

<i>Time</i>	<i>Narrative</i>	<i>Action</i>
	<p>Danforth specializes in selling CAT scanners, MRI, X-ray equipment to physician's offices in the United States.</p> <p>Ryan Gallagher, VP of Sales for Danforth Medical, has a challenge. His team has to deliver increased revenue in the coming year – with the same staffing and budget that they have today. To increase sales, he knows that the key is to provide excellent service to his customers and prospects. He wants Teaming + Conferencing to help him with the following:</p> <ul style="list-style-type: none"> <li>● Help the team be more responsive to customer needs and sales opportunities.</li> <li>● Deliver high-quality presentations to prospects and customers.</li> </ul>	
	<p>Medical equipment sales require the contributions of many different persons with their varied roles and skills: account reps, sales engineers, inside sales reps and support specialists. Suppliers sometimes participate in larger deals. Even the technicians in customer accounts take part in sales projects. Everyone needs to coordinate their activities.</p> <ul style="list-style-type: none"> <li>● <b>Ryan Gallagher</b> – Sales Director. Ryan keeps an eye on all the opportunities the team has, and makes sure all the right things happen.</li> <li>● <b>Chaz Sadyk</b> - Account exec.</li> <li>● <b>Alicia Resendez</b> - Account exec</li> <li>● <b>Thor Hallman</b> – Systems Engineer. Thor covers Alicia and Chaz.</li> <li>● <b>Tom Jablonski</b> - inside sales. Tom calls accounts to make sure accounts are happy with their products and service, and to see if they need any upgrades on their equipment.</li> <li>● <b>Zerron Cameron</b> – support. Zerron takes care of customers and makes sure all their gear works perfectly – this is a big, big deal to the customers.</li> <li>● <b>Dan Kawamoto</b> – product manager at General Imaging, a supplier.</li> </ul>	<p><b>Danforth Medical team workspace.</b></p> <p>- Show team members (don't dwell on each one, but pick a few to make your point.</p>

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	<ul style="list-style-type: none"> <li>● <b>Bill Nevins</b> – imaging technician at SHRMC.</li> </ul>	
	<p>Team selling is important. Alicia is new to the team, and she'd like to learn a little about Thor. She decides to check out his personal space. Here she sees some useful information about Thor's background.</p> <p>Using personal workspaces, virtual teams can come together based on availability and skill rather than acquaintance, org chart or proximity.</p>	<b>Go to Thor's personal space</b>
	<p>Research shows that these social networking capabilities such as blogs, wikis and expertise search are a top investment priority for executives. In fact, a recent McKinsey and Company study found that three-fourths of executives will “increase their investments in new technologies that encourage collaboration.</p>	
	<p>That's right. Here are the tasks for everyone on the team. We can sort by assignee to see who is responsible for what work.</p>	<p><b>Go back to Danforth Medical space and then go to tasks folder</b></p> <p><b>- Show percent complete and who is responsible for the task</b></p>
	<p>It's important to keep an accurate collection of sales presentations that everyone can use at any time.</p> <p>With this presentation folder, our team members can develop sales presentations together and eliminate version control and approval confusion.</p>	<b>- Show the presentations folder</b>
	<p>Here's a presentation on the basics of CT scanning that is often useful for new prospects and for presentations in schools.</p> <p>Let's edit this presentation and see if it's ready.</p> <p>Looks OK. Notice the version numbers for the presentation. We can also see that Thor Hallman is the author of this presentation.</p>	<p><b>Click on the 'CT Scanning Basics' item</b></p> <p><b>Show the version numbers and author</b></p> <p><b>Show Thor's icon and communication options</b></p>
	<p>Sometimes a team needs to work together in real time to finish off a document – in this case, this presentation. Alicia likes what she sees, but would like a walk-through with Thor.</p>	

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	<p>Let's schedule and execute a quick conference call....</p> <p>You can actually join a meeting from anywhere within the Teaming module.</p> <p>Looks like all is ready to go.</p>	<p><b>Click on Thor's icon and start a meeting</b></p> <p><b>- Show VoIP conference call, access a presentation and share it to the other client desktop.</b></p>