



eSERVICE

What is eService?

eService is an application that allows your customers to enter service requests via the Internet to your dispatching center.

Who uses eService?

Although developed for service contractors who market service contracts to national accounts, it can be used by any service contractor who desires an option for his customers to enter their own service requests 24 hours a day, 7 days a week via the Internet.

How does a customer enter a call?

The customer must first enter a User Name and Password. They then select a service site location number (a list of location numbers will be displayed if they have responsibility for multiple service sites) that is associated with their User Name. Address information is displayed relating to the site for verification that the proper site was selected. They will enter their name, the nature of the call (problem codes can be displayed and selected), if overtime is approved, a purchase order number (if applicable), if the call is a priority, their email address (which will be automatically stored for future calls), and comments to further help your technicians in understanding the nature of the call.

What happens next?

The service request will display on the dispatcher's dispatch board. An email is sent automatically to the customer acknowledging the call was received. If a priority was indicated when the call was entered an email message will also be sent automatically to the dispatcher. If the customer is located in another city or region of the country an email message can be sent automatically to a subcontractor designated by you to work at the customer's site.

What other information is available to the customer?

The customer can inquire into the status of the call and review the comments they entered when the service call was placed. They are able to view specific reports relating to their site. They also are able to view equipment rank displaying the general condition of equipment (and selected components for that equipment) at their site.

If I authorize a subcontractor to do the work, how do I know what they have done?

Via the Internet, the subcontractor will enter their User Name and Password. They will select the specific work order originally assigned to the call, and enter comments indicating the results of their call and nature of the repair, and the completion date. They are also able to view equipment rank displaying the general condition of equipment, and selected components for that equipment, and change the ranking (1 through 5) if needed (1=poor condition, 5 = excellent condition).

What dispatching system does eService work with?

eService integrates into the Service Management application from Vertical Market Software. Service Management is one of over 15 integrated applications designed for the service-oriented contractor by Vertical Market Software.

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