

## FAQ - Frequently Asked Questions

### ***Conductix-Wampfler's New Quick Quote (QQ) – on our Partners Site***

Here is a list of FAQs regarding our new Quick Quote system selection program:

Q: Why was the new Quick Quote created?

A: To incorporate suggestions we've received since releasing Quick Quote "Web" and to:

- Allow the program to run in any modern browser without needing any add-ins.
- Improve speed and efficiency and add more functionality
- Simplify quote creation and management.

Q: Is the process to create a new quote different?

A: The old "CRM" (customer relations manager) in QQW has been eliminated, so the quote initiation process is quicker. You just enter a customer name and a reference, then choose the system you want to start with. These names can be added or changed at any time. After that, the quote creation process is very similar.

Q: Is the process of editing a quote different with the new QQ?

A: Yes, it is easier and more intuitive. You have more flexibility to alter quantities, add other components, and so forth, at various stages.

Q: Can I move a quotation from Quick Quote Web (the old "Quick Quote Classic") over to the new Quick Quote program?

A: No, quotations done in the new QQ are in a different format. To use the new Quick Quote for a previous quotation, the old quotation will need to be recreated in the new program.

Q: Can I export a quotation from the Quick Quote into an Excel file?

A: Yes, the new Quick Quote has a routine to do this.

Q: Has the conductor bar and festoon selector program changed?

A: It basically works the same way, however the new Quick Quote has an improved selection

Q: Will the new Quick Quote allow quoting custom pendants?

A: Yes, by choosing the pendant routine and clicking “Build Custom Pendant”, the user can select switches/devices for each button position. The program will list them out, add the pre-assembly price, and provide a PDF of the button layout.

Q: Is there a routine to select crane bumpers?

A: Yes, this is new with Quick Quote. The program takes in input on speed and energy and recommends the appropriate bumper.

Q: Will other Conductix-Wampfler products be added to QQ?

A: Yes, several other routines are being finalized and will be available in the coming months (e.g. cable reels).

Q: Has the cart and checkout process changed?

A: It is substantially the same. When you are ready to order the system, we encourage you to turn your quote into an order. This ensures that your order will be entered just the way you see it. If you want someone in our inside sales team to review your order, this can be done when they review the Partners order in the order queue.

To place orders, your Partners permissions need to be set up to allow this function. If you want your permission status reviewed, contact [customerservice@conductix.com](mailto:customerservice@conductix.com). They can review this with you.

Q: What if I have a question?

A: We can't see customer-generated quotes, however the new QQ is the same program that our inside sales team uses. So contact them and they can recreate your situation and advise you how to solve it.

A: Or - you can click “Feedback” (red type in a black box at the upper right) and the message will go straight to the [customerservice@conductix.com](mailto:customerservice@conductix.com) inbox.

Q: Will the “old” Quick Quote Web (QQW) still be available and for how long?

A: Yes, it will be usable at least through the end of 2018. It can be accessed from the Partners home page. In the blue box at the top, you will see the line: [To access your archived quotes click here to load Quick Quote Classic.](#)

At the link you can find and work on your archived quotes. We do recommend that new quotes be done in the new Quick Quote, since the old program will eventually be non-supported.