

# Empathy

## Service Management



*A feeling of identification; real concern; a determination to assume and resolve a problem...*

pegasus  
**OPERA II**

Client  
Systems

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Our Touchpoint range of software addresses two main business activities, those of sales & marketing and service management.

Empathy is the name given to the service management modules, forming a system within the overall Touchpoint application and of course inheriting the Opera II "look & feel", operating characteristics and general facilities of its parent.

The core of the Empathy system is the site database, comprising of names & addresses of organisations and contacts and contact points known within them.

The Equipment Register associates items in which there is an interest from a service point of view – they can be under contract, still within warranty or just items for which calls have been received in the past, for example - with the sites where they are to be found.

Together this data provides the basis for the main operational modules within the system, namely the contract administration, service call and planned maintenance facilities.

Contract administration provides for pro-forma and actual invoicing, and supports renewal of expiring contracts. Information can be supplied during the renewal process, comprising of numbers of calls, costs and any revenues generated in servicing the contract.

Contracts also hold planned maintenance (PM) schedules, from which planned service visits are generated for the appropriate engineer, region and month, together with work schedules, spares required and skill sets needed if appropriate.

On-going calls are logged in a Calls Diary so that pending actions can be monitored and progressed. This process supports response time monitoring if required, and extensive knowledge base and company wide data are available in support of the call process – see the Viewpoint flyer.

The Billing & Costing module completes the call processing procedure by accepting bookings of time, mileage, parts, sub-contract costs etc to construct a record of the costs associated with a call and allow any that are suitable to be billed.

Integration with Microsoft Word means that correspondence such as renewal letters, service appointments and call follow-ups can be generated, these being held along with other documents in a Document Register.

Finally, the call logging, costing and billing modules are integrated with the Telepathy mobile data module, which enables up to the minute call status, transaction booking and stock situations to be seen.

Empathy is a flexible, powerful business-wide element of the Touchpoint/Pegasus Opera II system.

**Working in time ...**

**... WITH YOU**