

Creative Sales Solutions

Mystery Shopping

Interaction Log

Note: All times are eastern daylight time

Sales Rep.	John Doe	Dealer	Abc Forklift
5/17/2006	2:34 PM	Shopper - 10416 NEW BERLIN RD, Jacksonville, FL, 32226 Clint Thomas, Thomas Industries 800-539-1105 Fax 800-675-4154 5,000 lbs Propane	
5/18/2006	3:21 PM	Called left message on sales reps cell phone to call me. (recording #1)	
5/19/2006	8:53 AM	Sales rep returned call and left message for me to call him (recording #2)	
5/19/2006	9:10 AM	Returned sales reps call and mystery shopped. (recording #3)	
5/19/2006	9:46 AM	Received quote from Sales rep. (item #4)	
5/22/2006	10:40 AM	Sales rep called to follow up on quote (recording #5)	
5/23/2006	9:50 AM	Sales rep called to follow up on quote	
5/23/2006	10:14 AM	Called sales rep told him we purchased a from competitor. (recording #6)	