



***BluWave Service* Product Fact Sheet**

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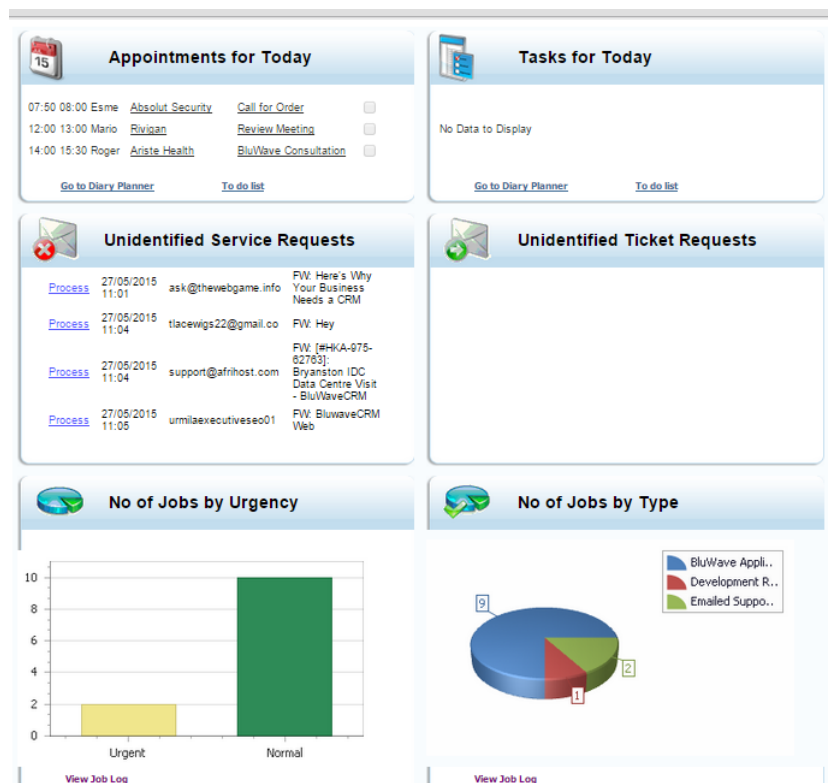
BluWave Service

After-sales service is pivotal to customer satisfaction and customer retention. BluWave Service - a companion product to BluWave CRM - is the simple and effective solution for managing all your after-sales processes.

It costs businesses six times more to acquire a new customer than to retain an existing one. Strengthen the bonds you have with your existing customers and ensure continuous company growth with this powerfully efficient software.

Service Manager Dashboard


The dashboard has graphical displays of the open jobs by type and urgency as well as a view of any new service requests that require processing.



BluWave Service features enable you to:

- ✚ Enjoy Automatic Logging of service requests from a customer email.
- ✚ Easily design your own “process” for each type of service request; from telephonic support to onsite repairs, services and installations.
- ✚ Manage customer equipment with warranty and service contract expiry dates and proactive service cycles.

- ✚ Keep your team members and customers informed of the job progress, status and required actions with Built In Workflows using email.
- ✚ Control time frames for each step in in the job process using escalation features.
- ✚ Generate Service Quotes with a management approval process (through BluWave CRM).
- ✚ Prioritise more critical service requests using Urgency Levels.



View Jobs

Search By Company Name Job Number

Search Filter

Views : All Jobs Open Jobs Closed Jobs

Job Number	Date Logged	Company Name	Job Type	Status	Assigned To	%	Urgency
1049	27/05/2015 10:29	BluWave Software	BluWave Applicatio	Logged	Support Consultant	0%	Normal
1046	08/04/2015 11:25	TRUNUTY COMMUNICATIONS	BluWave Applicatio	Refer To Technical	Support Consultant	20%	Normal
1044	25/03/2015 11:08	Train Tania	BluWave Applicatio	Online Support Cor	Developer	50%	Normal
1042	20/03/2015 09:55	BluWave Software	Bug	Expected Resolutio	Developer	45%	Normal
1040	19/03/2015 08:04	Retecon Service (Pty) Ltd	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
1031	27/02/2015 10:00	Genesis EB Solutions	BluWave Applicatio	Logged	Support Consultant	0%	Urgent
1028	23/02/2015 13:37	HI-FORCE HYDRAULICS	Data Queries, Impc	Refer To Client - IT	Developer	50%	Normal
1021	23/02/2015 11:21	ABELANANI	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
1018	23/02/2015 10:26	Gundle Plastics Group (Pty) Ltd.	Development Requ	Referred To Direct	Support Consultant	12%	Normal

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View Job Log

The service administrator manages the open jobs from here.

- ✚ Allocate work across your team comfortably using Visual Technician Scheduler's simple drag and drop technology.
- ✚ Integrate with your Technicians' Outlook (or other) calendars.
- ✚ Record parts and labour costs per job and manage quoted vs actual costs.
- ✚ Ensure that all work is billed appropriately.
- ✚ Receive prompts for due dates for servicing customer equipment.
- ✚ Track the efficiency and effectiveness of your service team with reports and statistical graphs of product performance statistics, customer response rates, MTBF's (Mean Time Between Failures) for customer equipment, and fault code analysis by equipment type.
- ✚ Interpret analysis of customers, customer specific machines, technicians and product categories.(Detailed fault codes can even be tracked to analyse repairs by actual machine type!)
- ✚ Let service manager monitor volumes of work by urgency and job type with the Graphical Dashboard.
- ✚ Track Mean Time Between Failures (MTBF's) per customer machine.

View Technician's Scheduler

BluWave Service can manage bookings of technicians from this Technician's scheduler.

Display Appointments For Live BluWave Support Team

Pending Jobs								
Drag	Job Number	Date Logged	Company Name	Job Type	Status	Assigned To	%	Urgency
	1049	27/05/2015 10:29	BluWave Software	BluWave Application Support	Logged	Support Consultant	0%	Normal

[Create Filter](#)

< Today >

25 – 29 May 2015

	Nkuli Moloi					Byron Cooke-Tonnesen					Tania Cooke-Tonnesen					Stuart Lowe				
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Work Flows in BluWave Service

The user can define different work flows for different job types – any number of job types can be defined by the user.

Define Job Processes Cancel

Please select Job Type BluWave Application Support Re-order Grid

#	Status Description	Role Description	Critical	Urgent	Normal
1	Logged	Support Consultant	1	2	3

Edit Events **Escalations**

#	To Whom	Delivery	Email Text
1	Customer	Optional	Dear {Contact} Your {Jobtype} query has been logged. Please quote the following reference number in all future communications regarding this support query. Reference Number: {JobNo}
2	Support Consultant	Automatic	Hi A {Jobtype} request has been logged by {Contact} at {Company}. Job number: {JobNo}. Job Details: {Notes}

3	Refer To Support Team	Support Consultant	1	2	3
4	Refer To Technical Team	Support Consultant	1	2	3
5	Refer To Client - Additional Information	Developer	2	4	6
6	Refer To Client - IT	Developer	2	4	6
7	Online Support Consultation	Developer	2	4	6
8	Possible Solution Given To Client	Support Consultant	2	4	6
9	Resolved With Client	Support Consultant	1	2	3

Define Work Flow processes, events and escalations for each type of job