

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

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



Help/Contact Us
Technical Support
Education
NAVIS University
Knowledge Base

Must log out by clicking on initials



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.

Action Center

2 Follow Up Leads ☑ ▾

3 Attention Leads ☑ ▾

3 In-Process Leads ☑ ▾

1 Unassigned Email Leads ☑ ▾

1 Unread Email Replies ☑ ▾

1 Voicemails ☑ ▾

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Agents

By clicking on the **AGENTS** tab you will be able to see everyone logged into HUB, their status and if they're ready to chat.

Available ^

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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.

