Requests/Quotes features

We have introduced the following features in the RQ Panel:

1. **Show statistics**
2. **Subcharter messages**

SHOW STATISTICS

'Show Statistics' window

Show statistics option is available from:

- **Requests/Quotes view** - by clicking with the right click of the mouse and selecting it from the pop-up menu
- **Edit request section** - by editing a specific request and clicking on **SHOW STATS** button located under the itinerary

The purpose of this functionality is to show which ones of the Brokers provide a good conversion rate from the initial request to the sold trip. Also, it provides information on the pricing of a similar quote in the past.

The statistics window is divided into 2 sections:

- **Requester statistics** - the top part which indicates the conversion statistics of the requester
- **Route statistics** - the bottom part which provides information about rooting

Requester statistics

In this section, 'Statistics' window displays the name of the requester as well as the current status breakdown of the requests. Hovering the mouse over the colour will display the status name.
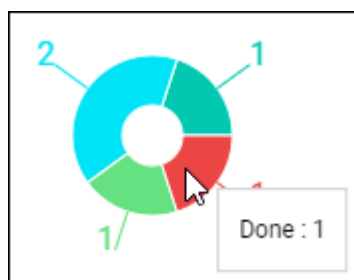
In 'Requested/Quoted' column the following information is displayed:

- **REQUESTED** - Total number of requested trips
- **QUOTED** - Number of requests that were actually quoted (status 'QUOTE')
- **SOLD** - Number of requests that were sold (went through status 'BOOKED' and are currently set to status 'DONE')

Below these values, there is a percentage of a status vs total number of requests

Route statistics

This part displays information about the pricing of the routing in the past.

It only includes requests that were sold (went through status 'BOOKED' and 'DONE')

The purpose is to ensure that the current pricing is at a similar level to the pricing for the same requester that was done in the past. Also, if this is the new routing for a particular requester, it is possible to see how it was priced for other requesters in the past.

This section is divided into 2 subsections:

- **Current requester** - shows up to 5 past sold requests for current requester including the price
- **Other customers** - shows up to 10 past sold requests for other requesters on the same routing including the price

The currency is picked from Settings > General Settings > 'Local currency' field

SUBCHARTER MESSAGES

The subcharter edit window is now divided into 2 tabs:

- **BASIC** - contains subcharter details such as aircraft details, crew details, contact details (email and phone no.) and aircraft photos, as long as available in Avinode
- **MESSAGES** - possibility to reply directly to the Operator email (as long as it is available in 'BASIC' tab) or to Avinode. More information below

Messages tab

'Messages' tab in Subcharter

In this tab, it is possible to reply to the Broker in Avinode or directly to the Operator.

In order to reply directly to the Operator, Operator's email has to be available in Avinode.

If it is available in Avinode, Leon will import it to **Contact email** box in 'BASIC' tab and additionally, Leon will automatically create this Operator as a Client in Leon Phonebook.

In order to reply to Operator press **REPLY TO OPERATOR** link and select:

- **AVINODE** - this will reply to the Operator/Broker in Avinode
- **EMAIL** - this will allow replying directly to Operator's email as long as it is available in 'BASIC' tab. 'Subcharter message' email template needs to be created in 'Settings' > 'Email templates'

Currently, replies from all the brokers will display under one 'Messages' window.

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