

Dynamics 365 | Sales Team Member

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Summer Campaign - Saved

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Normal Priority --- Due Open Status CA CT Agent Owner

Subject * Summer Campaign

Agent Notes Got new contact for CRM - Millie

Transcript Summary

- Tom from Superfix called Liteware Support Services regarding maintenance services.
- Carl no longer works at Liteware Support Services: Millie Porter is now the contact person.
- Millie Porter's email is millie@litewaresupport.org.uk for future correspondence.

Play Audio ▶ 0:00 / 1:49

Call To * Litware, Inc. (sample) × Regarding Litware, Inc. (sample) ×

Actual Start 1/30/2026 4:22 PM Customer Sentiment Positive

Call From * CT Agent (Offline) × Duration 2 minutes

Recording URL https://phone-server.acme.com/123... Direction Outgoing

Full Transcript

Good afternoon. I mean, good morning. Liteware Support services. Oh, good morning to you. Uh, yeah, it's Tom calling from Superfix. Um, just a quick call about the maintenance services that we, you know

Hang, on I'll pass you to. David

we provide you oh ah huh oh

You from Screwfix? Screwfix. Hello?. Good morning, David speaking.

Oh. Good morning. David. Yeah, it's Tom calling from Superfix. Um, I used to speak with,

Oh Superfix.

Carl.. Yeah

Yeah. Yeah..

I used to speak to. Carl. Knew it, and I've just spoken to him on his mobile, and he tells me he doesn't work there anymore.

Yeah No no, he doesn't, work. No

so. I thought I'd update our records here, but who's the best person to speak to now?

Uh. Millie. Porter

Millie

Yeah. Millie. Porter. Yeah. Yeah

Porter..

Have you got her? Have you got any emails?

Uh, would her email be Millie at Liteware? support.org.uk

That's it. Yeah?, yeah. That's it. Yeah, yeah. Any correspondence?

Yeah. Um, send her emails and then then

Yeah

then have. a chat at uh, at

Lovely, Do you know

Per phone call

Summary

Play audio

Recording link

Sentiment

Duration