

How To Discover Which Customers Have Stopped Buying A Certain Product

Apple iOS

You can use sales-i to discover which products a customer has stopped buying, preventing your sales from slipping and going to a competitor before it's too late.

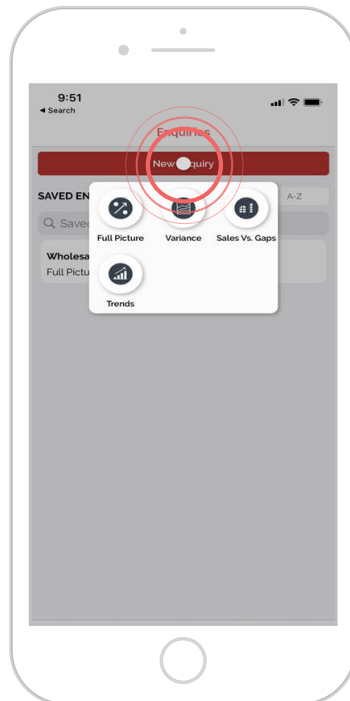
01 CLICK ENQUIRIES

From the navigation bar at the bottom of the screen, tap Enquiries.



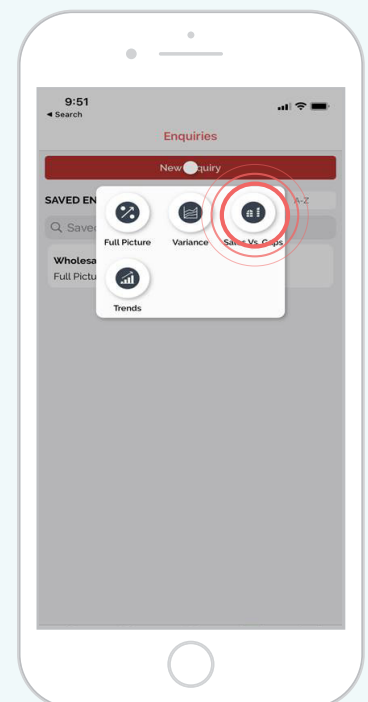
02 NEW ENQUIRY

Next, tap New Enquiry at the top of the screen



03 SALES VS GAPS

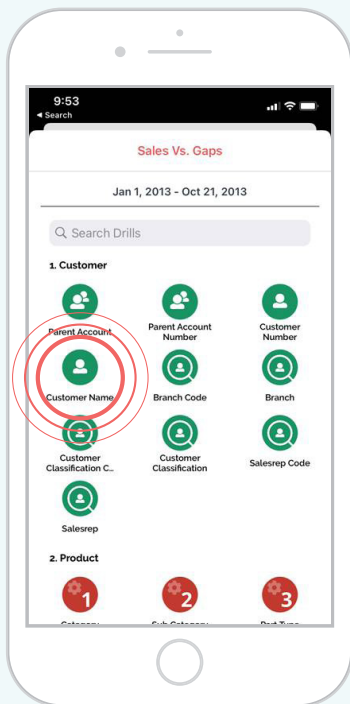
Now tap on Sales Vs Gaps.



04

SELECT BUBBLE

Tap Name from the Bubble screen.



05

RESULTS

You will now see a list of customer who have bought or not bought.

Some of them may have a yellow or red number next to them. This number represents the number of gaps or negative spend over the months in this date range. If you would like to see a monthly breakdown of their spend, (including any gaps), tap on the (i)/ number icon.

