Sales / Event Staff

What do the abbreviations or acronyms mean in the ERM for Sales & Event Staff?

There are many acronyms or abbreviations that staff of Iconic use when writing the history of a customer call or when clearing an activity.Â This list is bottomless and grows each month as new quick ways of abbreviating words.

Here is the current list.

Abbreviation / Acronym	Meaning
2CL	To call
CLD	Called
CLB	Call back / called back
LM	Left message
VM or V/M	Voice mail
Bk	Book or booked
Cust	Customer
CNT	Contact / contacted
DConP	Difficult Customer on Phone
DM	Decision Maker
-w-	With
Ph	Phone / phoned
FOLUP	Follow up
PD	Paid
Eml	Email / emailed
CC	Carbon copied / sent to another Â person as well
U	You
Ur	Your
Wld	Would
Evt or Evnt	Event
T&C or T & C or T and Cs	Terms and conditions
RRP	Recommend Retail Price
TL or TS	Team Leader or Team Supervisor
PT	Production Team
PAP	Product Availability Page

Attached files:

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