Appsuite

3289063

OSS • Order Support System: *For Superior Call-In Function*

**INCLUDES PART
2726128**

Appsuite OSS "Order Support System" module provides the ability to support call-in orders. The OSS module allows an agent to place an order, choose where the order will be delivered and designate driver assignment for order delivery. Features include account lookup; order agent designation; previous address and order history recall; select/add/delete/update address information; address validation; pricing for delivery fees by delivery zones; and printing address, member and delivery instructions on the check.

CALLER ID SUPPORT OPTION

A key component of the OSS "Order Support System" is caller ID support. It enables the addition of a hardware device (installed by a local technician) which connects incoming phone lines and the ethernet network to automatically identify the caller on the incoming line. The caller ID boxes come in 2, 4 and 8-line configurations. The solution is installed as part of the Appsuite plug-in on the POS touch screen. As the incoming call arrives, the button on the touch screen associated with that phone line will display the incoming caller's phone number. When the button is pressed the system will automatically search the number in the Appsuite database. If found it will pull up the associated account and related delivery address. If the number is not found the system will prompt creation of a new account using the incoming phone number and name provided in the caller ID record. See Appsuite Software Product Datasheet: Technical Specifications for POS requirements.