



## **Sales Integration: The 4th Wave of Sales**

Dennis Galbraith

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Like it or not, today's consumers are the most intelligent, empowered shoppers in the history of the world. Free to bounce from channel to channel, they interact with both software and people. Shoppers are taking control of the sales process and businesses must catch up. Multichannel marketing is not enough. Businesses must recognize every interactive touchpoint - human or technological - as a sales activity and integrate them accordingly. Dennis Galbraith's presentations on sales integration help business leaders match their sales efforts to the new realities of the market and help those interacting with consumers adjust to the change. Beginning with the recognition the internet listens, Galbraith developed his sales integration model on the back of consumer research as well as personal observation spanning hundreds of stores, catalogs, and websites across dozens of industries. Virtually every business selling to consumers directly or through a retail network is impacted by the radical changes in consumer shopping habits brought on by internet access. The mobilization of internet access adds additional complexity and consumer empowerment. Business runs on sales, and everyone from website designers to delivery personnel are now part of the sales effort. Those responsible for the close may no longer be the most critical link in the sales processes spontaneously devised by shoppers. The implications run from the board room, across departments, and through every interactive touchpoint. With a mixture of examples, diagrams, and stories, Sales Integration is designed to be both digestible and viral. As the term integration suggests, revenue generation is now a team effort. Traditional seams between marketing and sales and immerging seams between online and offline retailing can no longer be tolerated. Sales Integration provides the vision, inspiration, and tools to help business leaders move their organizations toward a more profitable future.

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