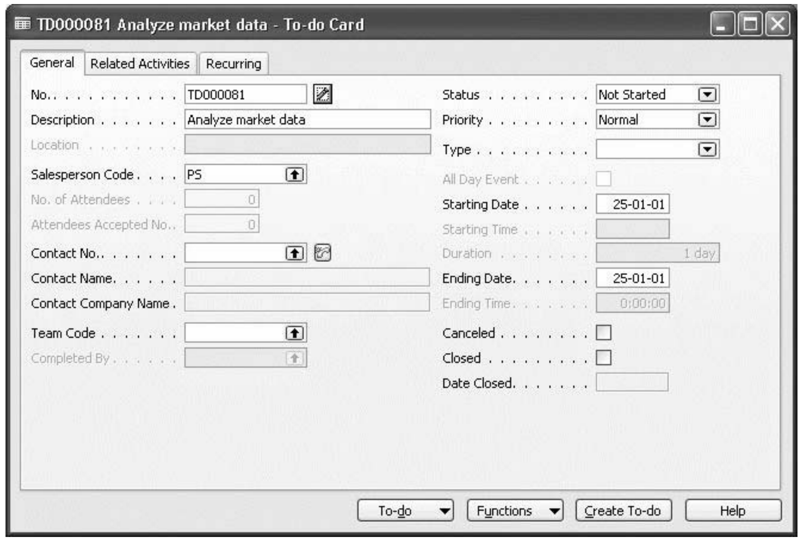
1. When you have set up the activity made up of five to-dos, the Activity window should look like this:



2. When you have assigned the activity to the Millennium Promotion team using the Assign Activity wizard, all the to-dos for the activity will appear in the To-do List window for the team:

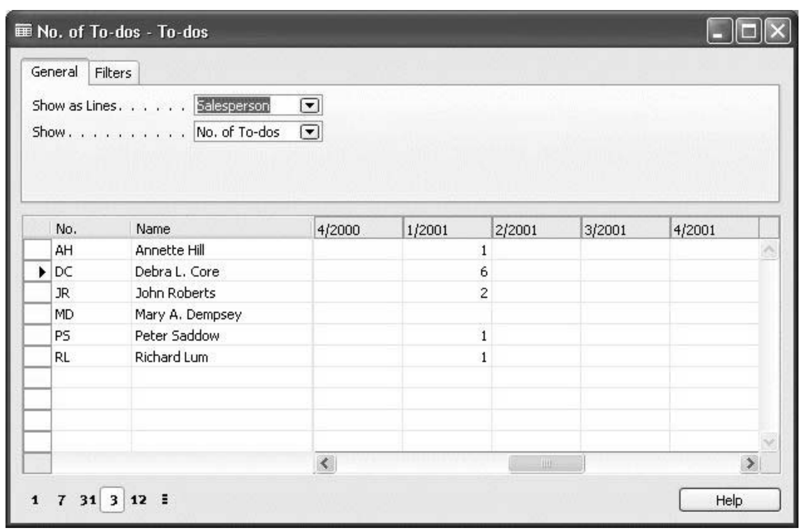


3. You can delegate each of the to-dos from its to-do card by selecting the desired team member in the **Salesperson Code** field. For example, here is the to-do card for the first to-do, now delegated to Peter Saddow:



Deleting Closed To-dos (CH 6)

1. When you find out how many to-dos Debra L. Core and John Roberts had in the 1st quarter, the To-dos window should look like this (your number of to-dos may differ from those below):



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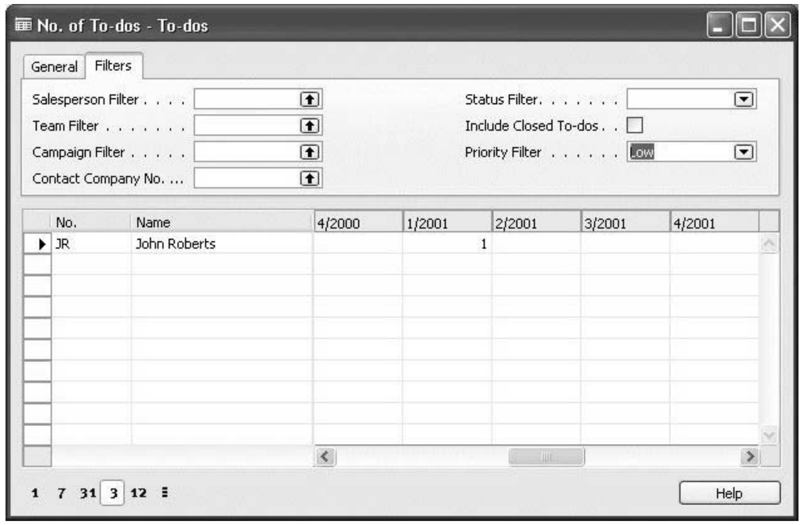
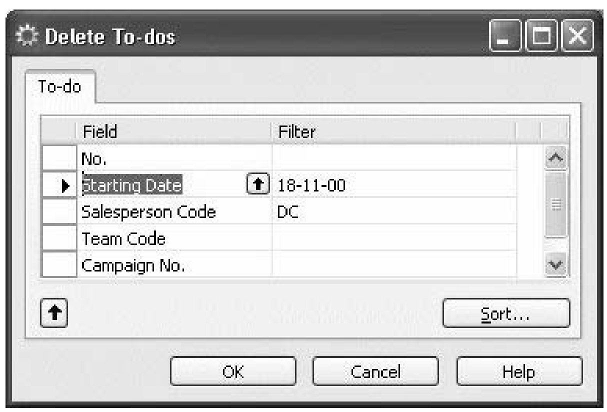
When you view the number of to-dos by priority, the **Filters** tab, when Low is selected, should look like this:

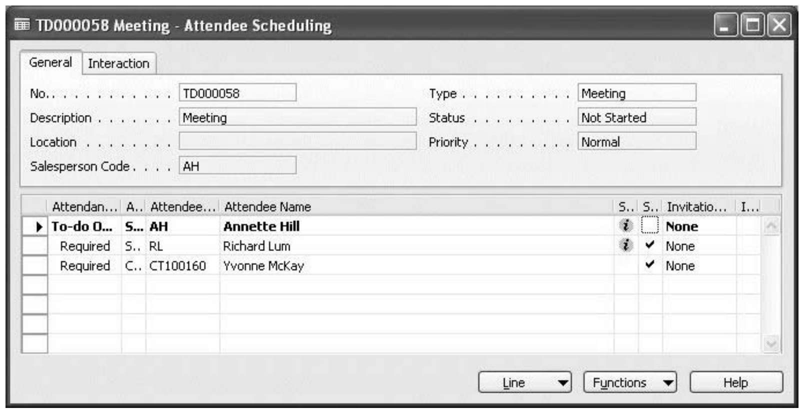


2. Remember that you can only delete to-dos that have been canceled. To cancel each to-do, select the check box in the **Canceled** field on each to-do card. When you delete Debra L. Core's to-dos, the Delete To-dos window should look like this:



Adding to a To-do of the Meeting Type (CH 6)

1. When you have created the to-do of type meeting, the Attendee Scheduling window should look like this:



2. Click in the **Attendee Type** field in the new line of the table, and select Contact.
3. Click in the Attendee No. for that line, and click the **AssistButton** to the right of this field. Find Ann Beebe in the list of contacts, and click **OK**. Select the **Attendee Name** field to display the name of the new attendee.

Sending E-Mail Meeting Invitations Using MAPI (CH 6)

1. Click SALES & MARKETING→SALES→SALESPEOPLE.
2. On the salesperson card, select Annette Hill, and click **Salesperson, To-dos**.
3. In the To-do List window, click **Create To-do**. The Create To-do wizard should appear.
4. In the wizard, fill in the mandatory fields and relevant optional fields, as described in the exercise.
5. In Annette Hill's To-do list, select the to-do that you have created, and click **To-do**, Attendee Scheduling.

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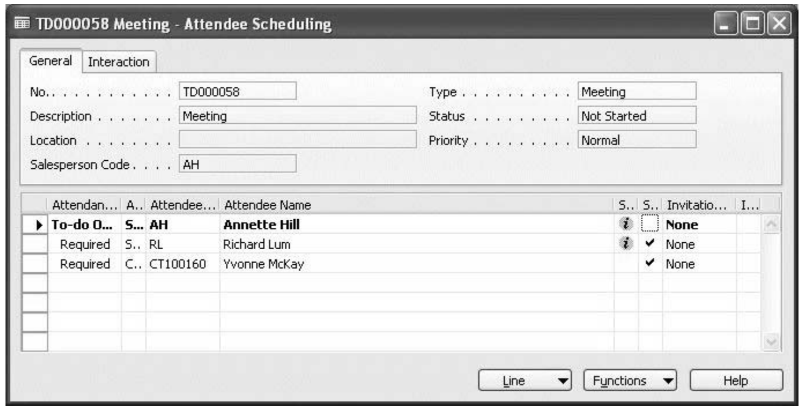
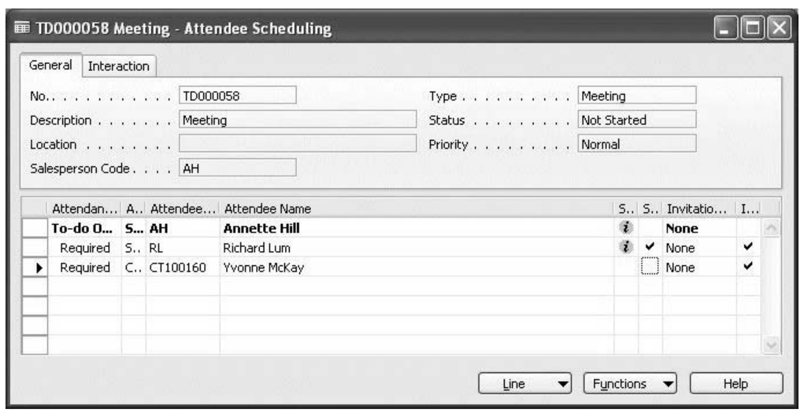
6. Make sure that the **Send Invitation** check box is selected for each attendee.



7. Click FUNCTIONS→SEND INVITATIONS. Confirm the subsequent message.
8. Clear the **Send Invitation** check box for Yvonne McKay, and click FUNCTIONS→SEND INVITATIONS.



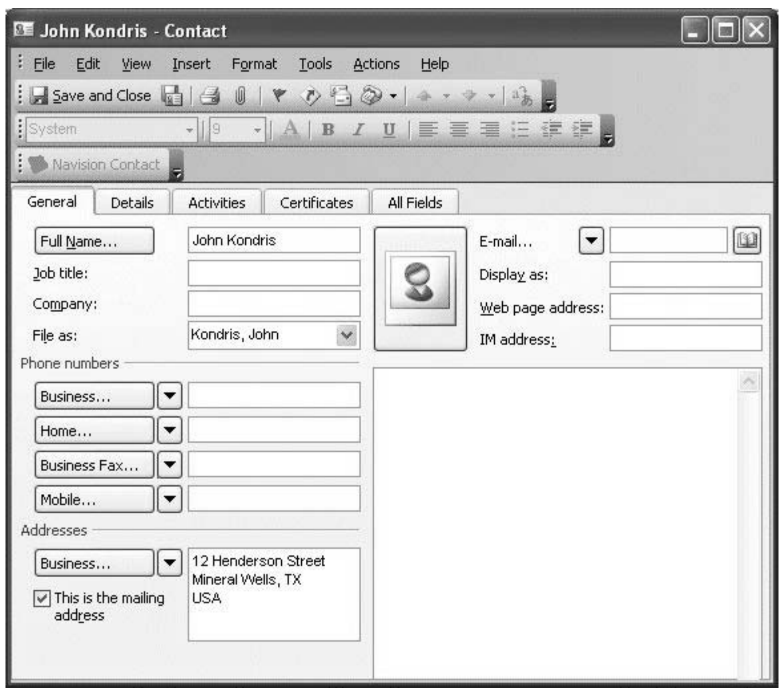
9. Confirm the subsequent message.

Setting Up Synchronization with Outlook (CH 7)

1. Set up Outlook Integration parameters on the **Outlook Integration** tab of your salesperson card. Specify your **Microsoft Navision User ID** and **Outlook Profile Name**, and set up the Outlook folders that you will need for integration.
2. Run the Synchronize with Outlook batch job by going to Sales & Marketing, Sales, Outlook Integration, and by clicking Synchronize with Outlook, OK.

Integrating a Contact from Outlook (CH 7)

1. In the Outlook Contacts folder click NEW→CONTACT.
2. Fill in the name and address of the contact. The Outlook Contact card should look like this:



3. Go to Microsoft Navision and find a corresponding to-do in the list of contacts. Alternatively, you can click the Microsoft Navision **Contact** button on the Outlook contact card, if the appropriate toolbar is installed.

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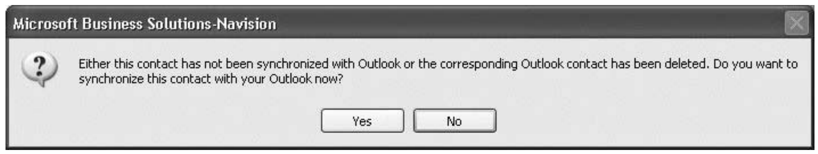
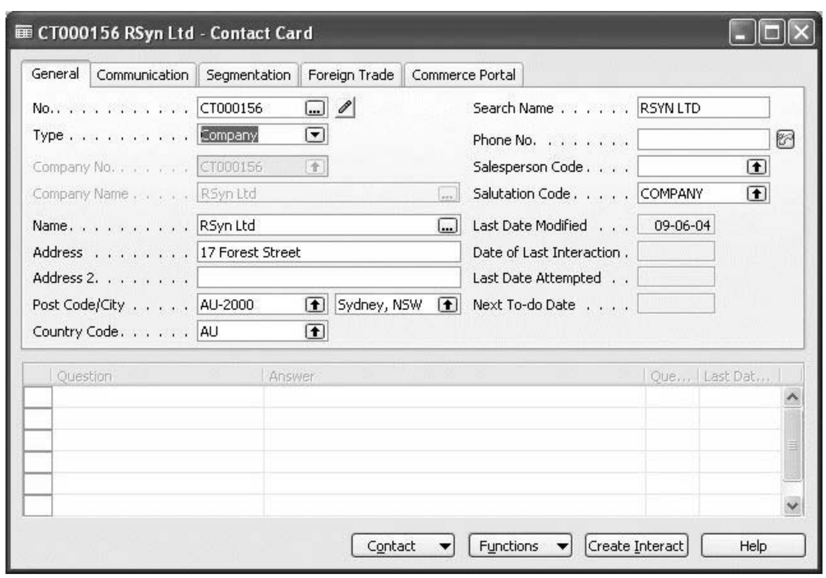
Integrating a Contact from Navision (CH 7)

1. Click SALES & MARKETING→MARKETING→CONTACTS.
2. Press F3 to create a blank contact card.
3. Enter all the information you have, select Person in the **Type** field, and close the Contact Card.
4. On the Contact Card click FUNCTIONS→SHOW OUTLOOK ITEM, and click **Yes** to confirm the following message:



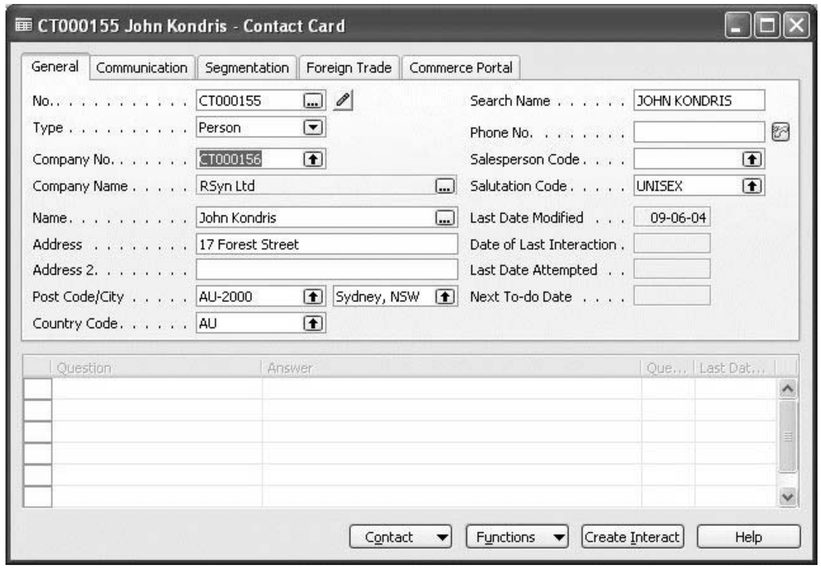
Integrating a Contact From Navision (CH 7)

1. Open your Salesperson Card, and click SALESPERSON→CONTACTS. The Contact List window appears.
2. Click CONTACT→CARD, and press F3 to create a blank contact card.
3. Enter all the information you have, select Company in the **Type** field, and close the Contact Card.



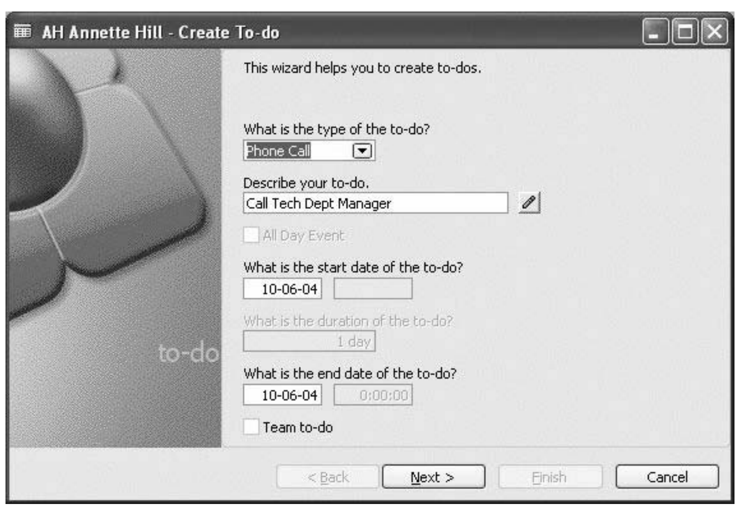
4. Go to Outlook, and look up the Contact card for this company.

5. To assign contact John Kondris to this company, find his contact card in Microsoft Navision.
6. Click the **AssistButton** in the **Company No.** field, find company RSyn Ltd, and click **OK**.



Integrating a To-do of Type Blank or Phone Call (CH 7)

1. On your Salesperson Card, click SALESPERSON→TO-DOS.
2. Click **Create To-do**.
3. Fill in the **Description** field, and set the type of the to-do to Phone Call.



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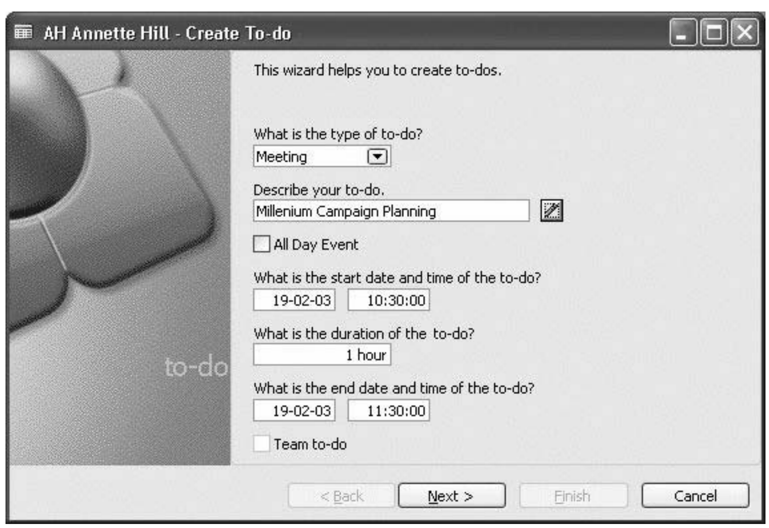
4. Click **Next** and **Finish**.
5. On the To-do Card, click FUNCTIONS→SHOW OUTLOOK ITEM, and click **Yes** on the confirmation message.

Integrating a Task (CH 7)

1. In Outlook, go to your Tasks folder, and click NEW→TASK.
2. Fill in the **Subject** field, and click **Save and Close**.
3. Go to Microsoft Navision and find the corresponding to-do in your to-do list. Alternatively, you can click the Microsoft Navision **To-do** button on the Outlook contact card if the appropriate toolbar is installed.

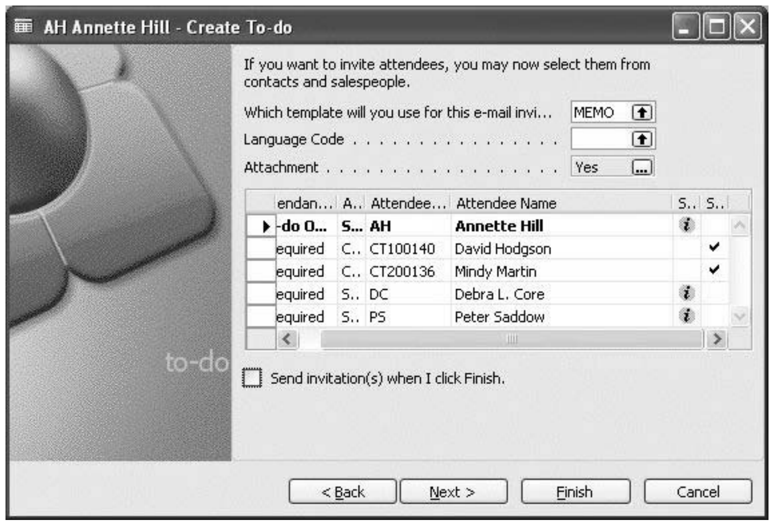
Integrating a To-do of Type Meeting (CH 7)

1. Click SALES & MARKETING→SALES→SALESPEOPLE.
2. On the Salesperson card, select Annette Hill, and then click SALESPERSON→TO-DOS.
3. In the To-do List window, click **Create To-do**. The Create To-do wizard appears.
4. Fill in the mandatory fields and any optional fields on the first page of the wizard with the relevant information. When you have completed the first page, it should look like this:

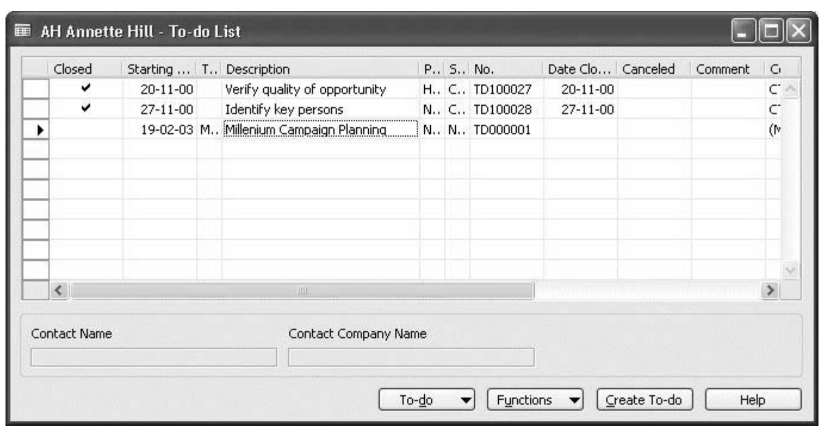


5. Fill in the mandatory fields and any optional fields on the second page of the wizard with the relevant information. Select a template with an attachment. Make sure that you have selected the **Send Invitation** check box for each attendee (this is only possible if the attendee has an e-mail address assigned). Select the **Send invitation(s) when I click Finish** check box.

   When completed, it should look like this:



6. When you have completed the Create To-do wizard, the to-do appears in your To-do List window.



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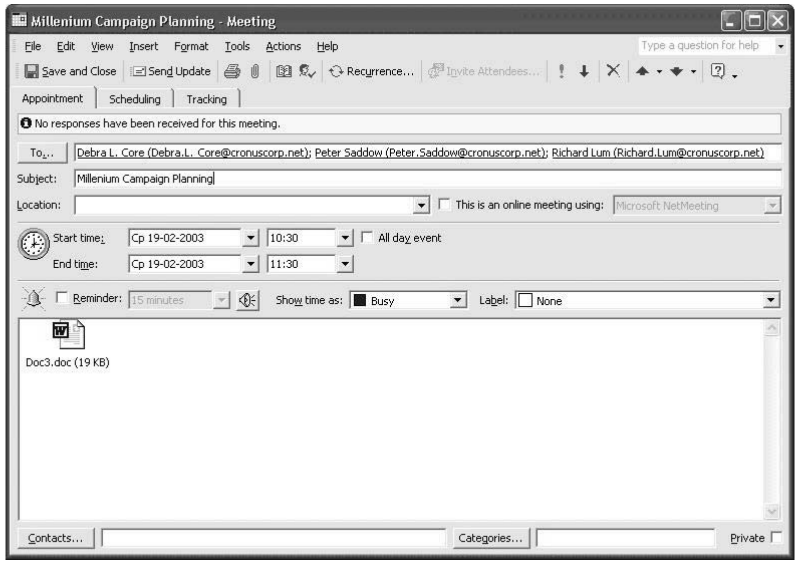
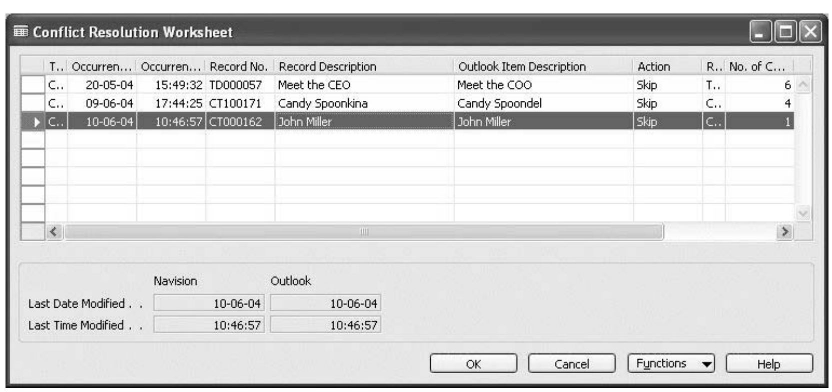
7. Select this to-do, and click FUNCTIONS→SHOW OUTLOOK ITEM. The corresponding Outlook calendar item card appears.



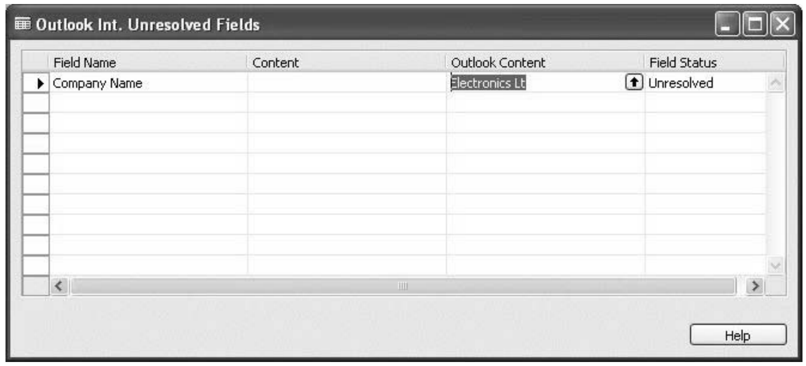
8. When the attendees reply to your meeting invitation, the responses will be recorded on the Attendee Scheduling card. To open the card, go to your To-do List, select the to-do, and click TO-DO→ATTENDEE SCHEDULING.

Integrating an Outlook appointment (CH 7)

1. Create the contact in your Outlook by going to the Contacts folder and clicking NEW→CONTACT.
2. Type Electronics Lt in the **Company** field.
3. The Outlook Integration Statistics window appears in Microsoft Navision. Click the **AssistButton** in the **No. of Conflicts** field to open the Conflict Resolution Worksheet. Select the conflict, and click FUNCTIONS→SHOW UNRESOLVED FIELDS.

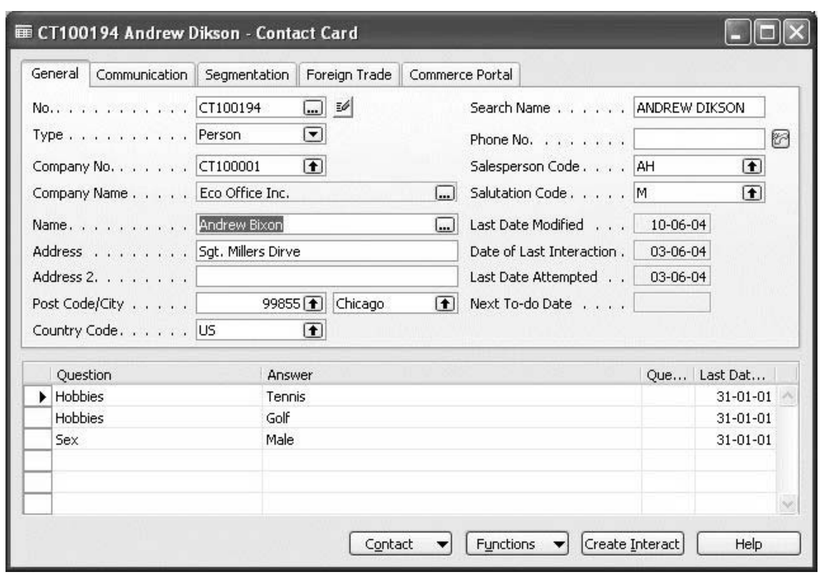


4. Click the **AssistButton** in the Outlook Content field, select the appropriate company from the list, and click **OK**.



Resolving Version Conflicts (CH 7)

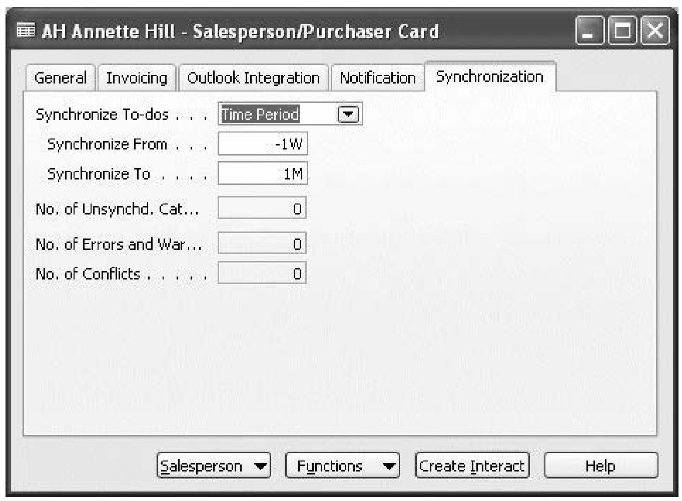
1. Find the contact card for Andrew Dixon. Click FUNCTIONS→SHOW OUTLOOK ITEM, and click **Yes** on the confirmation message.
2. Close Microsoft Navision, and wait for several seconds for the program processes to finish.
3. Change the name of the contact to Andrew Dikson.
4. Start Microsoft Navision, and click **No** on the message, “Do you want to synchronize with Outlook?”
5. Find Andrew Dixon’s contact card, and change the name (for example to Andrew Bixon). Close the contact card.



6. Click **Yes** on the message that appears to open the Conflict Resolution Worksheet.
7. Click the **AssistButton** in the **Action** field, and click **Replace Outlook Item**.
8. Click **OK**.

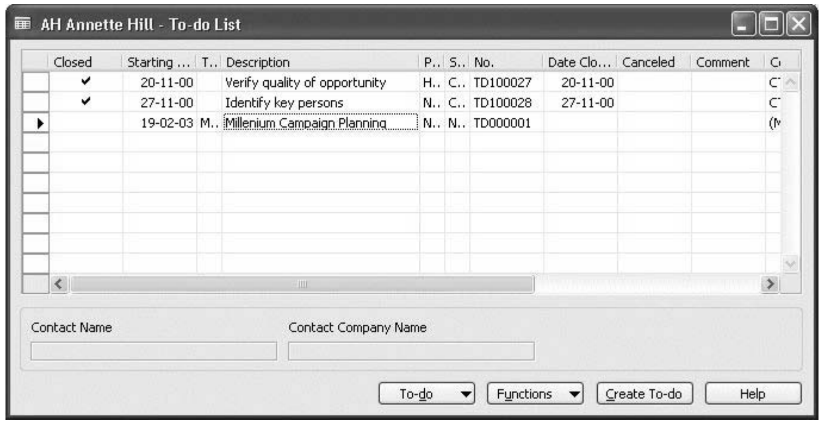
Synchronizing To-dos within a Specified Period (CH 7)

1. Click SALES & MARKETING→SALES→SALESPEOPLE.
2. On the salesperson card, select Annette Hill. On Annette Hill's salesperson card, go to the **Synchronization** tab. Select the Time Period in the **Synchronize To-dos** option field, then specify the synchronization period by entering the date formulas: -1W in the **Synchronize From** field and 1W in the **Synchronize To** field.



3. On Annette Hill's salesperson card, click SALESPERSON→TO-DOS.

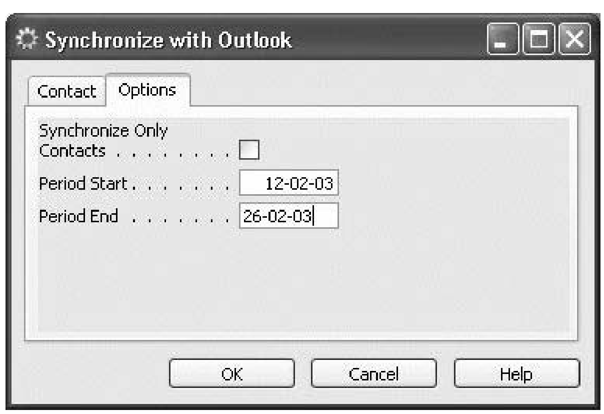
4. In the To-do List window, select the Millennium Campaign Planning meeting.



5. Open the selected To-do Card window by clicking TO-DO→CARD.
6. Edit this to-do and close the card.
7. In the To-do List window, click **Create To-do**. The Create To-do wizard appears. Create a to-do using the following information:

Type:	Blank
Description:	Identify key persons
Starting Date:	Today (February 19, 2003)
Contact:	CT000026 Lovaina Contractors.

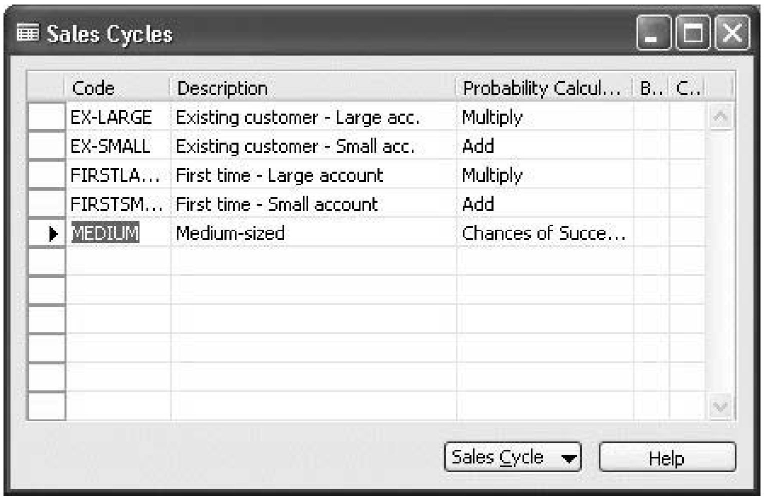
8. On Annette Hill's salesperson card, click FUNCTIONS→SYNCHRONIZE WITH OUTLOOK. In the Synchronize with Outlook batch job window on the **Options** tab, you can make sure that the dates in the **Period Start** and **Period End** fields correspond to the period you have set on the **Synchronization** tab of Annette Hill's salesperson card.



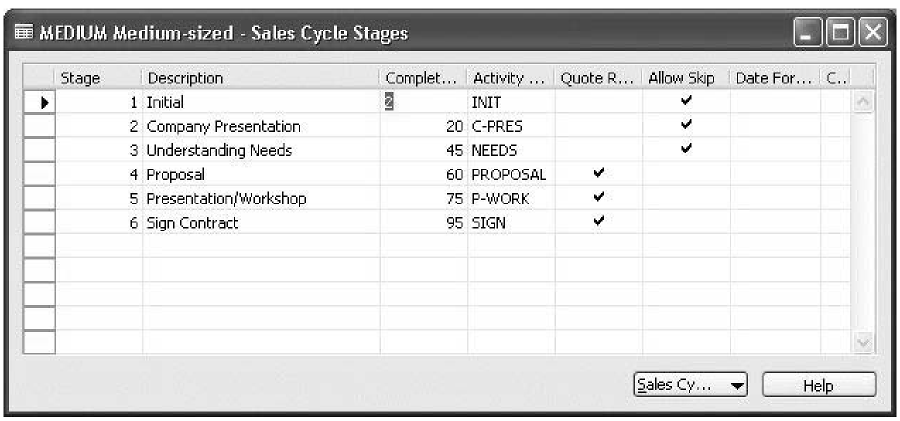
9. Click **OK** to start the Synchronize with Outlook batch job.
10. In Outlook, make sure that one new to-do, Identify key persons, has appeared in your Outlook tasks folder, and no new items have appeared in your calendar folder.

Setting Up a Sales Cycle (CH 8)

The Sales Cycles and Sales Cycle Stages windows should look like this:



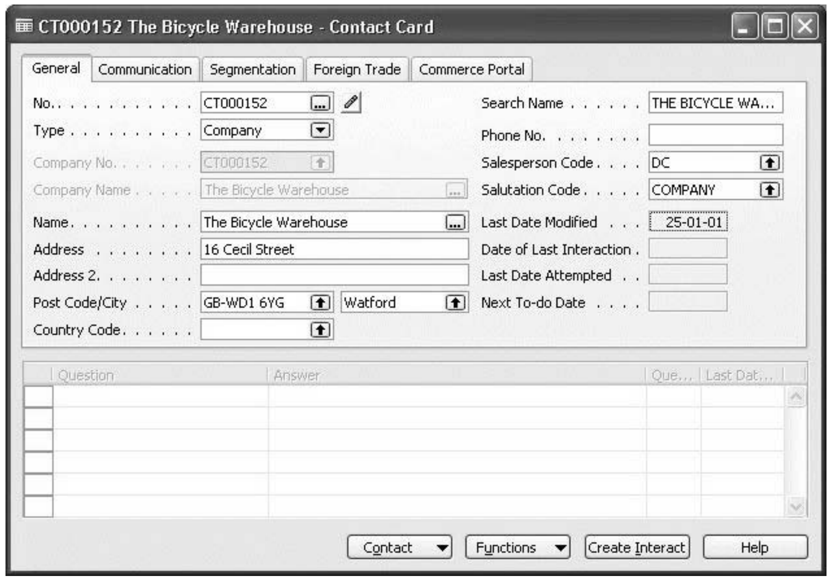
Code	Description	Probability Calcul...	B..	C..
EX-LARGE	Existing customer - Large acc.	Multiply		
EX-SMALL	Existing customer - Small acc.	Add		
FIRSTLA...	First time - Large account	Multiply		
FIRSTSM...	First time - Small account	Add		
MEDIUM	Medium-sized	Chances of Succe...		



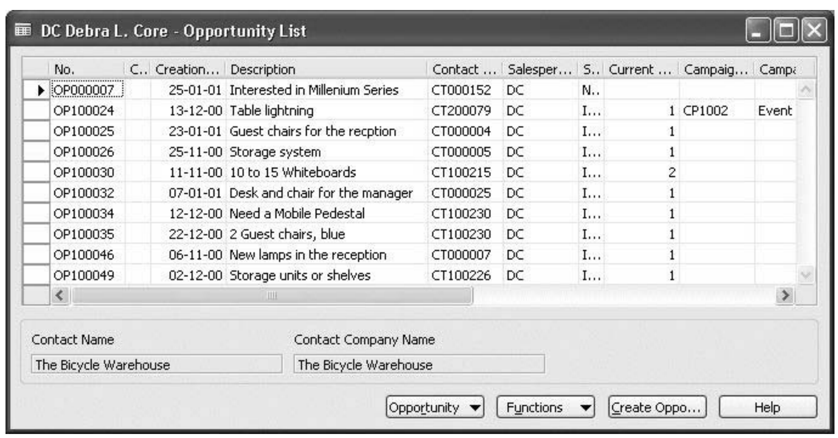
Stage	Description	Complet...	Activity ...	Quote R...	Allow Skip	Date For...	C..
1	Initial	2	INIT		✔		
2	Company Presentation	20	C-PRES		✔		
3	Understanding Needs	45	NEEDS		✔		
4	Proposal	60	PROPOSAL	✔			
5	Presentation/Workshop	75	P-WORK	✔			
6	Sign Contract	95	SIGN	✔			

Activating Sales Stages (CH 8)

1. The contact card should look like this:



2. The Opportunity List window should include the new opportunity:



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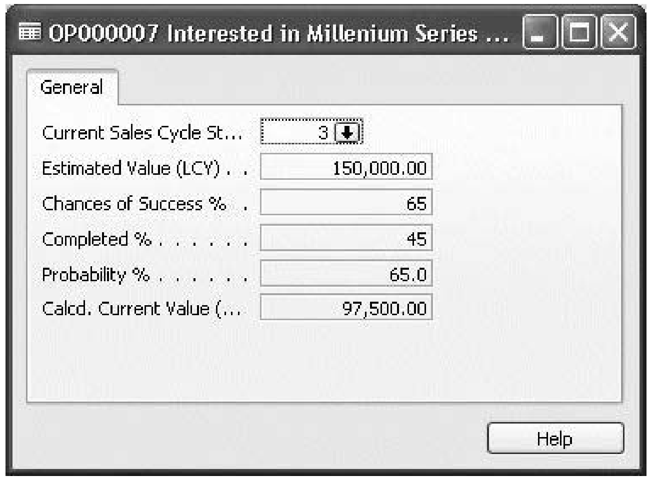
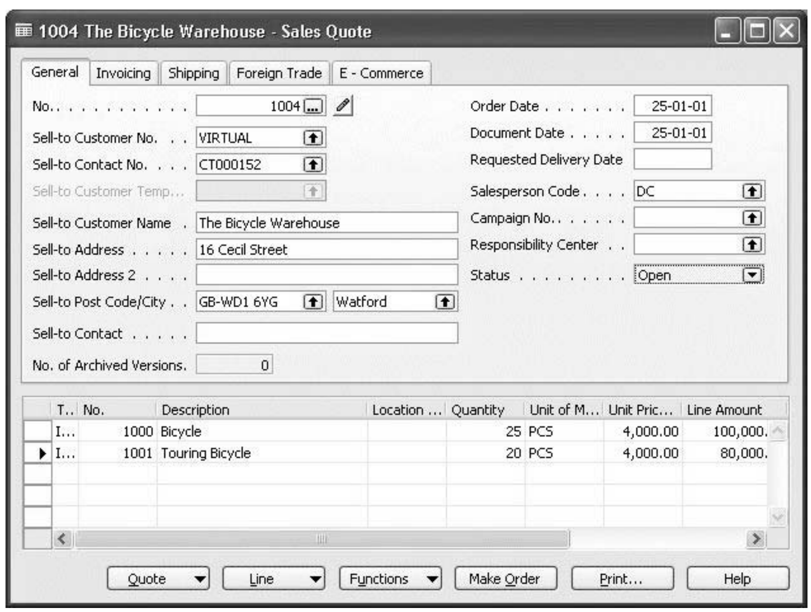
3. When you have completed steps 3 and 4, the Statistics window for the opportunity should look something like this:

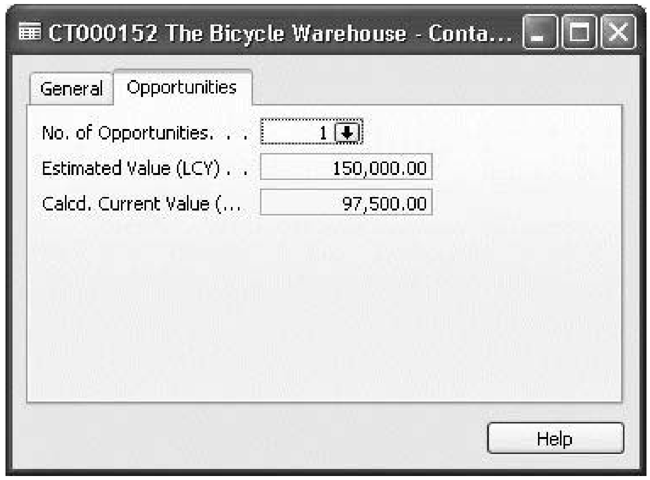


Viewing Lost Opportunities (CH 8)

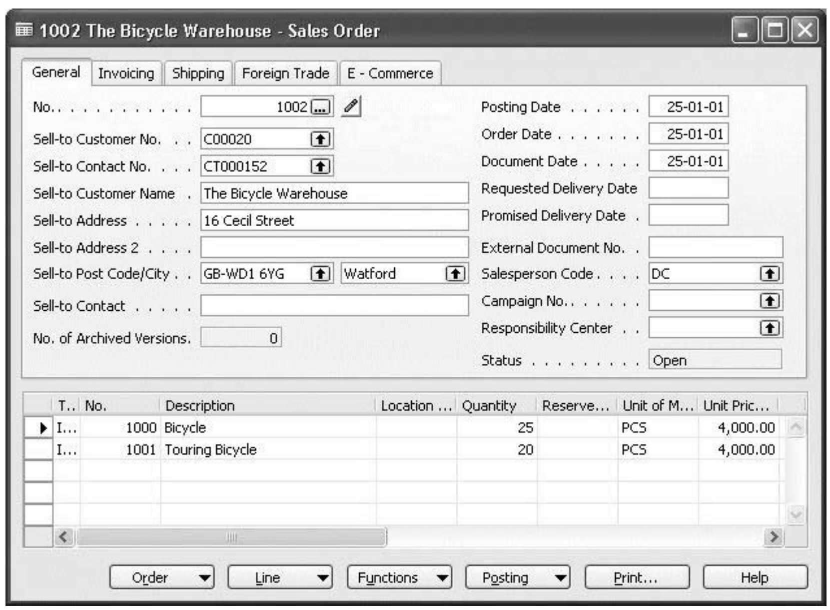
1. The Sales Quote window should look like this:



2. The Statistics window for the contact should look like this:



3. When you have created the contact as a customer and closed the opportunity, the order should look something like this:



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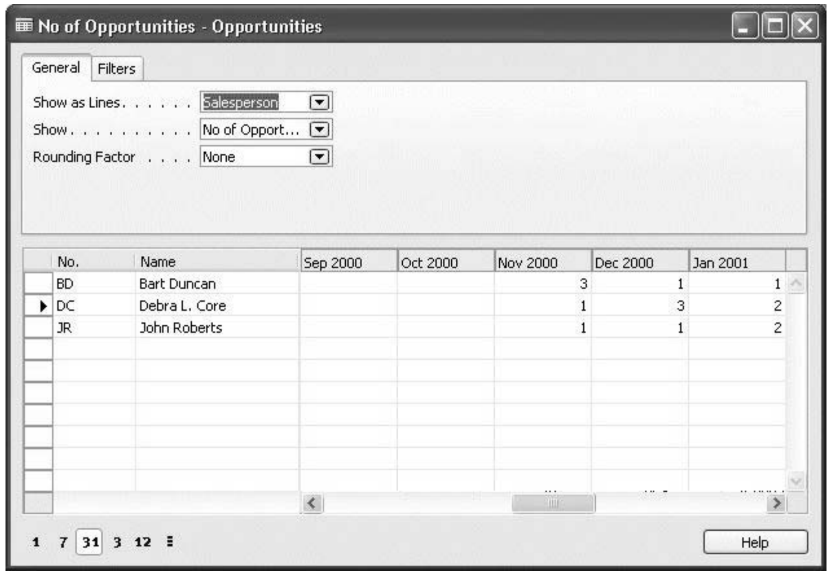
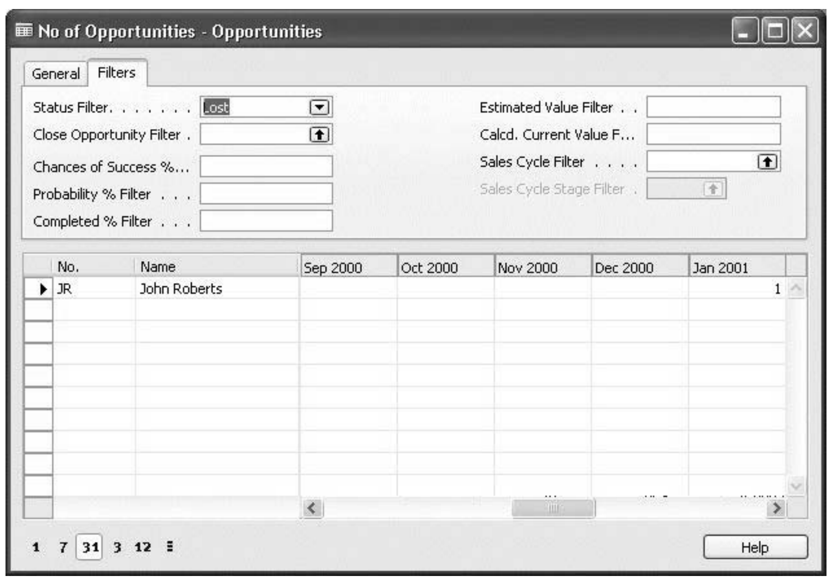
4. In the Opportunities window, the **General** tab should look like this:



5. In the Opportunities window, the **Filters** tab should look like this:



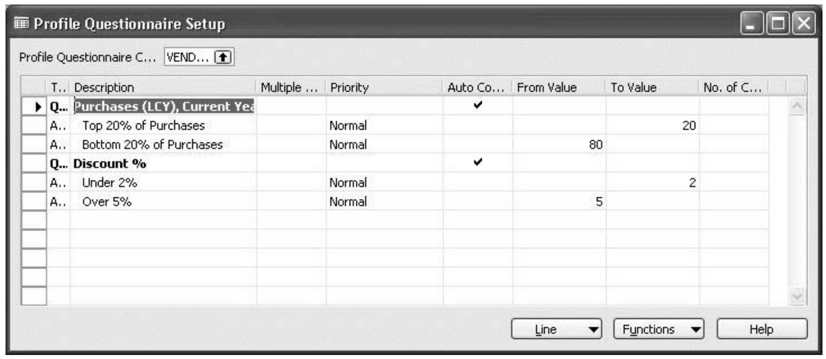
Adding Contacts to a Segment (CH 9)

To add the contacts to the segment, fill in the third window of the wizard like this:

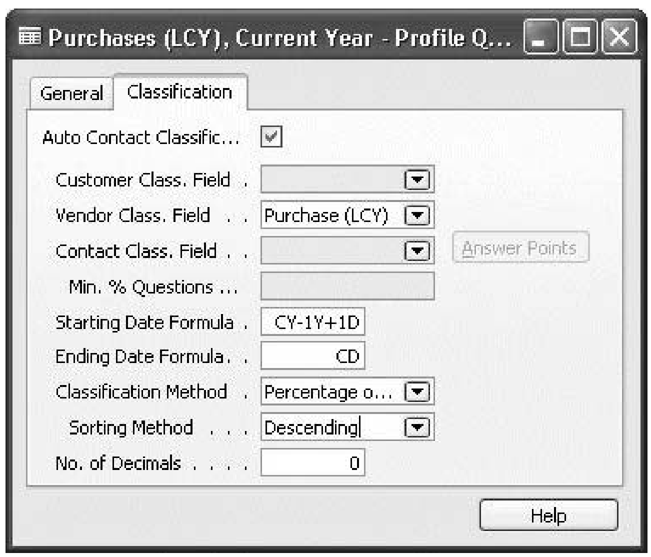
Fill in the fourth window of the wizard like this:

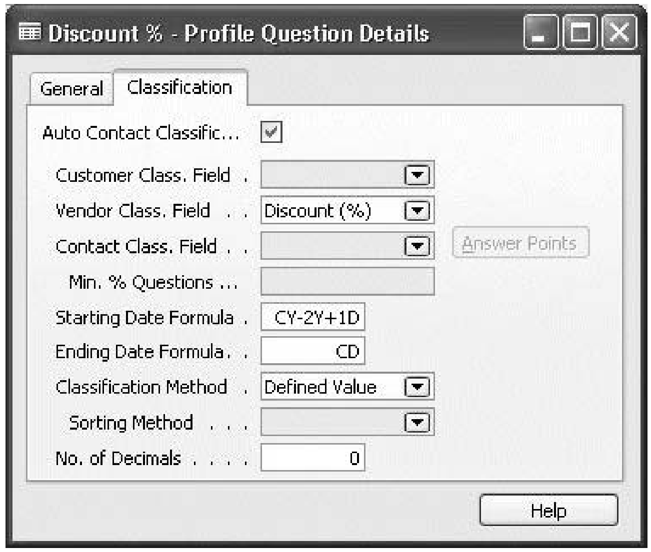
Setting Up a Questionnaire (CH 9)

1. When you have set up the new questionnaire, the Profile Questionnaire Setup window should look like this:

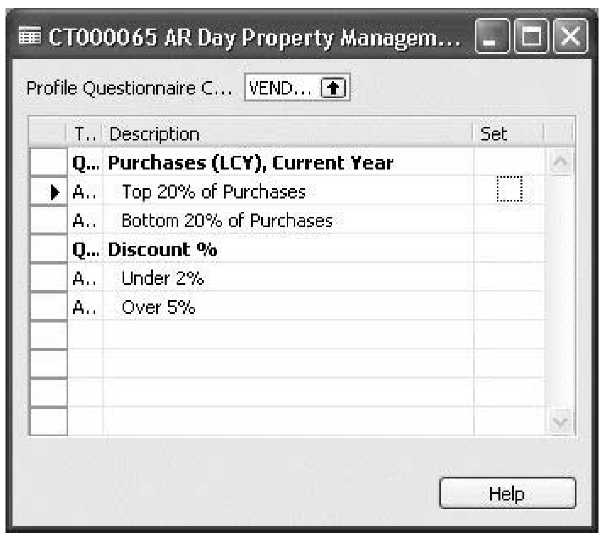


The Profile Question Details windows for the first two questions should look like these:



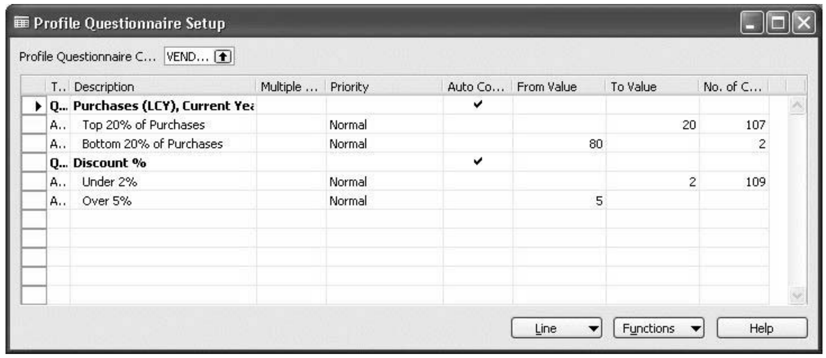


2. If you have not selected the **Auto Contact Classification** check box, you can manually select the right answers for the contact in the Contact Profile Answers window.

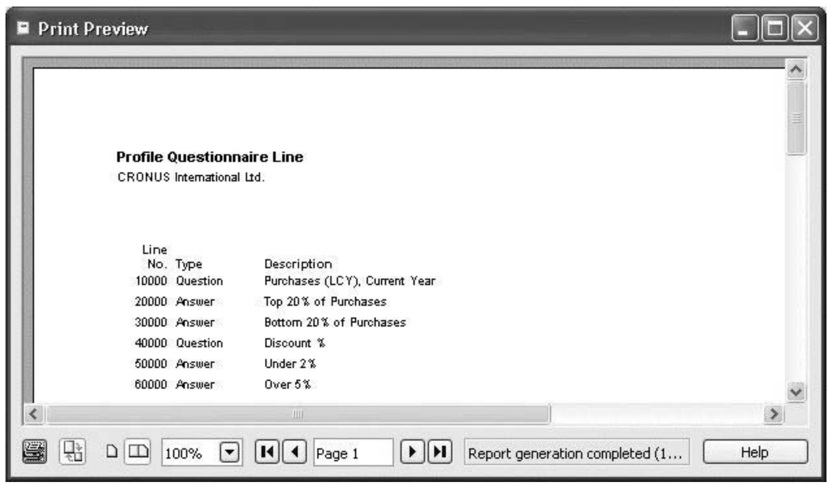


If the **Auto Contact Classification** option has been selected, the fields in this window will be disabled, and no questions or answers for this profile will be displayed.

3. The Profile Questionnaire Setup window should look like this:



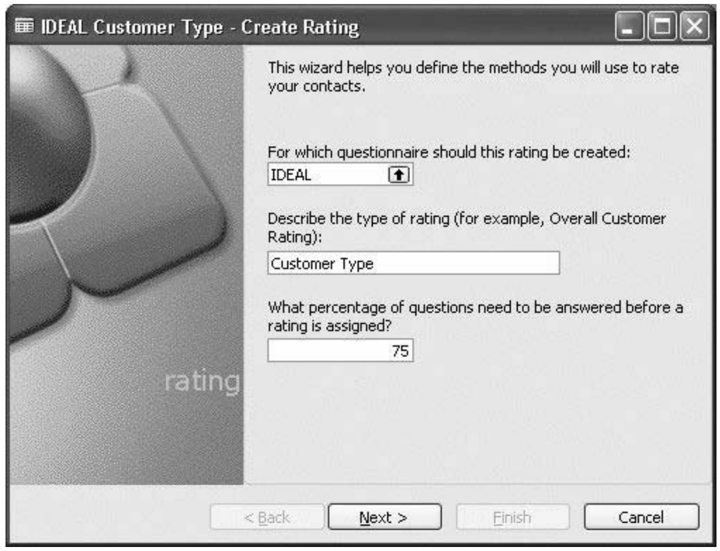
4. The test report should look like this in the Print Preview window:



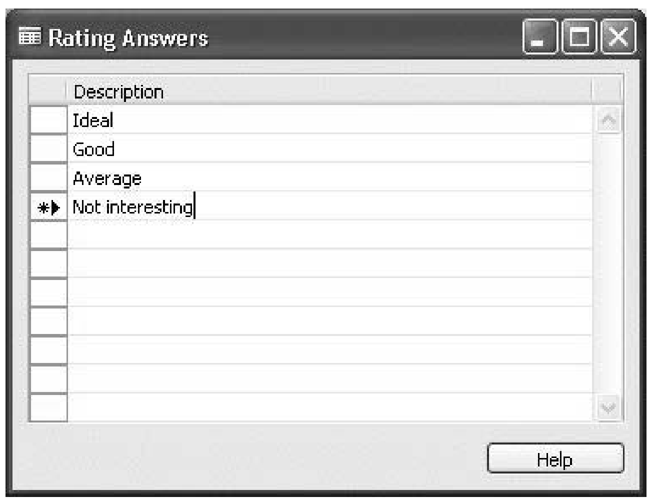
Rating Your Contacts (CH 9)

1. Use the Create Rating wizard to do the rating for you. In the Profile Questionnaire window, click Functions, Create Rating**.**

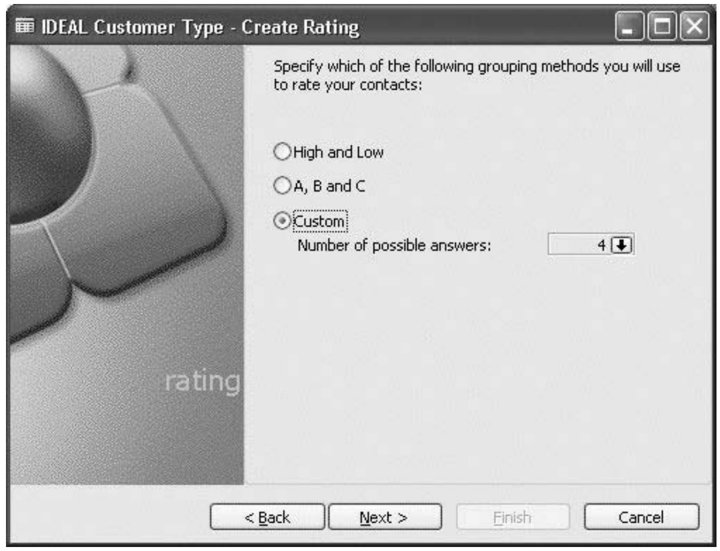
2. Fill in the first page of the wizard as follows:



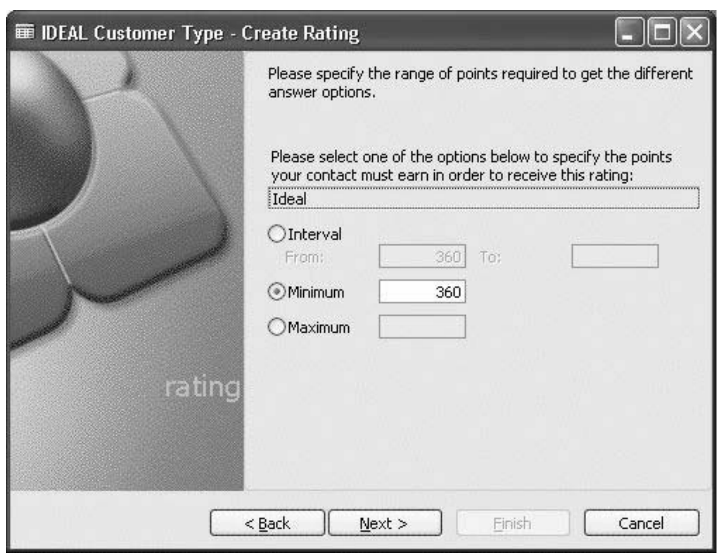
3. On the second page, select Custom. The Rating Answers window appears. Fill it in as follows:



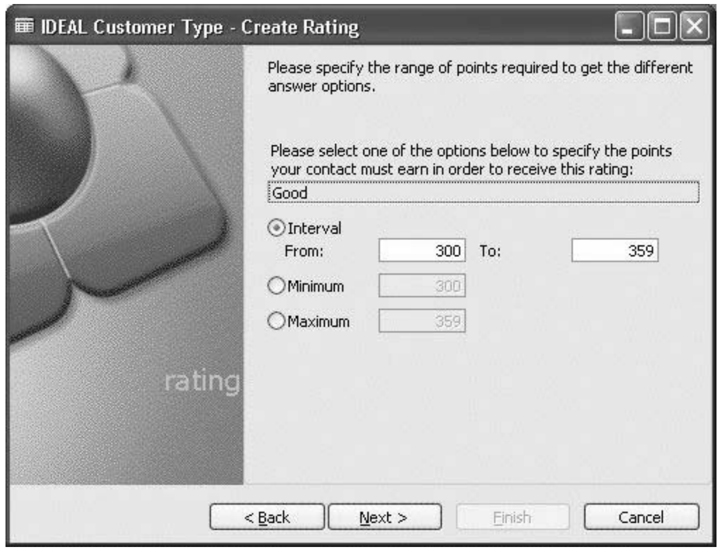
After you close the Rating Answers window, the second page of the wizard should look like this:

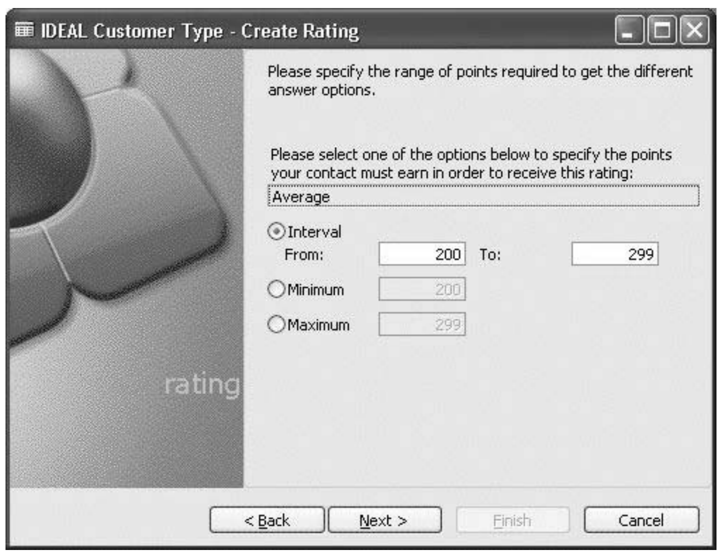


4. In your points system, the maximum number of points a prospect can score is 400, but you want the program to return ideal prospects that have scored from 360 points and above. Therefore, the next page of the wizard should look like this:



5. On the following three pages, fill in the points as shown:





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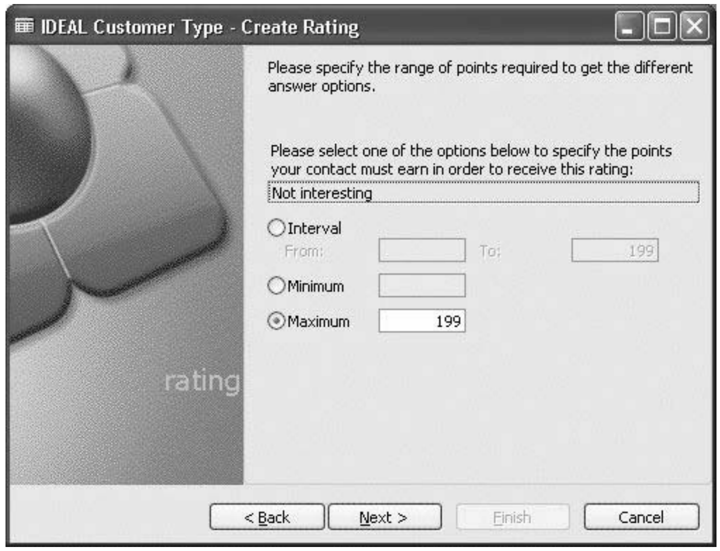
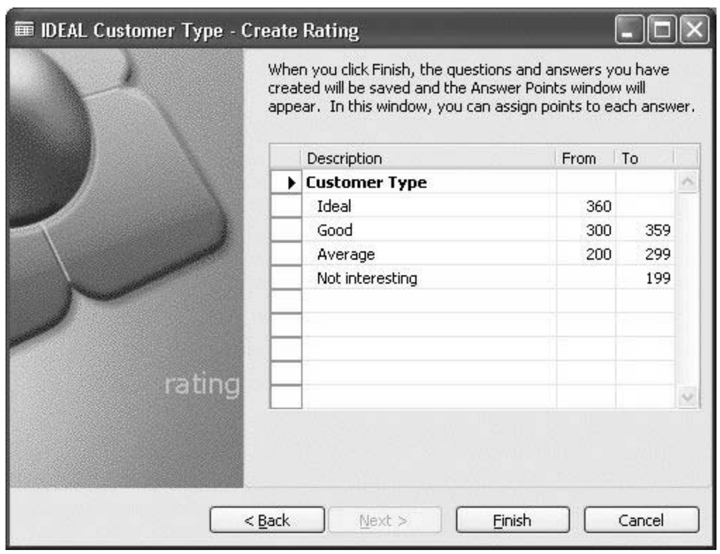
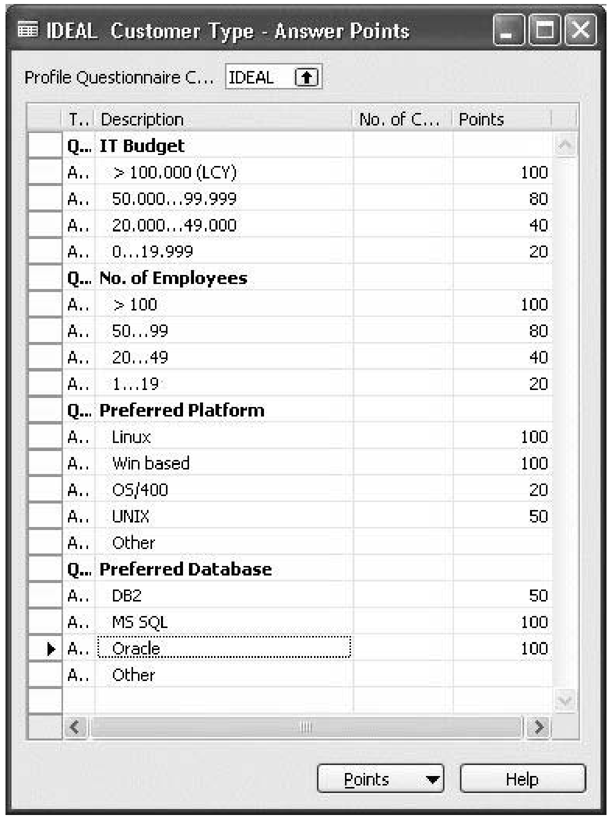


6. On the last page, you get an overview of the listed points in the four categories. It should look like this:

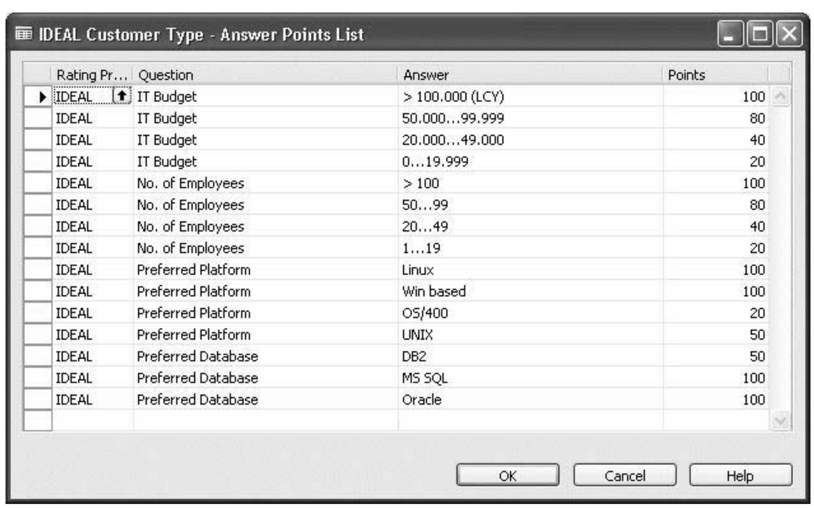


If you have made any mistakes, you can click **Back**, and make your corrections on the relevant page.

7. Click **Finish** to complete the rating. The Answer Points window opens, and you can now enter in the **Points** field the points you want to assign each answer.



8. If you want an overview of the distribution of total points on different answers, click Points and then List to open the Answer Points List window:



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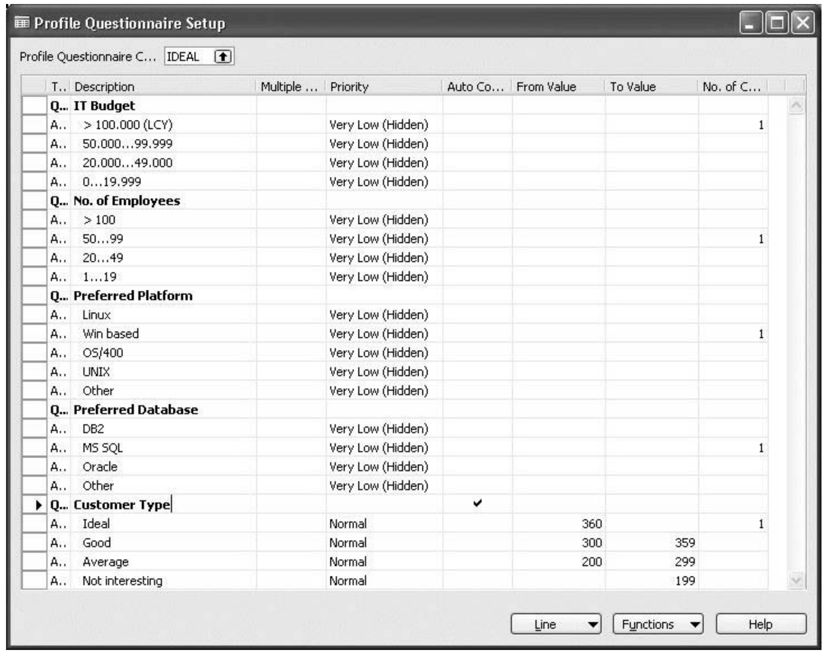
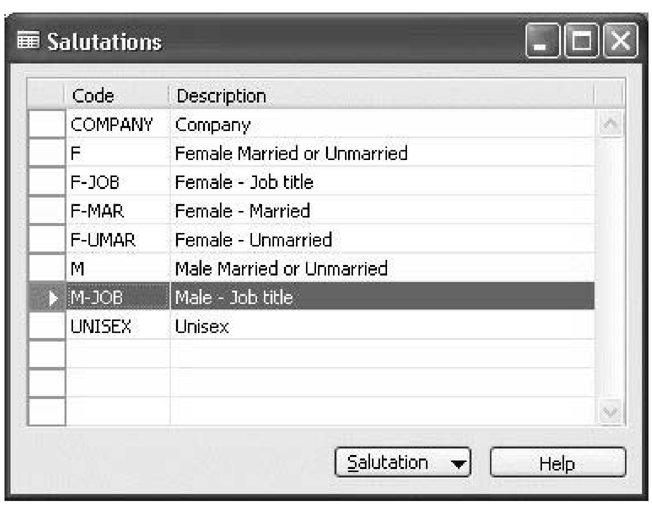
9. The rating question (Customer Type) is now added to the profile questionnaire with the **From Value** and **To Value** fields filled out. Since you are only interested in having the Customer Type answers displayed on the contact card, you select Very Low (Hidden) in the **Priority** fields for the other answers.

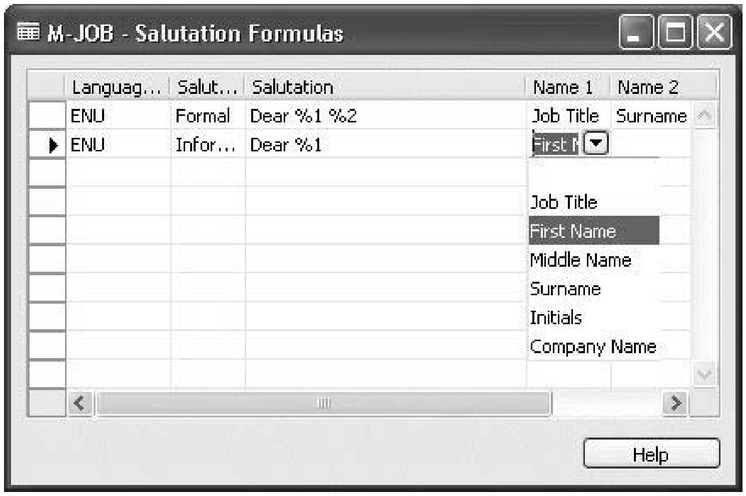


Creating Salutation Formulas (CH 10)

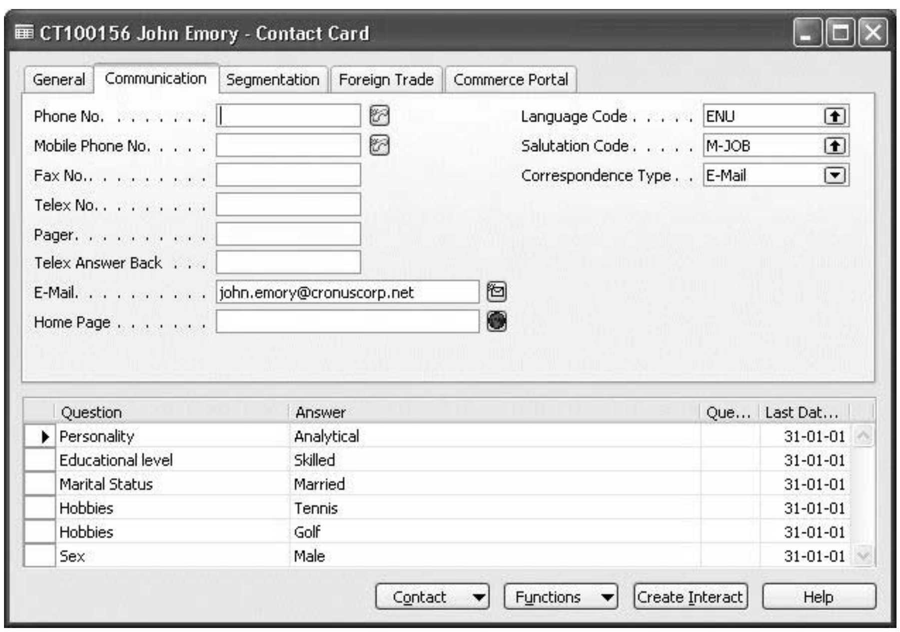
After the Male – Job title salutation has been selected, the Salutations window should look like this:



After you have set up formal and informal salutations, the Salutation Formulas window should look like this:



When you have assigned the Salutation code to the Contact Card, it should look like this:



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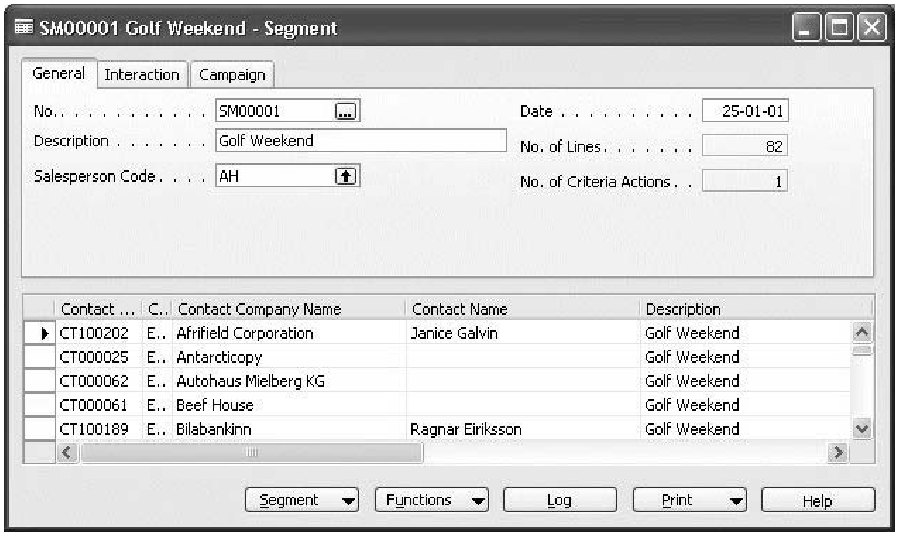
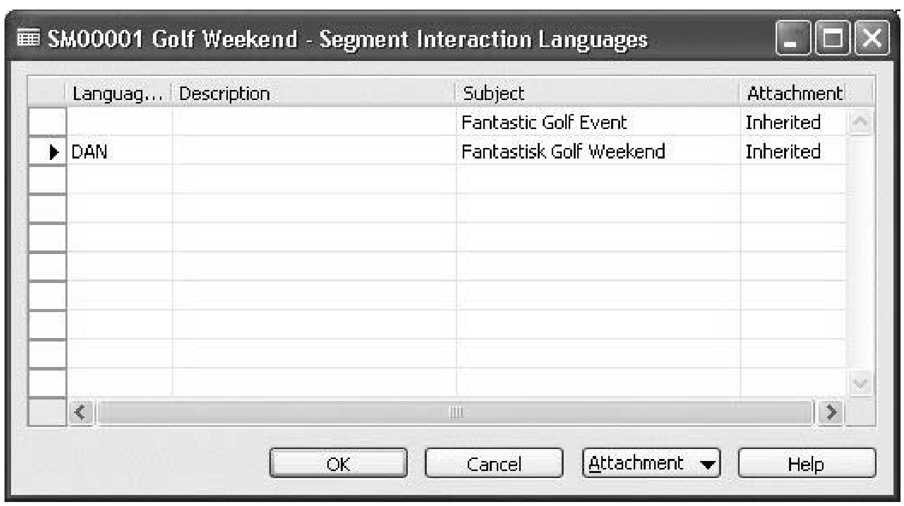
Creating Interaction Using a Segment (CH 10)

When you have created the segment, the Segment window should look like this:



When you have filled in the subject, the Segment Interaction Languages window should look like this:



The Word document could look like this:

CRONUS
CRONUS International Ltd.
5 The Ring
Westminster
GB-W2 8HG London

Afrifield Corporation

Janice Galvin

100 Maidstone Ave.

Maidstone, GB-ME5 6RL

Great Britain

25-01-01

Dear Ms. Janice Galvin,

We would like to invite to the fantastic golf tournament that will take place on Saturday, 27 January, at 15:00.

Sincerely,

Annette Hill

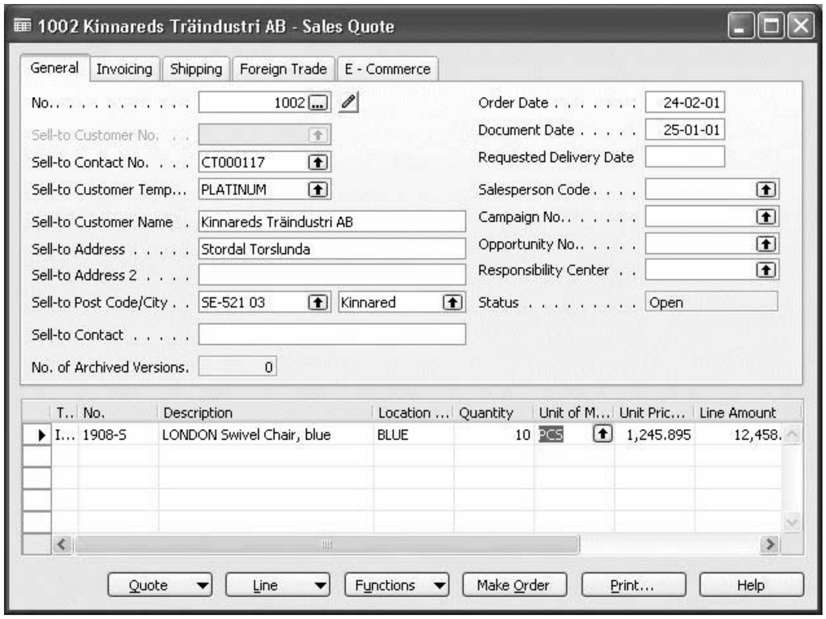
Setting Up Customer Templates (CH 11)

Customer Template List

Code	Description	Country ...	Territory...	Currenc...
DK-LARGE	Denmark, large customers	DK	FOREIGN	EUR
DK-SMALL	Denmark, small customers	DK	FOREIGN	DKK
GB LND	GB London Customers	GB	LND	
GB SCOT	GB Scottish Customers	GB	SCOT	
GB-LARGE	Great Britain, large customers	GB		EUR
GB-SMALL	Great Britain, small customers	GB		
GOLD	Gold Customers	US		USD
PLATINUM	Platinum Customers	SE		SEK
SILVER	Silver Customers	US		USD
SMALL	Foreign, small customers		FOREIGN	

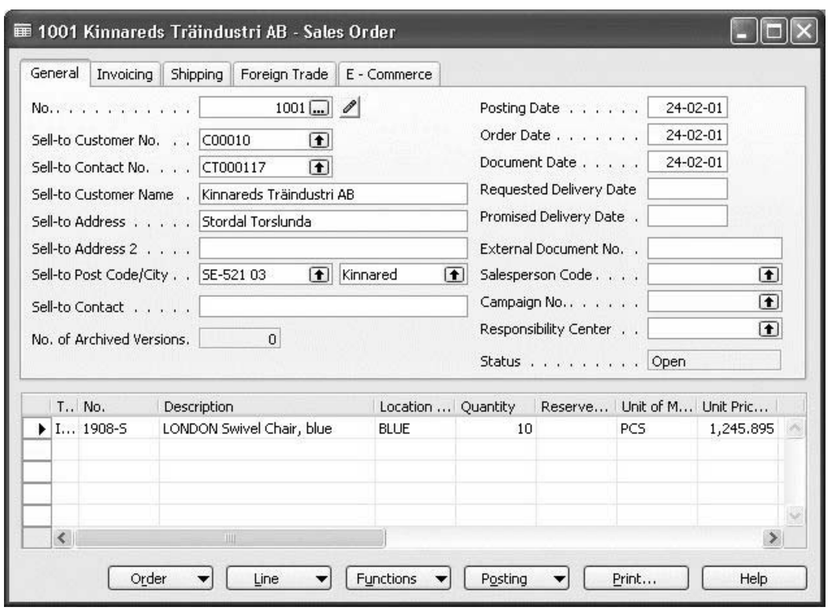
If you have set up the customer templates from “Integrating a To-do of Type Blank or Phone Call (CH 7)” correctly, you will see a window similar to this.

Creating a Sales Quote and a Sales Order (CH 11)

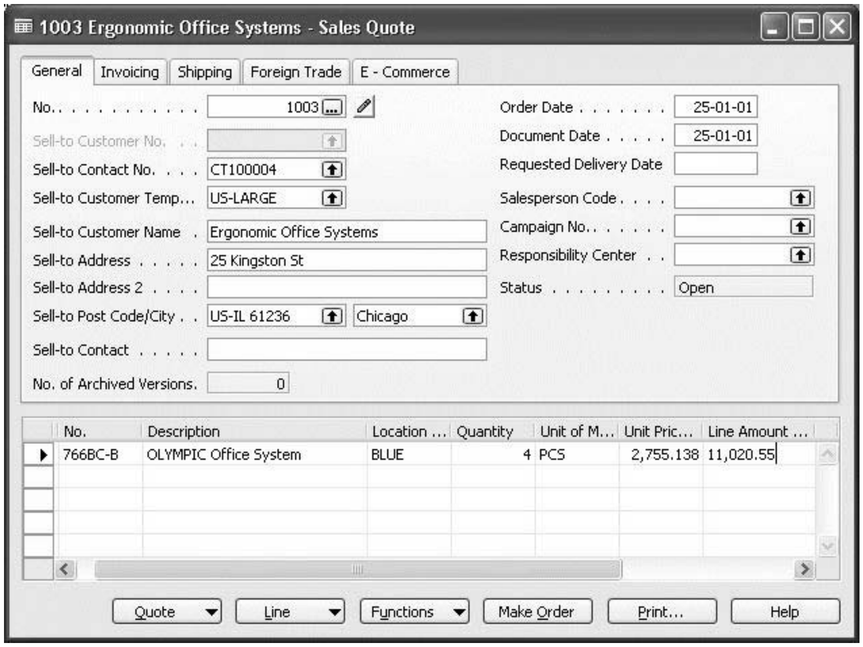


This window shows the sales quote using the correct customer template. Click **Print** to print the sales quote.

In order to make an order from the above quote, click **Make Order**. You are prompted by the program to specify a customer on the quote. Click **Yes**, if prompted, and the contact is changed to customer, and the order is made.

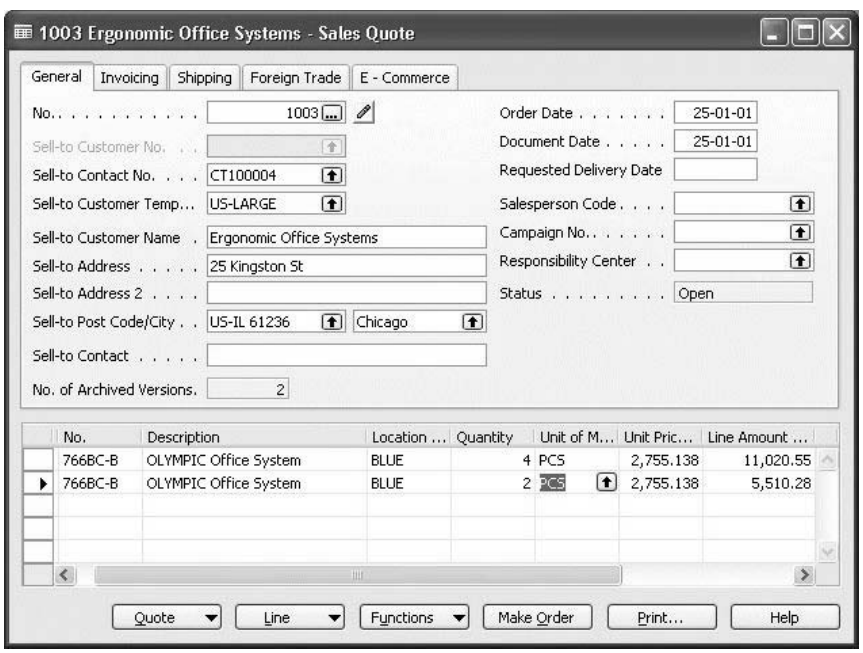


Issuing a Quote to Contract (CH 12)

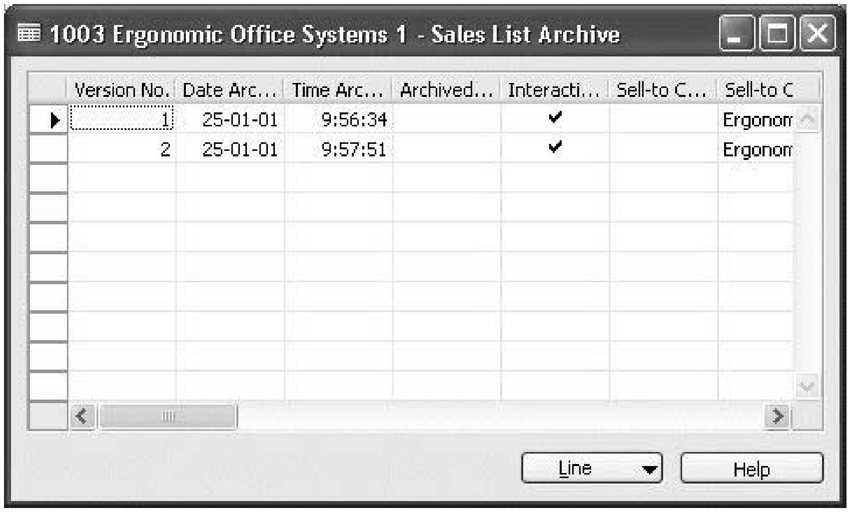


A sales quote has been created.

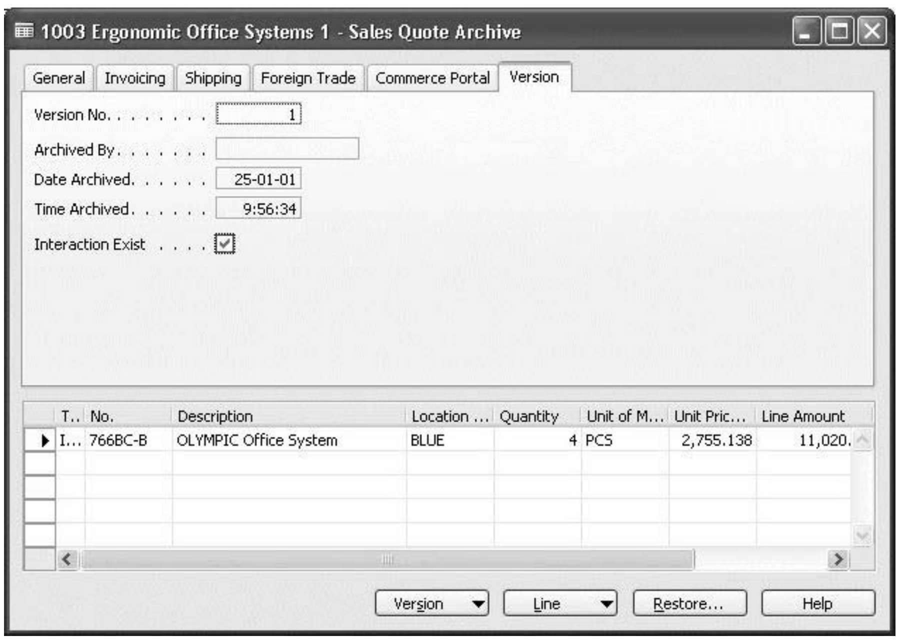
Restoring the Quote (CH 12)



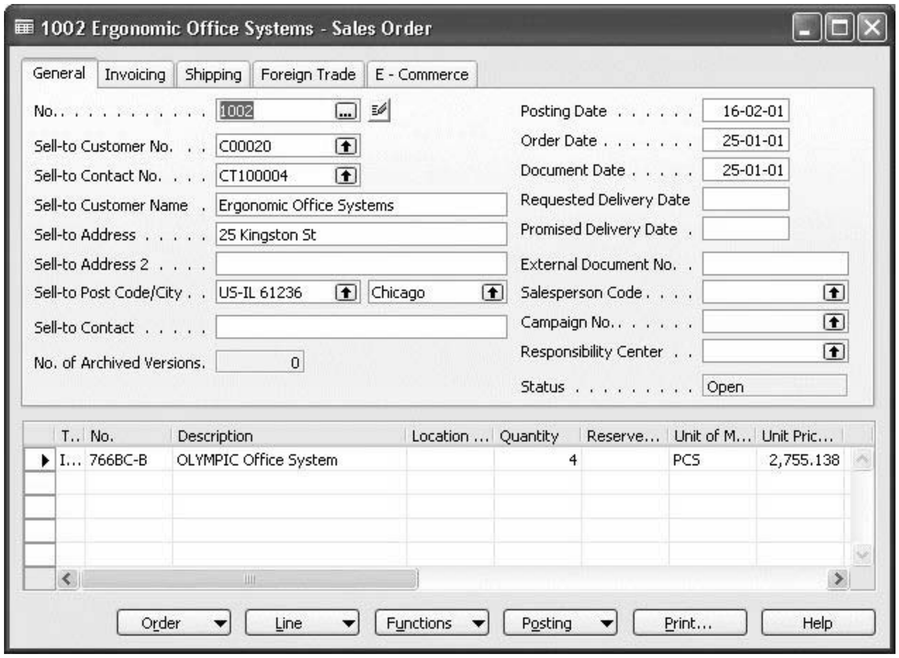
The sales quote has been changed.



The Sales List Archive window contains two sales quotes.



The first sales quote has been restored.



A sales order has been created on the basis of the restored sales quote.