

## HOW TO DISCOVER WHICH CUSTOMERS HAVE STOPPED BUYING A PRODUCT - ANDROID

You can use sales-i to discover which products a customer has stopped buying, preventing your sales from slipping and going to a competitor before it's too late.



Please Note: If you want to search for a particular product you can tap **Add a Filter** and then tap **Product**.

Finally, tap the **Save icon** in the top right hand corner.

Parent Account

Year To Date

Product

Add a Filter

Customer

Now it's time to select the type of **04** enquiry you would like to run.

Select Sales vs. Gaps.

Enquiries						
Enquiries						
Full Picture						
Variance						
Trends						
Sales vs. Gaps						
Saved Enquiries						
Start With Filter						
<b>A 9</b> , <u>a</u> <b>a</b>	✓_ ✓_					

Parent Account
Customer
Branch
Sales Rep
Product Analysis
Product Group Level 1
Product Group Level 2
Product Group Level 3
Product

05 Scroll down and select **Product** from the Product Analysis field.

1NF0 DRILL+ ASOWHITETOP Sales vs. Gaps ... > Product **TOTALS: Product** Hide Gaps 🕖 Total: 3,612,696.15 P1 January 2013 - P8 August 2013 UNV21200 UNV21200 Total: 163,837 43 1 ASOWHITETOP ASOWHITETOP Total: 40,278.29 UNV12113 UNVIZI Total: 36,775.03 UNV10200 CLIP, BINDER, SMALL **(**) 盦 ~=

Campaigns Accounts Enquiries MyCalls

Home

06

Now you need to select the product you would like to see sales information for (in this case, who has bought and not bought).

To do this long press on a product until the line turns green and then tap Drill+ in the top right hand corner of the screen.

Now you have selected your chosen		Choose any drill	CLOSE	
	Now you have selected your chosen		Customer Analysis	
	product, it's time to see which customers have and haven't been buying it.		Parent Account	
To do so, tap <b>Custo</b>			Customer	
	To do so, tap <b>Customer</b> from the Customer Analysis field.		Branch	
			Sales Rep	
			Product Analysis	
			CRM Field	
			Business Profile	
	← Lloyd Jo ACCOUNT			
	Sales vs. Gaps	80	You will now see a list of custon who have bought or not bought	

range.

product. Some of them may have the word Gaps in red with a number next to them. This number represents the number of gaps in spend over the months in this date

If you would like see a monthly breakdown of their spend, (including any gaps), long press on the line until it turns green and tap INFO in the top right hand corner.

## **VISIT OUR SUPPORT SITE**

1285

3030

Gaps: 1

1327-7

Gaps: 5

Gaps: 1

1740

1

Don't forget to visit our support site online to view sales-i how to's, tips, tricks and best practices.

## https://support.sales-i.com

... > ASOWHITETOP

**Bay & Gaskill Inc** 

**J** Tomlinson Inc

Lloyd Johnson Inc

**Armstrong Brothers** 

**Rushden Dean Inc** 

Aura Homes Inc

Total: 1,804.84

Total: 1,517.67

Total: 1.274.94

Total: 898.04

Total: 806.03

Total: 803.55



07