

ChannelOnline™

Synchronize and control the sales cycle

Total control of your entire sales cycle

A **hosted application** to run your reseller business effectively

Improve sales productivity, profitability, and customer service by automating back-office functions



Overview

ChannelOnline is a sales-cycle automation solution that's designed to give small to medium-size resellers all of the operational advantages of their large competitors - empowering them to maximize margins, increase revenues, as well as increase customer satisfaction. ChannelOnline provides resellers with a fast, resourceful, and effective Web-based service that automates key business processes and transactions, giving resellers total management control over the complete sales cycle. ChannelOnline is unique in synchronizing dynamic employee, customer, supplier, pricing, and product content into a single application and provides integration with leading distributors, carriers, and third-party service providers. More than 3,000 resellers in the U.S. and Canada use ChannelOnline every day to access critical product information on approximately 540,000 IT and consumer electronic products.

Features

- Administrative management
- Customer management
- Quoting management
- E-commerce store
- Purchase order management
- Report management
- Back-office integration
- Personal "MyChannel" dashboard

Additional Features

- Public store and additional stores
- Shopping engine export
- Product reviews by alaTest™
- Authorization workflow on store/CPAS (company purchase approval system)
- XML connectivity and support
- Store 'punchout' to end customer procurement systems
- Custom domain name option
- Automated XML order notification

Benefits

- **Increase margins and revenues**
Save time on small orders and empower sales reps to focus on larger deals and customers.
- **Improve customer service**
Self-service capabilities empower customers to find products and manage order status.
- **Convenient**
Online access wherever you are.
- **Enhance productivity**
Submit purchase orders from the same interface you use for your quoting, sales and sourcing activities.
- **Built-in supplier connections**
Direct access to major IT and CE product distributors (for our current list of partners, visit: www.cnetcontent.com/channelonline/partners).

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