Existing Customers using a Different Telephone Number

Mobile phones are now so widespread that it will not be long before you take a call from an existing customer who has previously called from one number, e.g. a land line, but is now using a different number, e.g. a mobile (or vice versa).

Obviously, the program will not recognise the second telephone number on the first occasion that a call is received from it. inTouch will treat the call as coming from a new customer and take you to the Customer Details screen as described above.

Since at this stage, you will not be aware that the call is from an existing customer, you will fill in the customer name and address as already described. However, when you touch Accept, then if the house number and postcode that you have entered match the house number and postcode of an existing customer, the program will display the message.

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If you touch the No button, the program will abandon the process of creating a new customer, move directly to the Order screen, but will add the new telephone number to the existing customer’s record.

If you want to create a new record for this customer, touch Yes and the program will add this customer to the system in the normal way.

The program allows you to record up to three telephone numbers per customer. By doing so, inTouch helps to prevent customers from having multiple entries in the database which can lead to inaccurate marketing information and unnecessary, annoying duplicate mailings to addresses.

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