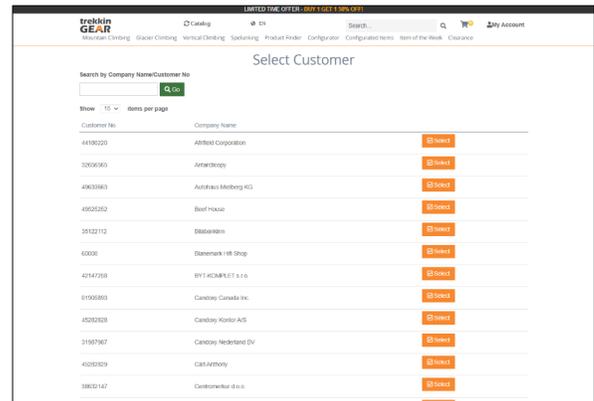# NAV-TO-NET™ SALES AGENT PORTAL

Empowering Business Users
Elegant E-commerce Solutions for Business Central & NAV

Facilitating and increasing sales are crucial for any e-commerce channel. Part of what makes a sales team successful is the customer relationships they are able to build - they drive sales and goodwill in any B2B e-commerce scenario. To maximize the potential of your sales team, support them with the right tools and resources. Nav-to-Net™ Sales Agent Portal ensures visibility during sales activities and real-time sales updates, allowing your sales team to stay on top of their accounts.

WHAT DOES A SALES AGENT PORTAL DO?

Sales Agent Portal is an extension of the Nav-to-Net™ e-commerce solution designed to aid B2B sales teams in forging better customer relationships. This portal allows sales agents to mimic the activity of their customers. Sales agents can browse catalogs, place orders, and check out on the customer's behalf, all while receiving any special prices or offers that only this particular customer is eligible to receive.

Selecting Customers in Sales Agent Portal

SALES AGENT DASHBOARD

The salesperson dashboard is where businesses can connect their sales team to their customers and provide an interface to manage customer accounts. From this dashboard, sales agents can:

- Set up new accounts, usernames, and passwords on behalf of customers

- View customer-specific catalogs and pricing

- Place orders on customer's behalf

- Modify billing and shipping information

- Set up favourites and wishlists for customers

Businesses can easily manage permissions for what the sales team can or cannot do, all in Business Central/NAV. Nav-to-Net™ aslo allows you to assign certain sales people to the specific customers in their portfolio from BC/NAV for better account management. Built-in document management tools allow easy modification of communications to be broadcast to the sales team. This is useful for welcome messages, reminders of seasonal promotions, or any updates to product in formation or pricing, to name a few examples.

CUSTOM CUSTOMER WELCOME PAGES

The customer welcome page can be easily customzed to show personalized recommendations by the sales representative, leveraging their familiarity with the customer and knowledge of the account. Your sales team can update these recommended products at any time they see fit to correspond with seasonal promotions, events, changes in the market, and more.

LEVERAGE BUSINESS CENTRAL / NAV FOR SALES AGENT PORTAL

Visibility of order placements and sales team activities is straightforward through Nav-to-Net's use of a web holding area in Business Central/NAV. The tight integration with your ERP means that it can leverage BC/NAV's built-in setup of commissions, targets, business logic, reports, and more. This seamless integration allows information to flow freely between your ERP, Nav-to-Net portals, and your e-commerce site - all in real time. Sales representatives can easily see up-to-date reports for each customer, including accounts receivable, status reports, sales orders, and more. Sales reps and account managers can use Nav-to-Net's Site Activity Analyzer to understand the specific behaviours of their customers - like searches, item views, products dropped from carts, and more - and use those insights to recommend products or create offers.

CHECK OUT LIKE A CUSTOMER

All customer preferences - like chosen payment method and the ability to add specific shipping instructions - are available to sales representatives. If the selected customer has terms available, then your sales representatives can charge orders to the customer's account, in accordance with the limits set in Business Central/NAV.

Nav-to-Net's Quick Cart Option

Nav-to-Net™ Sales Agent Portal equips sales teams with the right tools to manage accounts - and the power and flexibility to enhance customer relationships - while providing visibility into these processes. This facilitiates management of the team as a whole, not just as individuals. Nav-to-Net's Sales Agent Portal allows your sales team to share customer accounts, as well as see what actions are being performed by other team members. Microsoft licensing may be required for sales representatives to use this portal.

WHY CHOOSE NAV-TO-NET™ SALES AGENT PORTAL?

- See sales results faster - operating under one integrated solution means quicker adoption and greater visibility for any sales team

- Respond better to customers - act quickly and in their best interests from an informed position

- Build customer loyalty - benefiting your business time and time again

Digital Vantage Point brings high-performing e-commerce to Microsoft Dynamics™ Business Central/NAV ERP. Now you can manage your online business from within your BC/NAV ERP for a comprehensive experience. Our e-commerce solution fully embraces ROI metrics by delivering a seamless connection to Dynamics Business Central & NAV data. Contact us today to see how.

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