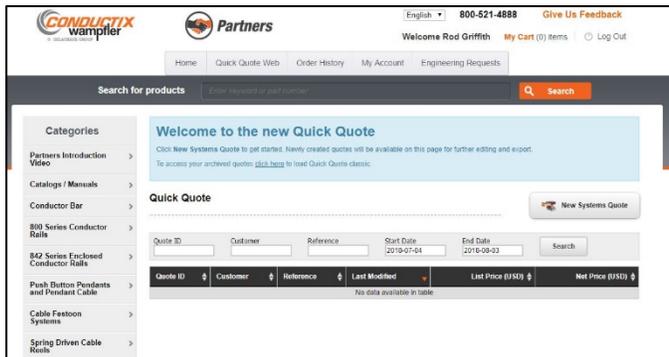# FAQ - Frequently Asked Questions

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

Here is a list of FAQs regarding our new Quick Quote system quotation program:
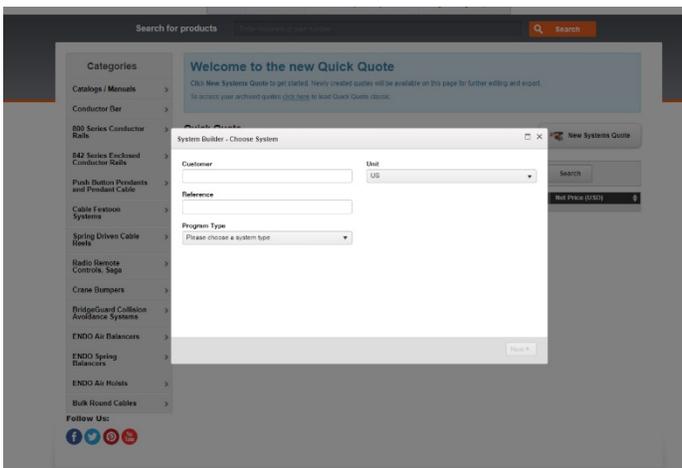
Q: Why was the new Quick Quote created?

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

- Improve speed and efficiency and add more functionality.
- Simplify quote creation and management
- Add more products and options

Q: Is the quote creation process the same?

A. We have eliminated the old "CRM" (customer relations manager) in the new Quick Quote. It is now easier to initiate a quote. After clicking "New System Quote," enter a customer name and a reference, then choose the system type. You can change the names at any time. After that, the quote creation process is very similar.

Q: Can I move a quotation from Quick Quote Web (the old "Quick Quote Classic") over to the new Quick Quote program?
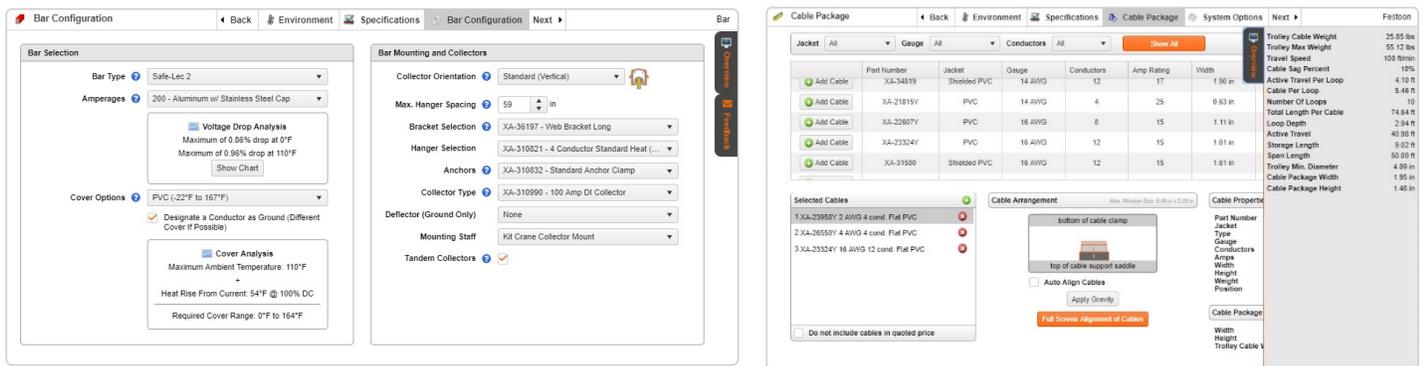
A: No. Quotations done in the new QQ are in a different format. Previous quotations in QQW must be recreated to use the new Quick Quote.

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

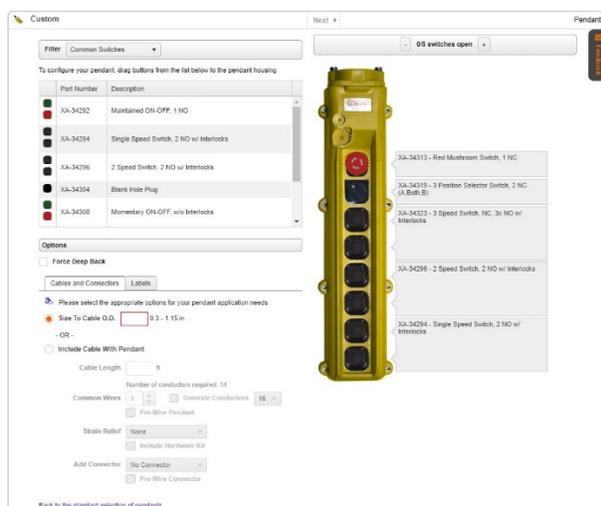A: Yes, the new Quick Quote has a routine to do this.

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

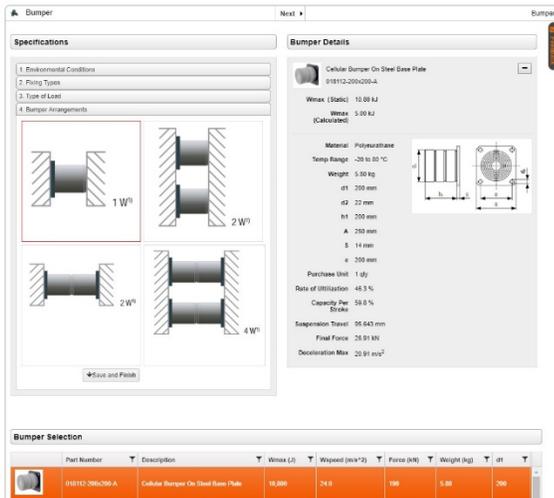A: The basic functions are the same, but with more product options.

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. Enter your mounting and operating parameters and the program recommends the appropriate bumper.
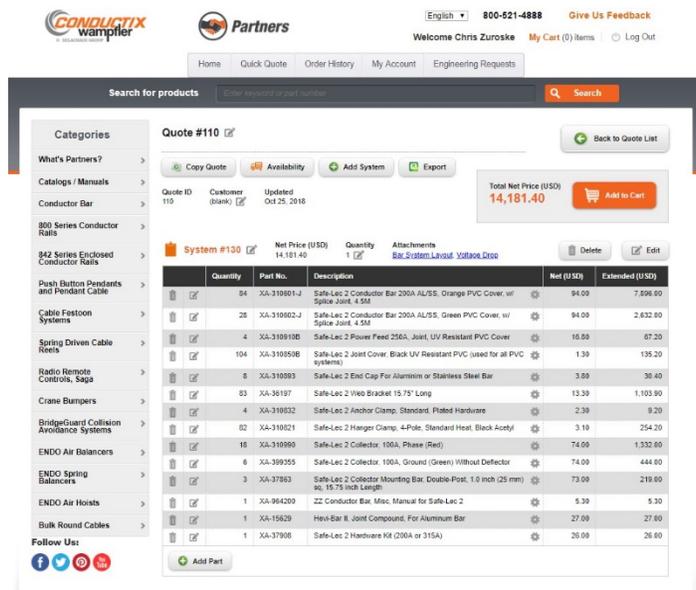

Q: Will you be adding more Conductix-Wampfler products into QQ in the future?

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

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

A: Yes, roughly the same, but the new program is easier and more intuitive. You have more flexibility to alter items and quantities, add other components, and so forth, at various stages.

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. Clicking the order button from your quote ensures that your order will be entered just the way you see it. Note that our order department will review your order before finalizing it in our system.

To place orders, the permissions associated with your login need to allow this function. If you want your permission status reviewed, contact 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 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. You can access it 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.