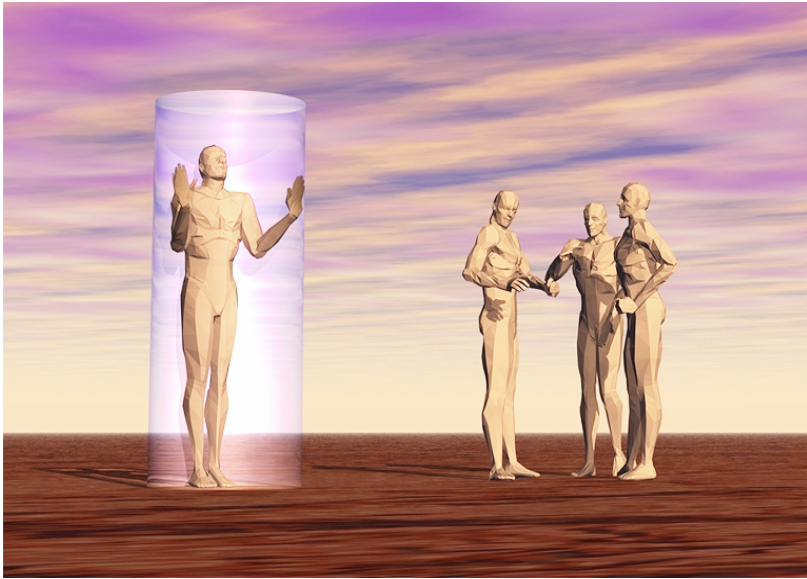


# Manager



*Administering service;  
managing site records; tracking  
warranty; registering service  
items; controlling resources ...*

pegasus  
**OPERA II**

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Our Touchpoint range of software has a number of vital administrative functions built into it – planned maintenance, service call management, service costing and billing, generation of targeted marketing lists and campaign evaluation for instance – but the Service Manager module establishes and maintains the environment on which the other service modules are based.

There are two core sets of data crucial to the Empathy system.

Firstly, the site records make all other facilities possible. The Administrator module provides screens for establishing simple site details – name, address, telephone number, contacts and links with the ledgers, for instance – but for service purposes this may need to be enhanced with, for example, the site's preferred service engineer or service contact.

Existing records can be enhanced using the Service Manager or new sites added (this can also be performed in the Service Calls module, access rights permitting).

Secondly, at each site can be registered items which can be or are the subject of maintenance services, the Equipment Register. Maintaining the Register significantly enhances the ability to log and process service calls, and indeed, contracts can only be recorded for Equipment Register items.

Since it is such an important data source, four methods of creating and maintaining it are provided:

- By direct manual input
- By adding an item to a contract and the Register
- By adding an item from a closed ad hoc call
- By direct import from sales invoices

The latter shows again the value of integration with the Opera II software, since here invoiced lines which satisfy an import filter are extracted and established in the Equipment Register. Data includes invoice and delivery details, serial numbers where relevant, and details of warranty if known.

Controls within the system subsequently allow data to be enhanced “on the fly” (eg when a previously unknown serial number is reported back on a call by an engineer).

Menu options allow links to the sales ledger to be made to support contract and service invoicing.

Finally, it is in this module that various warranty terms can be defined and related to maintained item types, profiles set up for the way in which items are referenced (eg machine serial number, licence number, asset number), these being variable by item type, and schedules of tasks for breakdown and PM calls defined. These tables are referred to at many points in the service management modules.

The Empathy Service Manager module and Opera II system ...

***Working in time ...***

**... WITH YOU**