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Info Case

1. Adjective _____

Info Case

What is an _____Adjective_____ case? An Info Case is a pre sales call. This is someone who is looking for information on a machine that has yet to be purchased. When should we create a info case? On all pre sale calls: for example if a customer is calling in about an x1 carbon wanting to know machine information before they purchase it. You would create an info case for that. You DO NOT want to create an info cases on Ideapad machines. Remember Info Calls also count towards your case to call ratio.

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