

INTRODUCTION

Software includes all the modules starts from Prospect rising to service call management, Follow ups for Service call, Complain Management, Quotation for particular Service call.

Objectives

To manage Service call related with different services and attended by, followed by, each & everything related with Service Call.

AREA OF APPLICATION

Small and large scale service based business sectors.

FEATURES & Advantages

1. Service calls Entry and maintains history.
2. Service call Follow up
3. Quotation for Service calls
4. Follow up Scheduling
5. Reminder for Service call and its follow up
6. Elaborate Customer and Prospect Master
7. Activation and de-activation of Customer
8. Customer ranking and history
9. From Date and To Date reporting
10. Standard reports like list of service calls, follow ups for Calls, sales person performance, location, address and analysis codes, and user-defined reports on quotations, etc.

Modules

1. Service call entry

Reports

- a. Daily/Weekly/Monthly/Quarterly/Yearly Service call Report
- b. Status wise Report (Pending, In progress, Completed, Rejected)
- c. Call Type wise Report
- d. Sales Person wise Inquiry Report
- e. Area, City, State, Country wise Inquiry
- f. Customer/Company wise Inquiry

2. Service call follow-up entry

Reports

- a. Service call wise follow up details
- b. Sales person wise follow up details
- c. Date wise follow up details
- d. Follow up count wise Report

3. Quotation generation

Reports

- a. Service call wise Quotation details
- b. Date wise quotation
- c. Approved by quotation details
- d. Created by quotation details
- e. Status wise quotation details

4. Reminder for service call & follow ups.