

Osprey Approach: Completing Your Quote

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The latest version is always online at https://support.ospreyapproach.com/?p=60567



Convert2Client helps clients drive new & incremental revenue as your customers can go online 24/7 to get a quote without speaking with anyone.

This guide will look at completing your quotes in Convert2Client and bring them into your Osprey Approach system.

Export Quote to Osprey Approach

Once a quote has been instructed, and you are ready to bring them into Osprey, click on the Actions option, and select Export enquiry to Osprey Approach.

Export enquiry to Osprey Approach
Send client care letter (already sent)
Export client care letter to Osprey Approach
Enquiry details
Client care letter email history
Change status
Assign to
Schedule call back
Schedule email
Schedule text
Send adhoc email
Send adhoc text
History
GDPR data redact
Schedule default actions

You will have options to Export a copy of the client care letter sent, to web enable the client for the Osprey Client Web Portal, and Export as a prospect matter.

		×
Are you sure you want to export this quote to Osprey Approach?		
Export client care letter		
 Web enable Export as prospect 		
	Export	Cancel

If a client who matches the details already exists, you will be asked if you wish to create them as a new client or add onto an existing client as a new matter.

Duplicate client	×
Client Andy Robertson was found in Osprey Approach. Do you want to create a new client or add a new matter to the existing one?	
New client New matter to existing client Cano	el

Export Client Care Letter to Osprey

Approach

You can also export the client care letter at a later date. The quote must already be exported to Osprey.

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History

You may view the action history of a quote if you wish.

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Any actions performed will be visible, and you can view details, or add a note against each action.

ŀ	History								×
	User 🗘	Description	¢	Details	¢	Note 🗘	Status 🗘	Date 🗘	Actions
	Daniel Hearne	Email scheduled		Scheduled time: 02/05/2024 13:30:09 To			completed	02/05/2024 14:29	0, /
	Daniel Hearne	Enquiry generated by Daniel Hearne	2	Contact Name: Daniel Hearne Email: da				02/05/2024 14:21	•
									Close

GDPR Data Redact

You are able redact all personal data from a quote, whilst retaining the quote itself.

Export enquiry to Osprey ApproachSend client care letter (already sent)Export client care letter to Osprey ApproachEnquiry detailsClient care letter email historyChange statusAssign toSchedule call backSchedule textSend adhoc emailSend adhoc textHistoryGDPR data redactSchedule default actions

A confirmation will appear.

GDPR data redact		×
Are you sure you want to redact data for this quote?		
	Yes	Cancel

The entry will still be visible, however any personal data relating to the client will no longer be visible

Contact	\$ Created on	•	Branch	\$ Туре	¢	Status	\$	Assign to 🗘	Next action	\$ Actions
	02/05/2024 14:21 from IP 150.143.16.2		Default	Family - Divorce		Instructe	ed	Daniel Hearne		• ···

Convert2Client exported matters in Osprey

Once exported to Osprey Approach, the matter can be located by any normal means.

Any exported documents, such as the client care letter, will appear within the Matter History.