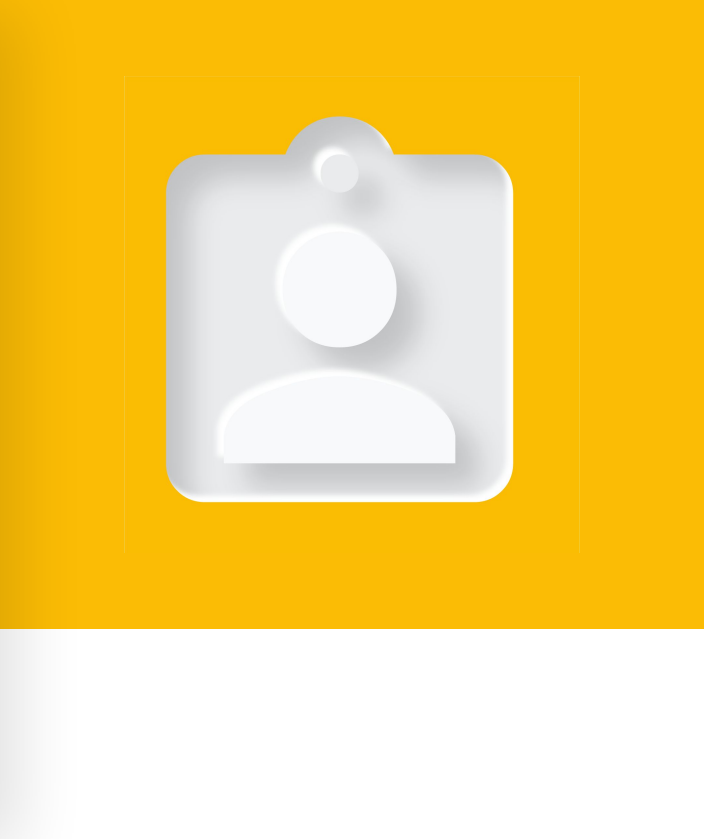# chromeOS

# Customer sheet

Create a customer call sheet and fill in as much as you can before the call based on your web research of the company.

Use the sheet during the call to remind you of the key information needed.

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|---|---|
| Customer Company Name | "Call Centre Direct" - example answers below |
| Contact Information | Sarah Farr - CIO<br>John Doe - IT Manager (Main Contact) |
| Gut Win Chance / Reason | Replacement of EUC for their call centre workers - John Doe mentioned an amount of pain in managing devices in their call centres. |
| Next Steps | I have asked John to find some time for us to speak with the CIO - Before then we need to qualify tech fit, we have organised a session for next week to sit down with our CE, to qualify whether the solution will work for them. If tech fit has been qualified, we will meet with the Sarah to talk about timelines and budget |
| What they do | Run outsourced call centre facilities |
| Problem Statement (Find Frustration) Security Challenges, Management, TCO | John mentioned that their current windows fleet is very unreliable, devices break and stop working frequently. When a device goes down it makes a lot of extra work for John's IT team and results in a significant amount of downtime for the call centre representative. John spends most of his time reacting to issues relating to EUC within the business. |
| Technology Stack Hardware, Apps, Printing | Lenovo Thinkpads, Active Directory, Salesforce, Trello, O365, VoIP softphone (unsure which one), no need for printing |
| Customer Vision | Customer hoping to significantly reduce the downtime of workers while also decreasing the amount of support work their team need to do |
| Primary Use Case 1 | Call centre devices / EUC - Logged in web user |

| | |
|---|---|
| Use Case 2 | Shared devices? |
| How can we win | Clearly demonstrate Chromes ease of management and reductions in employee downtime |
| Red Flags | Not sure what the VoIP system is and whether it works with Chrome - There is a chrome app and it is web based but we're not sure if it needs to integrate with other services. + Not sure of O365 usage, it seems like light usage. |
| Ecosystem Support | Additional sales opportunities (services, peripherals etc) |
| Total Volume | 170 Seats > 145 call centre workers - 10 management - 10 admin & marketing - 5 IT & support (Shift based) |