

Microsoft Business Solutions—Great Plains

eService Calls

eService Calls is a self-service tool customers can use to solve their own service problems. They can log service requests, check the repair status of a call and enter their own meter readings via an Internet browser. You reduce the direct cost of operating your customer service center and simultaneously increase customer satisfaction.

Customers can troubleshoot their own service problems as well. A powerful search engine allows customers to access a problem/repair database by product so they can assist in pinpointing the problem before personal contact. Customers can update an outstanding call as additional information becomes available or as the status of the call changes.

eService Calls saves your company the cost of adding staff and allows you to concentrate on creating new revenue-generating services that increase your bottom line.

eService Calls' secure environment allows customers to see only the information that is applicable to their service situation. Once customers have logged into eService Calls using a password, they are guided through the process of entering a service call using a wizard-like interface and other helpful tools like an online list of equipment that has been installed at their company. The process is error-proof and easy, allowing you to provide customers with 24-hour service without adding a single technician or dispatcher.

Quick Features List

- Customers can initiate service requests online, 7x24x365, without tying up your customer service representatives.
- Customers can view and update open service requests, further reducing call center contacts.
- Historical service request details are also available, allowing customers to generate re-prints of historical invoices at their convenience.
- Customer self-service is available through a keyword search capability in eService Calls.