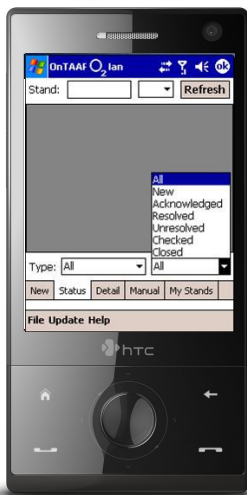




Issue Tracker allows any company needing to track and resolve issues - whether with machinery, office equipment, IT software, events/exhibition customers and contractors, etc. - to do so efficiently and therefore improve customer service levels, and save time & costs.



Issues can be viewed by status so technicians/contractors can sort the information they need to see. The system can be configured so that technicians only see issues allocated to them.



The detail about an issue can be logged and shown on the PDA. The system can be configured so that any technician can log a customer issue even if they don't deal with the resolution.

Benefits



Improve customer service - issues are dealt with quickly and professionally with status updates sent to customers so they are aware of the current situation.



Cost savings - eliminate paper-based processing and meet service level agreements so customers do not require refunds or compensation. Travel and fuel costs are also reduced.



Time savings - issues can be logged whilst on the move as the PDA technology allows this, and jobs are received via PDA so there is no need to go into the office to collect or return job sheets.



Performance tracking - issues can be analysed and individual performance assessed using data from the system.

Features



Issue creation & allocation - create issues and route them to the correct technician or contractor to be resolved. Issues can be created via a PDA or via a secure website.



Log on and off issues/jobs to create timesheet data - logging on or off an issue/job will automatically create timesheets. These can be downloaded as a .csv file.



Issue status updates - issues status can be updated by the technician/contractor or by the manager so that all information is current. Customers can be informed by email or sms of updates.



Signature capture - on devices with a stylus, signature capture is supported so the technician/contractor can gain sign-off from the customer.