Leads: Create and search for leads, view all leads, check lead compliance Calls: Inbound/Outbound call tracking, Inbound/Outbound Conversion Reservation Sales: Shortcut into frequently used reports.

NAVIS Reservation Sales Hub

LEADS 🔻 CALLS 🔻	RESERVATION SALES	•
0 Waiting	~	
0 Active	~	

The active call queue appears here. When calls are in **WAITING** they have not been answered yet. Calls in **ACTIVE** mean an agent is currently on that call. You can expand each category to see the calls.

11	Action Center
**	Agents
•	king on the AGENTS tab you will be

able to see everyone logged into HUB, their status and if they're ready to chat.

Available	^
Sara Weldon 🗕	
Kirsten Gestvang 🛛 🔵	
Mindy Pratt	Þ

Destination: If using a desk phone, make sure number matches. If using a virtual phone, ensure working property



Technical Support Education NAVIS University

Help/Contact Us

Knowledge Base



Must log out

by clicking

Action Center 2 Follow Up Leads [2] 3 Attention Leads [2] 3 In-Process Leads [2] 1 Unassigned Email Leads [2] 1 Unread Email Replies [2] 1 Voicemails [2]

ACTION CENTER

Follow Up Leads: Any 'Hot Lead' where the next logical follow-up contact is within 4 days from the original contact, or the lead 'auto completes' - requires notes, an 'action plan' and a reminder - an INDIVIDUAL folder.

Attention Leads: Leads requiring your attention.

In Process Leads: Any 'Hot Lead' where the next logical follow-up contact is more than 4 days from the original contact—requires notes, an 'action plan' and a reminder - an INDIVIDUAL folder.

Unassigned Email Leads: A GROUP folder - can be accessed and addressed by all.

Unread Email Replies: Response from customers contacted first via ELM email.

Voicemails: A GROUP folder - can be accessed and addressed by all. Click M/R after reviewing. Click on the green plus sign to make a new lead if needed.

Booked Leads with PMS Interface		Fill Out a Lead Form for "Any Desire to Stay"	
Email Address: ©DNA RTG Check In Date 8/16/2017 Vights 0	Zip Code Country United States	Lead Status	Call Result
Check Out Date 8/16/2017 Reason for Stay Family Vacation Booked Lead Requirement (with PMS interface): DNA for Email Address Reason for Stay Pr Booked & Reservation number Notes	Lead Agent NAVIS Education Assigned Agent NAVIS Education Send Reminder Email	Booked Followup In Process Not Booked (Rate Resistance) Not Booked (Availability, Policy Issue)	Booked Hot Lead Hot Lead Not Booked Property Turn-down
Amount Get From Interface New N	Agent NAVIS Education		
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		Reason for Stay Couples Vaca	tion

