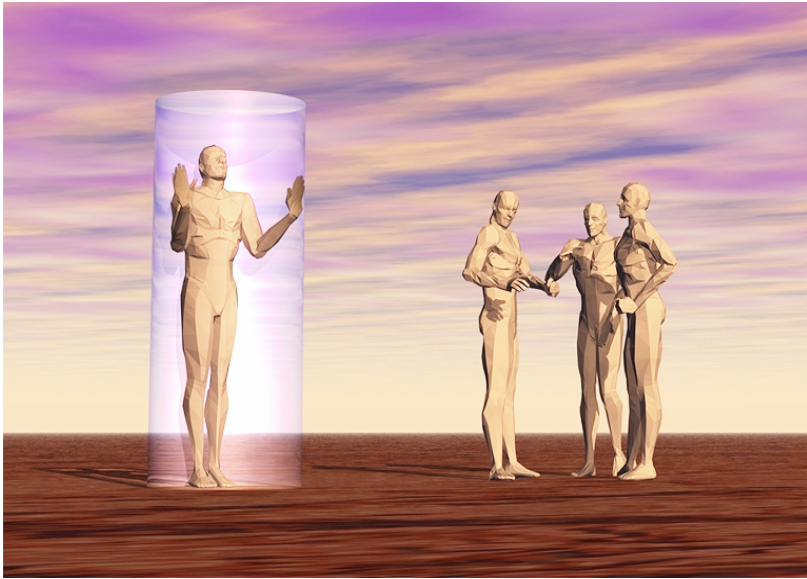


Service Calls



*A feeling of identification;
creating trust; analysing the
problem; determining the
solution; fixing it first time...*

pegasus
OPERA II

Client
Systems

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Our Touchpoint range of software has a number of vital administrative functions built into it – contract administration, service call management, costing and invoicing, PM, generation of targeted marketing lists, campaign evaluation for instance – but its post-sales support, responding to calls from customers is a core module.

Planned/preventative maintenance visits are also included – see the separate PM Visits flyer for the details.

It is important to manage all calls efficiently and effectively, with clear determination of any next step that is to be taken.

A vital part of our Service Call Management module is therefore visibility; visibility of service history; visibility of contract and warranty cover; visibility of items on site; visibility of stock; visibility of sales history; visibility of other activities taking place with this contact; access to information that can support this call, for example drawings. These facilities are described in our Viewpoint flyer.

Logging a call could not be simpler. The Opera II search routines, enhanced in Empathy, allow rapid identification of site and item under cover through the Equipment Register, which can also hold a record of any items not under cover. Alternatively, calls against previously unrecorded items can be logged (and added to the Equipment Register if appropriate) and a new site created with the call.

To progress a call, notepad space is provided for each event that takes place, this forming an audit trail of activity. Where the call is on-going, each event needs a follow up action which is lodged in the colour coded Calls Diary. To assist allocation, engineers' current job loads are accessible.

The Calls Diary can be viewed in a number of ways, but typically staff can see their "to do" lists, and managers can see the overall list of on-going activities.

Calls can be progressed via the site or via the Calls Diary. In addition to the Viewpoint facilities, a knowledge base is also available for assistance with identifying problems and their resolution. Correspondence can be raised and recorded, and other documents such as maps and drawings viewed.

Calls are closed with fault and result codes to assist analysis, and calls can be recalled if necessary – again with analysis.

Response time management is supported in the system where appropriate. Working hours are determined by the relevant calendar for the call (eg 24/7 or 8/5) and a response date and time displayed during call progression. Response is confirmed and the time taken can therefore be monitored and reported on.

The module is integrated with our Mobile Data Service – see the Telepathy module flyer for details.

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

Working in time ...

... WITH YOU