



So what does a day in the life of **KnowledgeSync** look like? The following events are all executed by KnowledgeSync.

KnowledgeSync Function	Benefit
9:00 AM: Alert -- "Prospect 'x' has not been contacted in 14 days"	(Sale is not lost!)
9:30 AM: PO for item running low in stock auto-issued to vendor	(Out-of-stock condition averted)
10:01 AM: Invoice #1056 (over 90 days overdue) re-sent to customer	(Aged receivables are reduced)
11:36 AM: Purchasing manager notified about a change to a PO	(Un-approved changes are eliminated)
Noon: Alert -- Clients whose monthly sales are < 75% of norm	(Pro-active contact to avoid lagging sales)
1:15 PM: Order confirmation faxed to client	(Manual task is eliminated)
1:27 PM Email reply to confirmation -- "delete line 3"	(Order is changed; return shipment avoided)
1:40 PM Client placed on credit hold due to overdue payments	(Prevent sale to deadbeat client)
2:23 PM Salesrep notified: clients with leases are about to expire	(Expired lease & angry client averted)
2:51 PM New customer details replicated into corporate DBs	(Avoid multiple systems with different data)
3:03 PM Question received by email is added to help desk DB	(Prevent manual entry of data from email)
3:22 PM Manager notified – too many calls assigned to rep "Jarvis"	(Call backlog / burnt-out rep situation averted)
3:46 PM Reminder sent to client about special pricing about to end	(Increased sales due to client awareness)
4:04 PM Alert sent to IT dept: MS Outlook mailbox is full	(Email messages NOT lost!)
4:30 PM Report of projects running over budget / behind schedule	(Project resources re-allocated)
4: 55 PM Inquiry on website; letter & product info sent to prospect	(Manual tasks averted)
5:00 PM Field technician paged – item needed for repair is delayed	(Wasted time/trip averted)