



# Increase Customer Satisfaction, Drive Service Revenues

No matter how large your organization gets or how many customers you acquire, every customer deserves to have the highest level of service and support. Still some organizations have inefficient customer service practices in place, that bounce a customer from person to person making him or her repeat the nature of the call over and over. The solution however is easier than you think.

With **Servitore** the Service Call Management Software, the only thing your customer will want to repeat is doing business with your organization.

## Advantages

- ✓ Built on an experience of more than 10 years
- ✓ Industry's best business practices and Practicalities of operations are in-built
- ✓ Easy to use and ready to implement with minimal Time and Cost
  - ✓ Handles large volume of data with ease
  - ✓ Lowest Total Cost of Ownership

## Features

- ✓ Menu driven and easy to use
- ✓ Hierarchic Security Roles to prevent unauthorized use
  - ✓ Comprehensive reporting
  - ✓ Supports multi user environment
- ✓ Interactive Company-wide digital dashboard
- ✓ Supports Windows XP/Vista/Win 7/ Win Sever 2003 & 2008

# Servitore

**Service Call Management Software**

- ☞ Capturing of Service Calls
    - ☞ Capture Items taken into custody
      - ☞ Assigning Calls to Engineers
  - ☞ Handling Multiple Action/Visits for a Service Call
    - ☞ Transfer/Re-Assign calls to different Engineer
      - ☞ ASP Calls Handling
  - ☞ Capture technical assistance given / required by Vendor/ASP
    - ☞ Repeated Calls Handling
      - ☞ Pending Calls Analysis
        - ☞ Monthly Service and Quality Analysis
    - ☞ Engineer wise productivity and response time
      - ☞ Handling Area Wise Calls / Reports
    - ☞ Engineer Wise Revenue / Expenditure Report
  - ☞ Service bill generation with/without Service Tax
    - ☞ Service Invoice Register
  - ☞ Spares consumed for Service call billing
    - ☞ Service History of Customer
      - ☞ Handling of DOA Cases
    - ☞ Handling of Stand-by Issued/Received
    - ☞ Capture Maintenance Contract details
  - ☞ Preventive Maintenance Call Auto Reminder
    - ☞ Break Down Call Handling
  - ☞ Renewal Reminder alert for Maintenance Contract
- ☞ Auto pop-up of MC alert on registering MC Customers Calls
  - ☞ Capture Warranty information
- ☞ Reminder Alerts for Warranty closed items (You can propose for AMC)
  - ☞ Item Delivered / Not Delivered Status Report
  - ☞ SMS alerts to Engineers and Customers (Optional)
- ☞ Email alerts to the Customer on registering a Service Call
  - ☞ Export data to Excel
- ☞ Know your cost of expenses under Warranty / Out-of-Warranty
- ☞ Generate DC to Vendors/ASP & Keep track of items pending from repair/replacement
  - ☞ Many more features to Handle all types of Service Calls & Reporting

Dealer Address:

Developed and Marketed By:

**SHRI COMPUTERS**

#1576 1G, V.V. Road, Mandya

Email: [servitore@shricomputers.com](mailto:servitore@shricomputers.com), Ph: 08232 - 220 250 / 9886013288