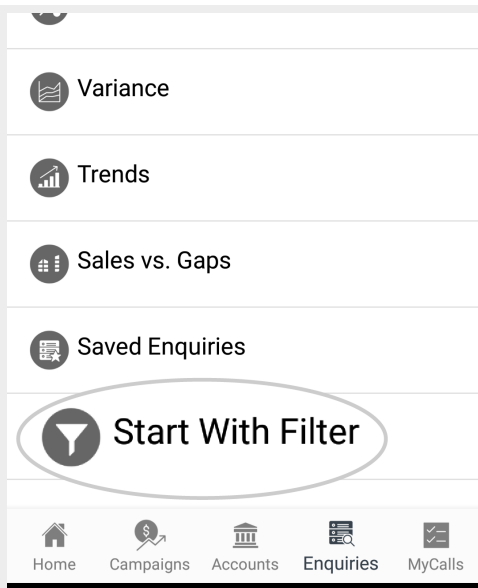
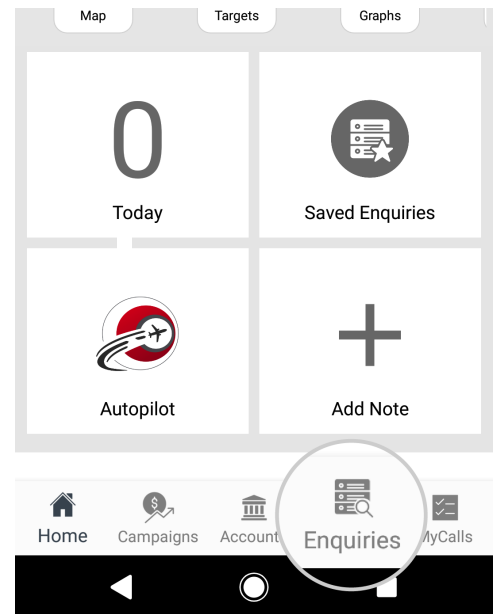


HOW TO DISCOVER WHICH CUSTOMERS HAVE STOPPED BUYING A PRODUCT - ANDROID

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.

01 From the navigation bar at the bottom of the screen, tap **Enquiries**.



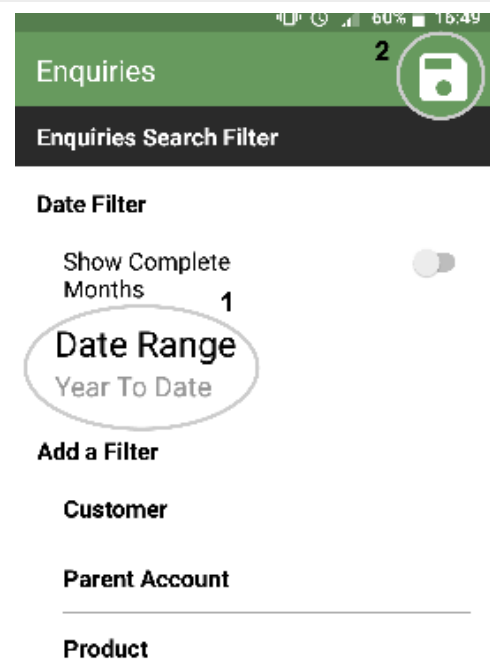
02 Next, tap **Start With Filter**.

03 Now, you need to select the Date Filters you would like to search with.

If you want to see data for a certain date period tap **Date Range**.

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

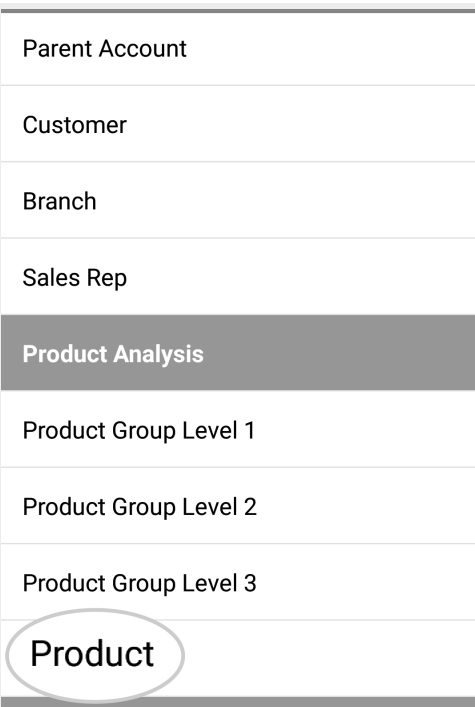
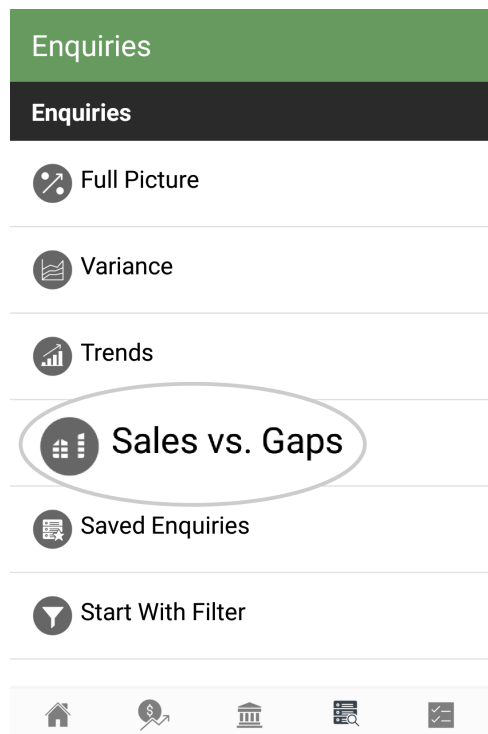
Finally, tap the **Save icon** in the top right hand corner.



04

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

Select **Sales vs. Gaps**.



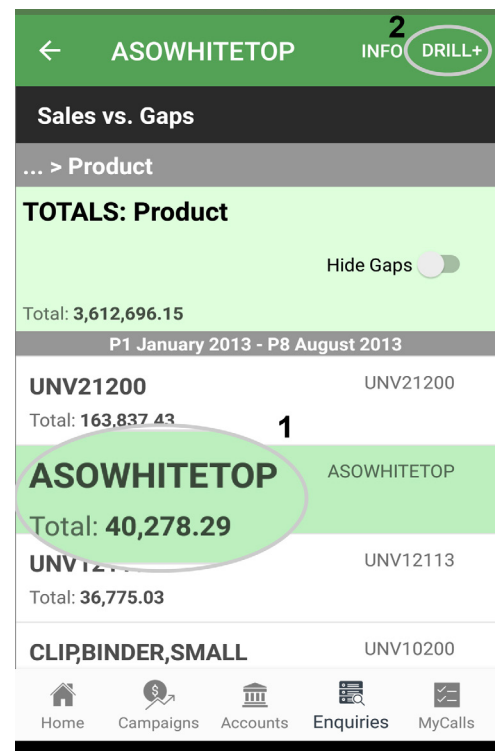
05

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

06

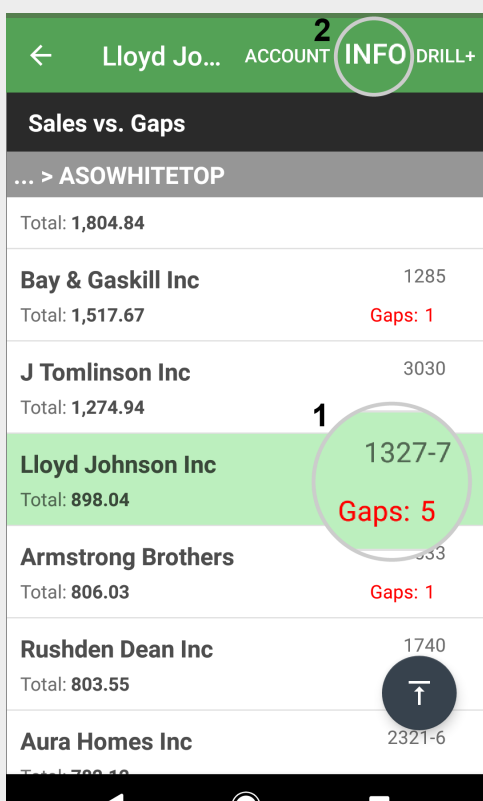
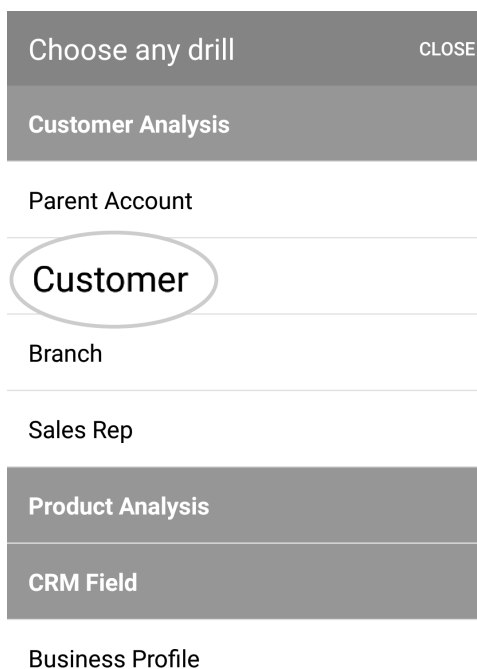
Now you need to select the product you would like to see sales information for (in this case, who has bought and not bought).

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.



07 Now you have selected your chosen product, it's time to see which customers have and haven't been buying it.

To do so, tap **Customer** from the Customer Analysis field.



08 You will now see a list of customers who have bought or not bought that 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 range.

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

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>