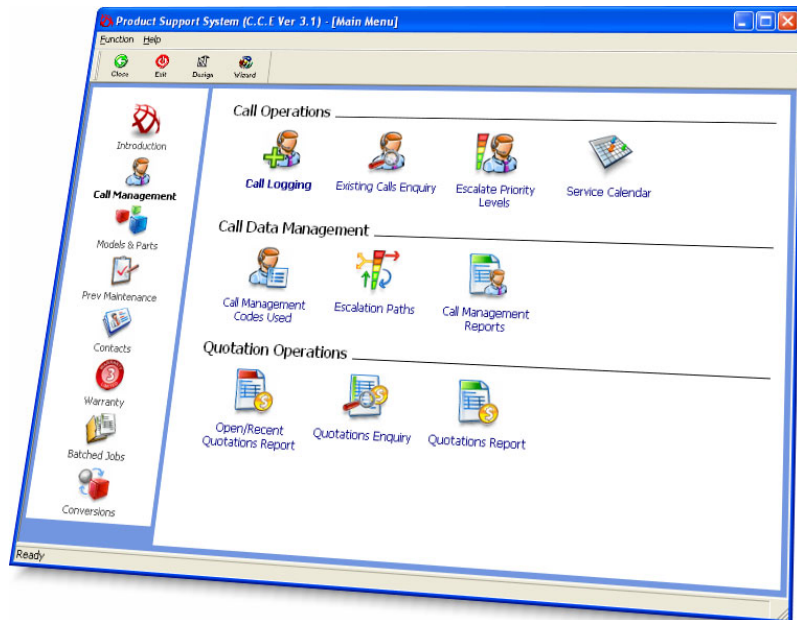




product support system

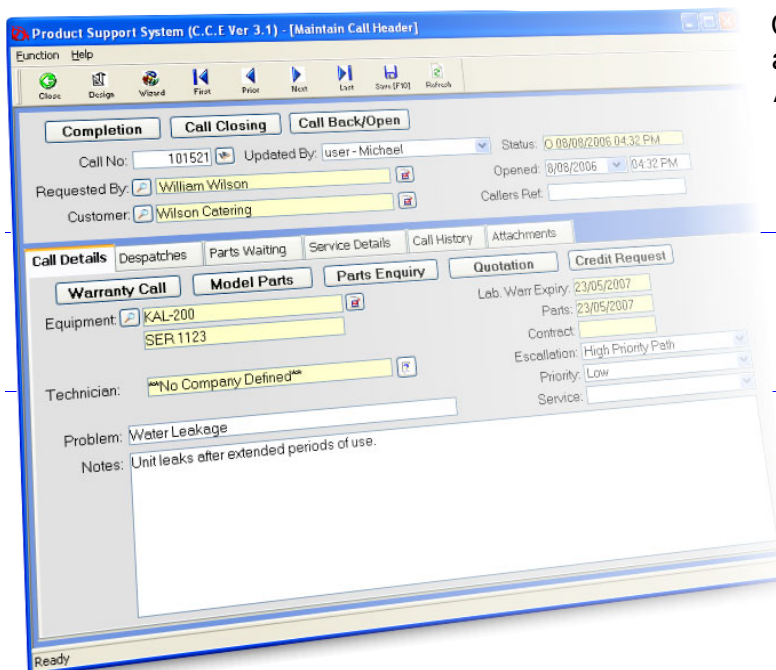
This product will help you manage all aspects of your Technical Services Department. It provides:

- ➔ Service Call Processing
- ➔ Warranty Claims
- ➔ Preventive Maintenance
- ➔ Commissioning
- ➔ Parts Enquiries, Usage,
- ➔ Control & History Quotations
- ➔ Service History
- ➔ Report Writer
- ➔ Batch Jobs and Messages
- ➔ Letters to Contacts
- ➔ Conversions



Call Logging

Call Logging is the arterial system which supports the core activities of Product Support and is the module which brings order and an improvement in service quality through better communications.



Call Logging permits call escalation and prioritising. Some Service Agents and Customers will escalate their calls by repeating their calls and asking to talk to a more senior person in order to "get action".

Call Management, the heart of the Product Support System

Some callers will use this technique to seek top priority at the outset. Some will fire off several calls to several people in parallel!

The Product Support System satisfies all callers and properly escalates the call by exception, based upon the Product Support Department's own objectives.

Internet Support

The Product Support System can utilise an internet module that facilitates a distributed network of users access to the database. Providing a flow of information across this medium enables organisations to leverage the information logged in the product support system. This interface provides specific product support data to targeted groups of users.

Service Call Processing

The Call Logger first identifies the caller, either a Service Agent or Customer. Outstanding or recent calls made by that caller are indicated by a red status panel. If the caller's account is on Credit Hold, this status is displayed. If there are any outstanding conversion jobs, preventive maintenance tasks or messages these are all visible in the Status Board.

The screenshot shows the 'Product Support System (C.C.F Ver 3.1) - [Call Logging]' window. The 'Find Contact' section displays details for William Wilson, including his telephone number (0296291111), company name (Wilson Catering), and physical address (123 Motion Street BAULKHAM HILLS NSW 2154). The 'Status Board' on the right contains buttons for 'Open/Recent Calls', 'Messages', 'EM Schedules', 'Conversion', and 'Account Status'. To the right of the screenshot is a flowchart illustrating the call processing cycle: 'Caller or PM Schedule Commission' leads to 'Dispatch Call', which then branches into 'Suspend Call Priority Escalation' and 'Close Call'. 'Suspend Call Priority Escalation' leads to 'Complete Call', which then leads to 'Call History and Warranty Claim'. 'Close Call' also leads to 'Complete Call'.

Call and Billing types:

- Time and Materials
- PM Calls
- Warranty Calls
- Site Inspection
- Installation
- Commissioning
- Call Backs
- Conversions
- Part Enquiries

Service Calendar

New to the Service system is the Calendar Model including: **To Do Entries**- Problems allocated to the currently logged in user can easily be seen and opened for review; and **Service Entries**- service details allocated to specific Problems are visible. Available for Daily, Weekly and Monthly view.

Most Services will be distributed to Service Agent or Field personnel using criteria such as Proximity, Skill Sets Preferences and Last Call. There may be multiple technicians/ assistants who can work on a service call. Past details of specific equipment, customer, site and internal notes are easily referenced on call entry/updating. New or "one off" customers are easily added within call processing. PMs and Commissioning activity scheduled within date ranges are "flagged" and may be attached to calls. Check Lists may be attached to calls or PMs.

