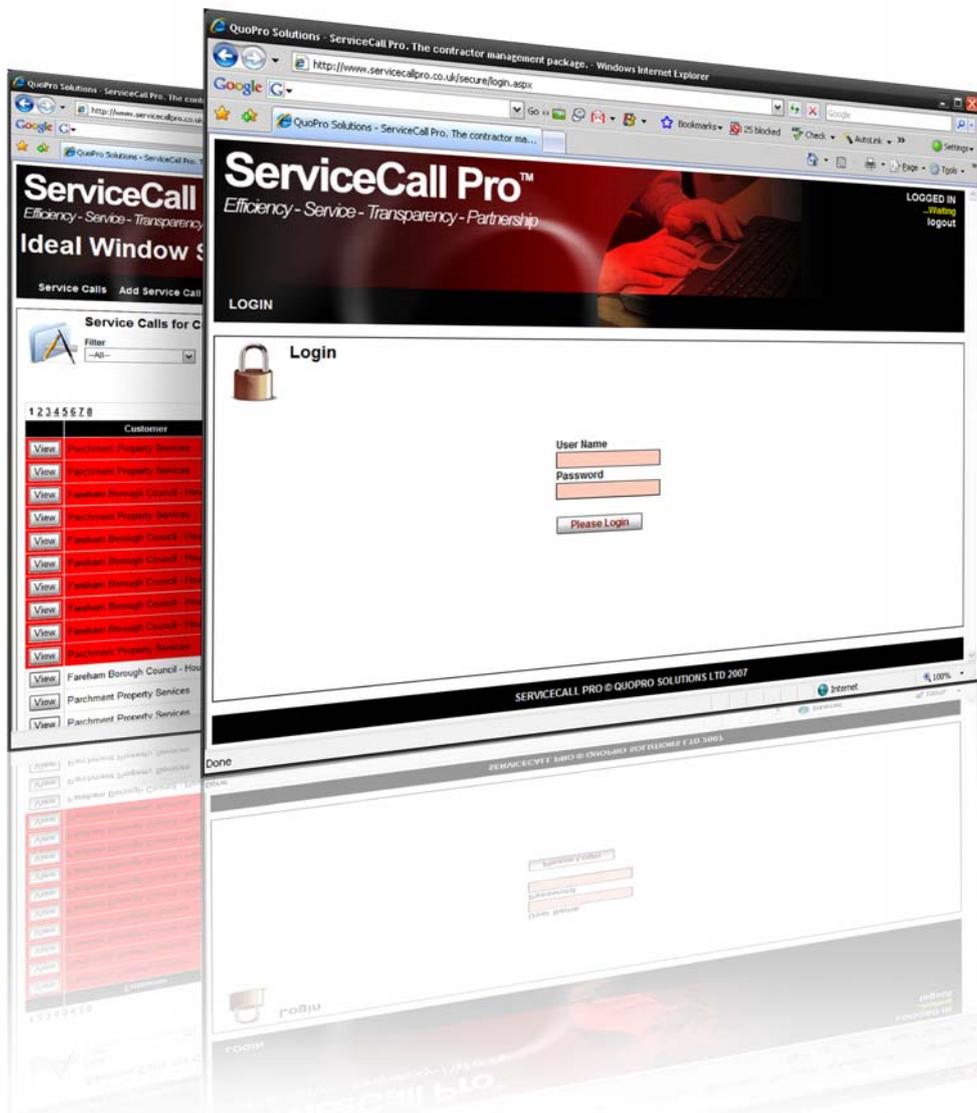


# ServiceCall Pro™

Efficiency - Service - Transparency - Partnership



Secure web-based management tool for small-mid size service based companies.

# Introduction

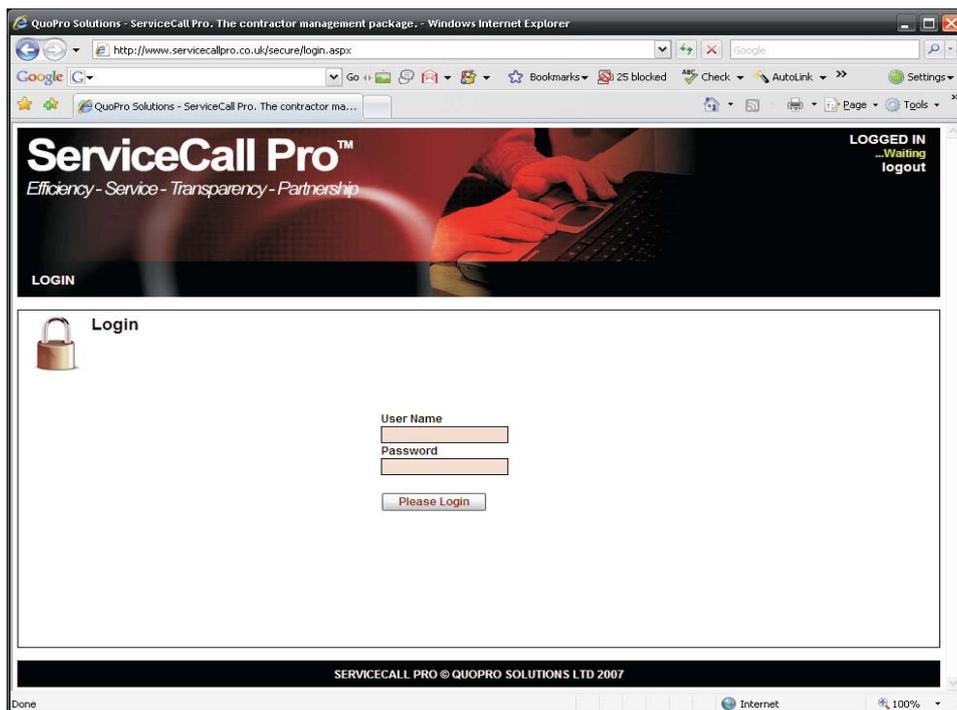
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**ServiceCall Pro** is a secure web-based management tool for small-mid size service based companies.

This tool allows the user to enter, modify and track customer service requirements.

Each service call can be assigned an SLA (Service Level Agreement) that gives the user an immediate indication as and when a service call is required to be complete.

The application is further enhanced with the use of a remote, PDA enabled, application that allows service engineers to report on calls immediately.



# Service Calls

The screenshot shows the ServiceCall Pro web application interface. At the top, there is a navigation menu with options: Service Calls, Add Service Call, SEARCH, REPORTS, ADMIN. Below the menu, there is a search bar and a filter dropdown set to 'All'. The main content area displays a table of service calls with 186 records found (Page 1 of 8). The table has columns for Customer, Address, Order#, Engineer, Target Date, Received Date, Received From, and Current Status. The 'Current Status' column is highlighted in red for all rows, indicating that all calls are outside their SLA. Each row also has 'Add Note' and 'Resolve' links.

| Customer                          | Address             | Order#    | Engineer | Target Date      | Received Date    | Received From    | Current Status    |
|-----------------------------------|---------------------|-----------|----------|------------------|------------------|------------------|-------------------|
| Parchment Property Services       | 38 Fairmead Court   | 628229/1  | Lee      | 16/10/2008 09:14 | 16/09/2008 00:14 | Lizzy            | Waiting For Parts |
| Parchment Property Services       | 16 Olive Leaf Court | 635102/1  | Lee      | 16/10/2008 13:00 | 08/10/2008 13:00 | Vanessa          | Waiting For Parts |
| Fareham Borough Council - Housing | 35-42 Foster Close  | HSG138349 | Toby     | 16/10/2008 09:30 | 18/09/2008 00:30 | Andy             | Waiting For Parts |
| Parchment Property Services       | 32 Bursledon Place  | 635533/1  | Lee      | 16/10/2008 12:22 | 09/10/2008 13:22 | Michelle         | Waiting For Parts |
| Fareham Borough Council - Housing | 52 Addison Road     | HSG137974 | Toby     | 17/10/2008 10:12 | 10/09/2008 10:12 | Lisa             | Waiting For Parts |
| Fareham Borough Council - Housing | 124 Priwet Road     | HSG138508 | Toby     | 17/10/2008 11:38 | 23/09/2008 00:00 | Emma             | Waiting For Parts |
| Fareham Borough Council - Housing | 64 Valentine Close  | HSG136410 | Toby     | 17/10/2008 11:48 | 18/07/2008 14:54 | Jessica Robinson | Waiting For Parts |
| Fareham Borough Council - Housing | 32 West Street      | HSG138951 | Toby     | 17/10/2008 13:32 | 08/10/2008 13:32 | Leah             | Open              |
| Fareham Borough Council - Housing | 167 Gordon Road     | HSG138966 | Toby     | 17/10/2008 13:38 | 08/10/2008 13:38 | Leah             | Open              |
| Parchment Property Services       | 33 Friendship House | 629406/1  | Lee      | 18/10/2008 09:08 | 19/09/2008 00:00 | Lizzy            | Open              |
| Fareham Borough Council - Housing | 51 Hurts Pond Road  | HSG138993 | Toby     | 20/10/2008 13:39 | 08/10/2008 13:39 | Lisa             | Open              |
| Parchment Property Services       | 7 Sheffield Road    | 636271/1  | Lee      | 20/10/2008 15:04 | 13/10/2008 15:00 | Lizzy            | Open              |
| Parchment Property Services       | 4-23 L alumum Road  | 634335/1  | Lee      | 20/10/2008 16:04 | 06/10/2008 15:00 | Michelle         | Open              |

The application gives the user a simple clean and straightforward interface for the service calls pending.

Service calls that are outside of their SLA are highlighted in **red** which indicates to the user that these are the calls that require immediate attention.

The calls can be listed for any or all customers, or can be filtered to show calls of a particular status.

The menu bar gives the user quick access to the common tools of the application which include adding a new service call, reporting and administration.

# Adding a Service Call

Adding a new service call requires just a few lines of data.

**Customer:** This would be the management company who has ultimate responsibility for the customers satisfaction. For retail calls this would simply be 'Retail'

**Service Level:** Each customer may have their own SLA to pick from. Alternatively an absolute target date may be selected.

**Order Placed:** This will be the date/time at which the call was logged and is used as reference for the SLA.

**Engineer:** Who is assigned the call. This can then be picked up by an engineer using the remote PDA application.

**Resident Details:** The name and address of the property to be serviced. Existing residents can be searched for.

**Fault Description:** Details of the call.

The screenshot shows a web browser window with the URL <http://www.servicecallpro.co.uk/secure/servicecalladd.aspx>. The page header features the logo for 'Ideal Window Solutions Ltd'. The main content area is titled 'Add Service Call Details' and contains the following form fields:

- Customers:** A dropdown menu with the text '--Please Select--'.
- Order Placed Date/Time:** A text input field with a calendar icon.
- Placed By:** A text input field.
- Target Date/Time:** A text input field.
- Service Level:** A dropdown menu with the text '--Please Select--'.
- Order #:** A text input field.
- Placed Via:** A dropdown menu with the text 'Email'.
- Engineer:** A dropdown menu with the text '--Please Select--'.
- Resident Property Details:** A section with a 'Find' button and several text input fields: Resident Name, Address Line 1, Address Line 2, Town, County, Post Code (with 'b07 7d' entered), Telephone, and Mobile.
- Fault Description:** A large text area for entering details of the call.
- Additional Information:** A text area for extra notes.

At the bottom of the form, there are three buttons: 'Cancel', 'Save + Print', and 'Save'. The browser's status bar at the bottom shows 'Done', 'Internet', and '100%' zoom level.

# Adding Actions

At any time during a call's lifecycle it may be viewed as displayed as shown.

Multiple actions can then be made against the call.

**ServiceCall Pro™**  
Efficiency - Service - Transparency - Partnership  
**Ideal Window Solutions Ltd**

Service Calls Add Service Call SEARCH REPORTS ADMIN

**Service Call Details**

Status: Open Target Date: 21/10/2008 16:14 Remaining: 3 Days 5 Hours  
Customer: Fareham Borough Council - Housing Order #: HSG138461 Order Placed: 22/09/2008 16:14  
Placed By: Emma Placed Via: Email Service Level:

**Resident Property Details**

Resident Name: Mrs Panting County: -  
Address Line 1: 16 Merchise Court Post Code: -  
Address Line 2: Stubbington Telephone: -  
Town: - Mobile: 07760 364244

**Fault Description**

Renew broken window units, Emma, £00.00 Cat 0  
Engineer Assigned: Toby Completed Date: -  
 Property Void  Tenants Signature Obtained

**Edit:**  
**Add Note:**  
**Resolve:**  
**Print:**

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**Edit:** The call may be edited so that any mistakes can be corrected.

**Add Note:** Notes can be taken and recorded against a service call.

**Resolve:** Once the call has been completed then details of the actions taken can be recorded.

**Print:** The service call can be printed to a pre-formatted, headed document so that the engineer can take the paperwork to site for customers to sign.

# Adding Notes

When adding a note to a service call the call can be placed in to a number of states.

**Open:** Indicates that the call is live and waiting to be actioned.

**Carded:** The property has been visited by the engineer but the resident was not home.

**Cancelled:** The call is no longer required.

**Resolved:** The call has been done and details have been entered in to the system.

**Waiting For Parts:** A part has been ordered for this call.

The screenshot shows a web browser window displaying the ServiceCall Pro interface. The page title is "ServiceCall Pro™" with the tagline "Efficiency - Service - Transparency - Partnership" and the company name "Ideal Window Solutions Ltd". The user is logged in as "Chris" and can click "logout".

The main content area is titled "Add Service Call Note" and contains the following information:

|   |                               |                                |
|---|-------------------------------|--------------------------------|
| Status: Open                                | Target Date: 21/10/2008 16:14 | Remaining: 3 Days 5 Hours      |
| Customer: Fareham Borough Council - Housing | Order #: HSG138461            | Order Placed: 22/09/2008 16:14 |
| Placed By: Emma                             | Placed Via: Email             | Service Level:                 |

Below the table, there is a "New Status" dropdown menu with the following options: --Please Select--, --Please Select--, Open, Carded, Cancelled, Resolved, Waiting For Parts, Complete, and Appointment Made. There are "Cancel" and "Save" buttons at the bottom of the form.

At the bottom of the page, there is a footer: "SERVICECALL PRO(1.0.7) © QUOPRO SOLUTIONS LTD 2007".

# Resolved Calls

**Service Call Details**

|                                       |                               |                                 |
|---------------------------------------|-------------------------------|---------------------------------|
| Status: Resolved                      | Target Date: 16/10/2008 16:07 | Remaining: <b>Out Of Target</b> |
| Customer: Parchment Property Services | Order #: 637471/1             | Order Placed: 15/10/2008 16:00  |
| Placed By: Nicky                      | Placed Via: Telephone         | Service Level: 24 Hours         |

**Resident Property Details**

|                 |              |
|-----------------|--------------|
| Resident Name   | County       |
| N/A             |              |
| Address Line 1  | Post Code    |
| E- 31 Cross Way | PO8 1NG      |
| Address Line 2  | Telephone    |
| Havant          | 02392 615643 |
| Town            | Mobile       |

**Fault Description**  
Back door lock not working properly

**Engineer Assigned**  
Lee

**Completed Date**  
15/10/2008

Property Void  Tenants Signature Obtained



**Work Carried Out**

1 Records Found (Page 1 of 1)

| Code | Description   | Quantity | Cost  | Sub T. | Adj | Total |
|------|---------------|----------|-------|--------|-----|-------|
| -    | Overhaul door | 1        | 25.72 | 25.72  | 0%  | 25.72 |

**Notes**

| Created          | By    | Status   | Note  |
|------------------|-------|----------|---|
| 15/10/2008 16:36 | Laura | Resolved | EDIT REASON: Order number and contact details added |

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A resolved call will have all of the relevant details entered.

These will include the parts used and any notes taken.

In this instance the call was resolved by an engineer using the remote PDA application. The customers signature was also recorded at this time and is displayed to the user.



### Your Log-in Details