Quotes followed up when promised. Price exceptions left to your people.

A virtual worker for a manufacturer's inside sales desk.

It looks after your customer accounts beside your team, and treats each account as a relationship, not a transaction.

WHAT IT DOES FOR YOUR DESK

Follows up every quote
On the day it promised. It reads the account first: open quotes, the buyer's preferences, the account objective and recent news.

Quotes from your own rules
Prices, discounts, dates, lead times and terms are checked by your own formulas first. It offers only what the check returns.

Owns its accounts
Each account belongs to a rep and one named worker, with its own phone line and email address. A buyer always deals with the same one, with one memory.

Takes order requests
An order counts only when your ERP confirms it. The worker cannot declare its own success.

Answers from your library
Datasheets, manuals and safety data sheets, citing the document and page. Prices and terms come from your data, not from documents.

Knows who buys from whom
Which accounts fit your ideal customers, and which of them sell to the same end customer, so selling direct never surprises the channel.

WHAT STAYS WITH YOUR PEOPLE

Decisions above its limits go to the rep, and above the rep's limit to the manager.
You set what the worker does alone, what it asks first and what it never does, for each kind of commitment, and each person's own approval limit. An ask carries the facts, a due time and a backup. The rep approves, offers something else, declines, or escalates with a note; the manager approves or sends it back. A buyer cannot talk the worker into an exception, because the worker is not the one deciding.

ONE EXAMPLE IN FIVE STEPS

Read
Before a quote follow-up, it reads the open quote, the buyer's preferences, the account objective and dated news.

→

Check
The buyer asks for 40 units below the quantity-break price, lower than the worker may offer alone.

→

Ask
It asks the rep, with the facts, a due time and a backup, and tells the buyer when to expect an answer.

→

Nudge
The buyer mentions a distributor's lower price. The rep, watching, privately nudges the worker to mention delivery and seal life.

→

Verify
The rep approves and the buyer accepts. The order counts when your ERP confirms it.

The industrial sales guide tells this example in full, with the product screens.

Three desks, after hours, and how you measure it

Reps, managers and client operators each work from a live desk. The same workers cover your lines after hours, work through your lists inside the rules, and report results that your own systems confirm.

THE DESKS AND THE PHONE

The phone is on every screen. Take calls on your Desk line, on the worker lines customers know, or on your own phone. When a buyer calls, their account comes up at once; if nobody answers in 20 seconds, the worker answers and you get the summary.

On the call. The transcript marks the products, quotes and competitors mentioned and brings each record forward. A manager can listen and join; the rep sees who is listening.

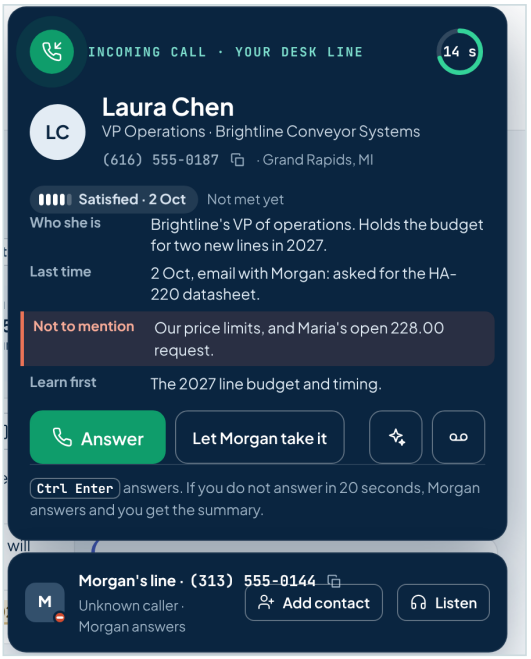
Lines and numbers. Each worker has its own number and email address on your subdomain. Company numbers serve when a dedicated number is not right, and each customer always sees the same one.

After hours. One worker can answer every rep's line from 5:00 pm, under tighter limits. A line-down breakdown goes to the person on call.

Outbound inside the rules. Quote follow-ups, reorder check-ins, dormant accounts and personal campaigns. Stops, consent, registries, hours and frequency are checked when work is given and again before every message. A check that cannot run counts as no.

Sage and Tess. Sage plans the day, briefs each worker and chases asks. Tess loads your price lists and other files through one check, and refused rows are fixed in place.

How you measure it. Each result is recorded once with its evidence, Reported when a worker says so and Confirmed when your own systems show it.



A call ringing on a rep's Desk line: who is calling, last time, what not to mention and what to learn, with Answer and Let Morgan take it, shown with the made-up Northcott example. Product design with made-up data.

Stop switch and your data

A person can press the stop switch at four levels: a worker, a deployment, a company group, or the platform. It cuts off access, pauses work and hands live conversations to a person, and it never trips on its own. Your data can be exported at any time, a forget request removes a person everywhere, every look by Corvair is listed for you, and conversations never train AI models.

Read more. The industrial sales guide follows a made-up manufacturer through one Thursday, with the product screens. The guides to the desks, intelligence and prospecting, channels and compliance, and quality hold the detail. All are at **corvair.ai/cvw**.

Scope a pilot

Start very small: one process, such as quote follow-up, one named worker and an owner on your desk. We scope the pilot with you and agree in advance the results that count.

corvair.ai/cvw