

# Customer

**Do we have to create a new account even if the customer asks to talk to someone else or do we need to create it after at least having single communication with the new person?**

Yes, you would need to create a new customer.

steve.baltzois 16:11

@nash.sharma: What you need to do is create a history note on the account of the customer who said to you to speak to the other person.

16:11

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Then create a new account for the new customer if you will be dealing with that new customer from this point forward.

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nash.sharma 16:13

@steve.baltzois: ok

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steve.baltzois 16:14

@nash.sharma: don't forget to create an activity to call the new customer you have created as well under their account.

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