

Microsoft Business Solutions—Great Plains

Service Call Management

Dispatching technicians is a high-pressure job, and your dispatchers shouldn't have to make uninformed decisions about who to send, where and what to send with. Service Call Management helps you understand your company's current field service situation. Effective tracking and reporting solutions help you plan better and solve customer problems more efficiently. With Service Call Management, the right technician gets assigned to the right job with the right parts, preventing wasted time and travel.

Each service call is stamped with the time and associated data, providing technicians with an accurate schedule, detailed work order and complete service history. You can set up unlimited escalation rules tailored for each call or customer and later view all open calls, based on contract coverage and escalation status. You'll be able to guarantee your response time and measure results against that guarantee. Your company's profitability will increase as you monitor your bottom-line expenses and effectively manage the parts, supplies and logistics of delivering service to your customers.

When it comes to transaction entry, Service Call Management provides both flexibility and automation. You can create service calls using e-mail, the telephone, the Internet or the data entry screen. Dispatchers have instant access to customer contracts and warranties. They can troubleshoot calls, queue calls, sell parts, dispatch technicians and execute change orders.

Advanced search and retrieval technologies enhance technician productivity and improve customer response time. Simply enter text that describes a service problem and Service Call Management's keyword search and case-based reasoning systems aid you in quickly finding the answers. You can solve customer service problems without dispatching a technician.

Using automated call distribution integration, callers can be easily identified before you pick up the phone. Personalized greetings enhance customer relations and provide a quick response to all service calls.

Quick Features List

- Receive/record customer service requests
- Assign/dispatch field technicians
- Update service call details including parts & labor usage, expenses incurred and additional charges levied
- Customer billing or tracking of service call costs against a customer contract (service agreement) or equipment warranty
- Failure/repair analysis capabilities
- Visibility to supporting documents such as service level agreements, parts RMA's, parts Inventory

transfers and parts purchase orders

- Graphical view of technician resource assignments with ManagerAssist
- Drag and drop capabilities to re-assign service requests with ManagerAssist