



Creating Value Around Erp

Winery Hospitality App

MISSION

Supporting excellence wineries to interact with customers and prospects when visiting and experiencing services on site



BUSINESS VALUE

Visit request and management process
Group visits in tours to aggregate services
Service requests from website
Integration with purchases info
Customer interactions from app

INTEGRATION

Website forms integration
Full mobile support
Multi-language and multi-brand
Support for Marketing Automation

App Features

Main functionalities explained

Account and Contacts



Full Name	Brand Ori...	Preferred Langu...	Company Name	Email	Mobile Phone	Last Visit ...
Aarav Abendroth	9Ways	French		Aarav.Abendroth@9dem...		
Abdiel Wagenman	9Ways	Italian		Abdiel.Wagenman@9ret...		
Abram Kainer	Microsoft	Italian		Abram.Kainer@9retailde...		
Ace Sadek	Microsoft	Russian		Ace.Sadek@9retaildemo...		
Adan Kaffenberger	9Ways	English		Adan.Kaffenberger@9re...		
Aden Able	Microsoft	Chinese		Aden.Able@9retaildemo...		
Adrian Abdou	9Ways	Italian		Adrian.Abdou@9retailde...		
Ahmad Aberg	9Ways	French		Ahmad.Aberg@9retailde...		
Ahmed Abels	Microsoft	German		Ahmed.Abels@9retailde...		
Ahmir Kai	9Ways	Japanese		Ahmir.Kai@9retaildemo...		
Aiden Abad	9Ways	French		Aiden.Abad@9retaildem...		

- Complete set of info divided into sheets for ease of management
- Timeline of events to collect interactions with contacts

CONTACT INFORMATION

First Name: Alfredo

Last Name: Gagne

Job Title: CEO

Email: Alfredo.Gagne@9retaildemo.com

Mobile Phone: +41 123 4567 890

Business Phone: ---

COMPANY INFO

Account Name: ---

HOSPITALITY

Brand Origin: Microsoft

Preferred Language: Russian

Relationship Type: Default Value

Category: VIP

Segment: Top

Last Visit Time: ---

Timeline

Modified on: 11:10 AM

Note modified by Luca Cecon

Top Customer Brings each time other contacts to our winery ...

- Info on Account (Customers, Suppliers, Traders, Press)
- Contact Management for consumers, segmentation and categorization

Tour



- Details for each tour
- Attendees' info & registration form
- Tracking of single events for statistics

4/6/2023 8:00 AM for Visit Requested by Alfonso Zajdel

Ready Status Reason
Created By Luca Ceccon
Owner Luca Ceccon
Guide Luca Ceccon

General Attendances Experience Products Visit Groups

INFORMATION

Code
4/6/2023 8:00 AM for Visit Requested by Alfonso Zajdel

Internal User
Sofia

Special Guest

Description
Wants to have a full tour of the winery with tasting of our best prosecco.

WHEN

Date *
4/6/2023

Start *
8:00 AM

End *
4/6/2023

Time *
10:00 AM

DETAILS

Language
English

Brand
9WAYS

Visit Charge
Required

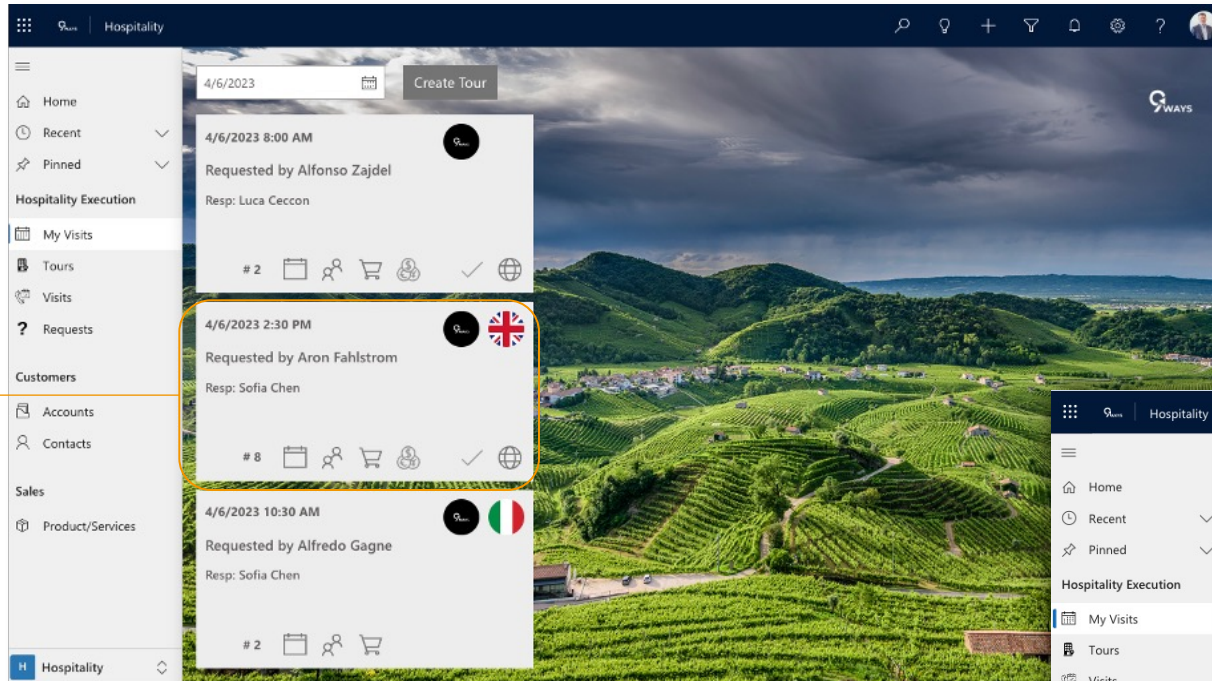
Is Private?
 Yes

Total Attendees
Requested 2
Last updated: 4/6/2023 10:57 AM

Status Reason
Ready

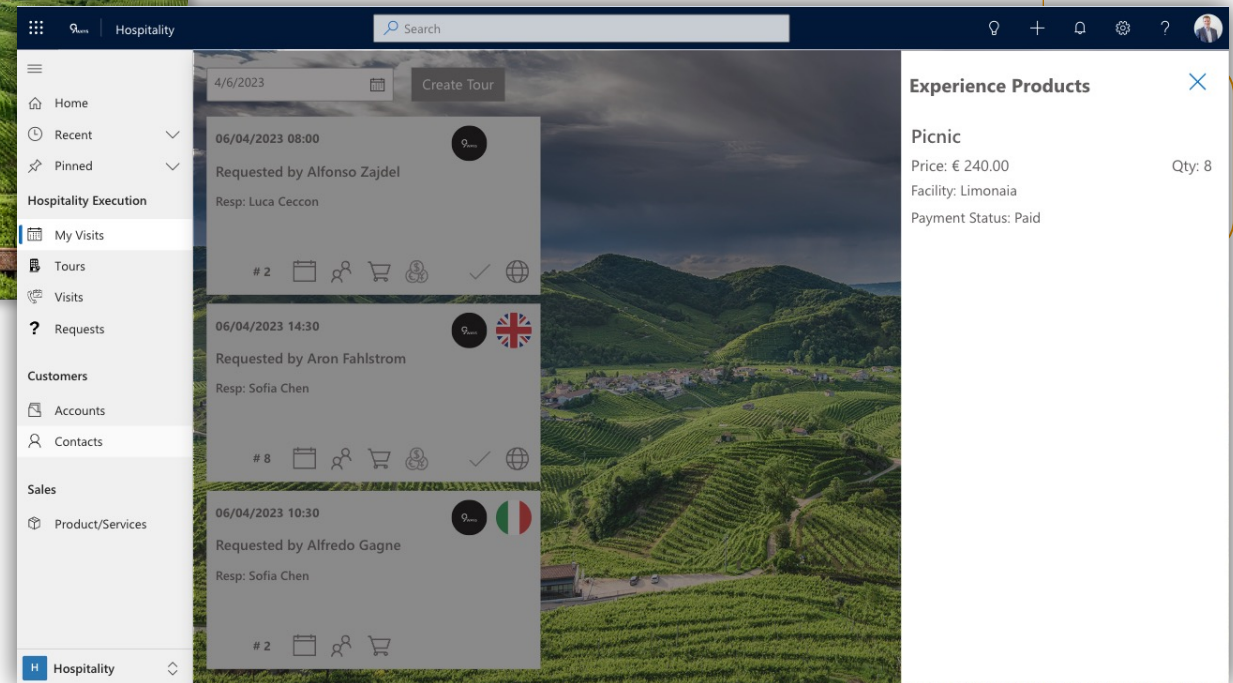
- Calendar of Visits/Tour Requests with colorful status
- Info on different types of tours and guide scheduling

Tour Management



- Simplified card view
- Details of requests and services

- Tour info with language and brand highlights
- Dedicated icons for functions and quick view



Customer's Requests



Name	Status Reason	Brand	Contact	Language	Description	Create
demande d'information	Active	9Ways	Leon Sackett	Chinese	Buenos dias, me gustaria tener informacio...	4/6/2023
solicitud de información	Active	9Ways	Boone Nagas...	German	Доброе утро, я хотел бы получить инф...	4/6/2023
solicitud de información	New	Microsoft	Stanley Nail	French	buongiorno vorrei avere informazioni rela...	4/6/2023
情報請求	Work In P...	9Ways	Ian Abercrom...	English	早上好, 我想了解有关您酒窖的信息, 以...	4/6/2023
запрос информации	New	9Ways	Nova Pado	Japanese	buongiorno vorrei avere informazioni rela...	4/6/2023
demande d'information	New	Microsoft	Mario Da Cun...	German	buongiorno vorrei avere informazioni	
informatieaanvraag	New	9Ways	Bjorn Padrick	German	Bonjour, je souhaiterais avoir des infor	
demande d'information	Work In P...	Microsoft	Ismael Pafford	Japanese	buongiorno vorrei avere informazioni	
Informationsanfrage	New	Microsoft	Alaric Paes	Italian	Доброе утро, я хотел бы получить	
信息请求	Active	Microsoft	Sawyer Gaffey	Japanese	Buenos dias, me gustaria tener inform	
信息请求	New	Microsoft	Oscar Sachs	Italian	Bonjour, je souhaiterais avoir des infor	

- Track each request from customers
- Record status changes to monitor efficiency of customer Service

- Website integrations for all customer requests
- Categorization of request to address to proper team

Information Request - Saved

Request

Luca Ceccon Owner

General

Name * Information Request

Brand 9Ways x

Contact Karson Cece x

Job Title

Email Karson.Cece@9retaildemo.com

Mobile Phone

Category

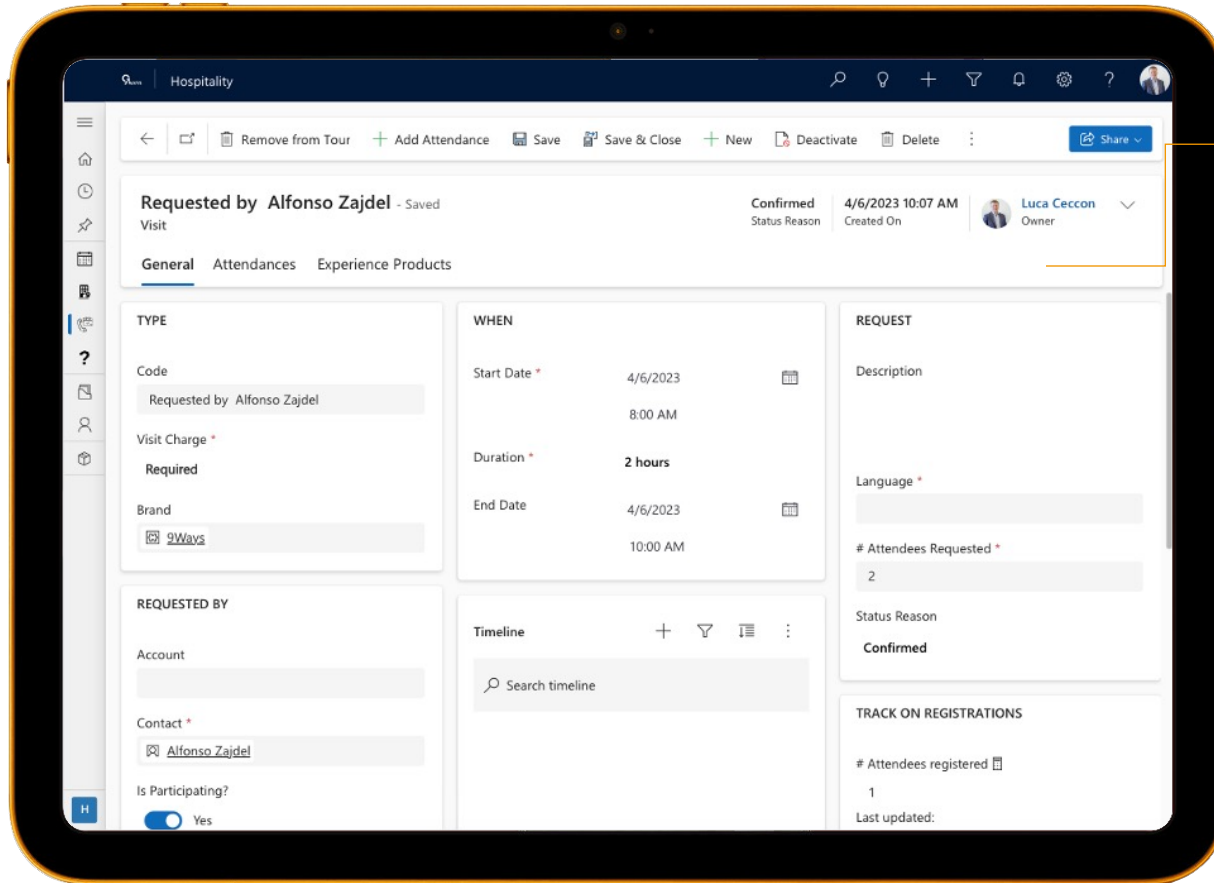
Segment

Status Reason **Work In Progress**

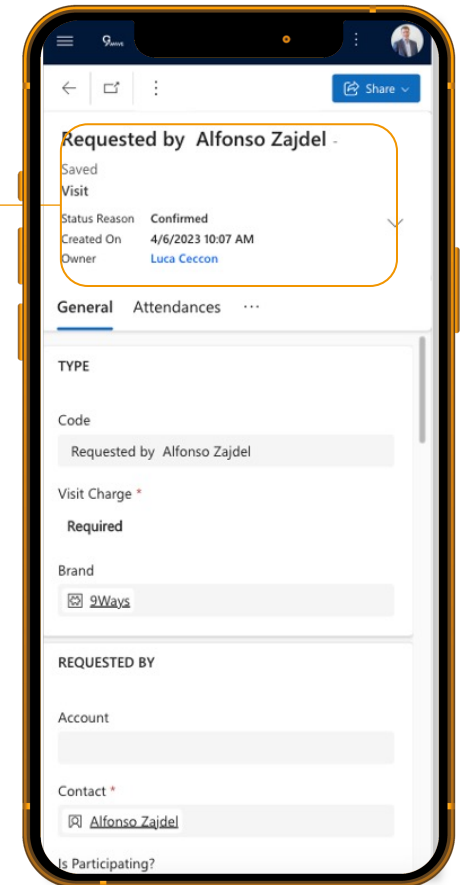
Language English x

Description Good morning, I would like information about your cellar in order to plan a visit

Full Mobile Support



- Desktop and Tablet version to support guide's team to program and follow the visit process



- Mobile native for quick interaction from company users

WINERY HOSPITALITY

Add business value to all info from your company

- Simple to use, interface designed for all devices
- Custom theme available
- Configurable to brand scenario
- Integrated with Dynamics 365 Marketing
- Email integration



www.9ways.it

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