



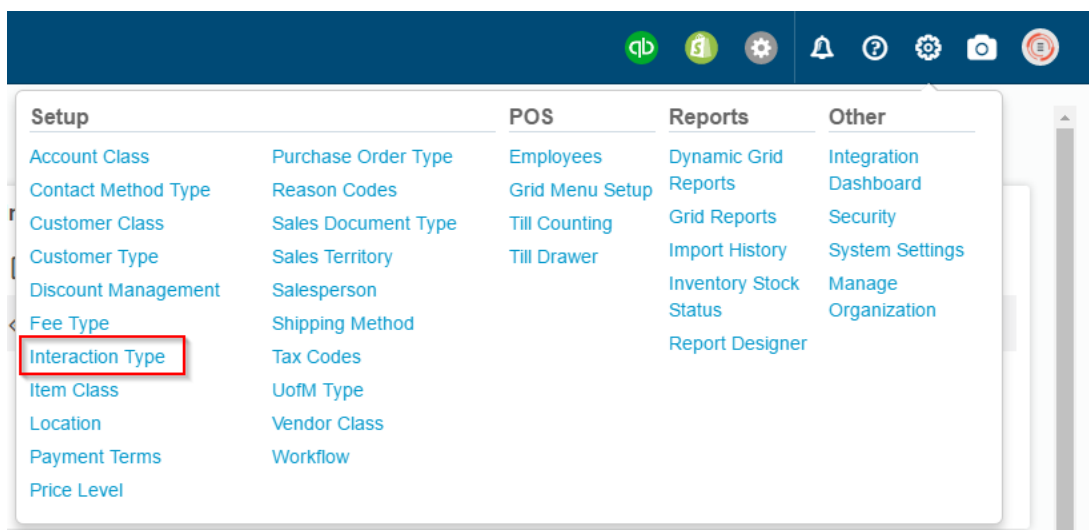
Interaction Type

Megan De Freitas - 2024-12-02 - Settings

Overview

Interaction Types allow you to define styles of communication between your company and customers, vendors, etc., and to easily reference any communications that occur.

To get started, select **Interaction Type** from the Settings menu.



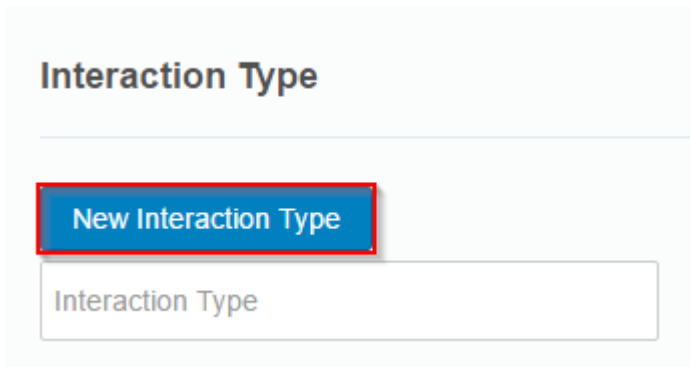
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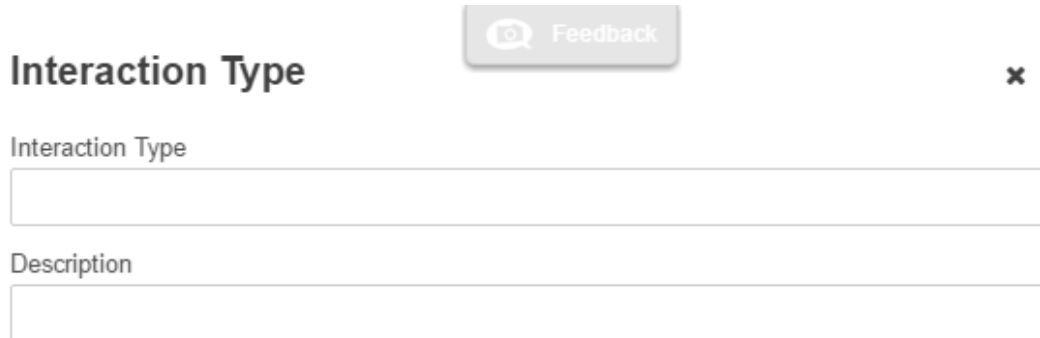
Interaction Type

Create an Interaction Type

To create an Interaction Type, click the **New Interaction Type** button in the upper left-hand corner of the screen.



The Interaction Type drawer will appear.



Give your Interaction Type a name and description, and click **Save** when you've finished.

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Edit an Interaction Type

To edit an existing Interaction Type, first select the Interaction Type from the list on the left-hand side of the Interaction Type window.

Interaction Type

Interaction Type

Call - Outbound

Call- Inbound

Complaint

Delivery Notice

Inquiry-Web

Notice for Pickup

Notice to Pay

Once you've selected the Interaction Type you want to edit, make your changes in the information fields on the right-hand side of the screen.

Interaction Type	Description
Call - Outbound	Outbound call to customer or vendor
Save	

When you've finished making your changes, click **Save**.

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See it in Action

Interaction Type dropdowns appear on the Interactions tabs on [Customer](#) cards, [Vendor](#) cards, [Sales Documents](#), and [Purchase Orders](#).

Create Interaction

 Feedback



Interaction

Subject

Notes

Details

Starts On

Ends On

All Day Event

Remind On

Interaction Type

No Interaction Type

Assigned To

No Assigned To

A record of past interactions appears on the Interactions tab of Customer cards, Vendor cards, sales documents, etc.

Sales Documents			Contacts		Item Sales		A/R	Interactions		Audits	Notes
New	Edit Line		Delete Lines								
Subject	Notes		Contact Person								
salesperson feedback	Received a call providing voluntary feedba...		Jack Mitchell								

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