



Development • the productive digital

CONNECTED FIELD SERVICE SOLUTION



PRODUCT FEATURES LIST

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1. SOLUTION OBJECTIVE

The Connected Field Service solution is based on Microsoft Dynamics CRM to empower the relationship between retailer and their customers during pre-sales, sales, after-sales-service interactions.

2. CORE COMPONENTS

Retail Solution provides the below list of features:

2.1. CASE MANAGEMENT SYSTEM

The solution provides retailer team with an easy-to-use and user-friendly interface for capturing customer's complaints, requests and inquiries through different channels such as:

- Call Center
- Showrooms

The solution optimizes retailer business process for managing user requests, queries, complaints and after-sale service requests by adding the following features:

- Pop-up the calling customer's profile upon receiving an inbound call and providing a 360 view of the customer
- Routing the case to the handling team according to the subject tree
- Notifying the customers through multiple channels with updates
- SLA rules and escalation mechanism
- Reports/dashboards on the call center's performance, agents' performance, teams' performance, etc.

2.2. DELIVERY AND INSTALLATION

The Dynamics CRM solution integrated with the backend systems to manage resources allocation, time and capacity for the customer delivery and installation process.

The solution optimizing the shipping process through following:

- Automatic booking and scheduling deliveries based on multiple parameters
- Capacity planning management
- Return/Rescheduling management
- Field service mobile app. providing the following:
 - Tracking assigned deliveries
 - Logging the delivery status
 - Capturing customer's signature
 - Capturing installation photos
 - Long on-site upselling requests

2.3. SERVICE CENTER

After-sales-service module, providing the retailer with an effective mechanism for requests tracking and team allocation according to different qualifications.

- The requests received through the call center or walk-in customers in the service centers

Optimized process of resolving the different requests through different features:

- Routing different requests for different teams according to the request nature and team qualifications
- Schedule/reschedule customer visits considering the current allocation of the technicians
- Technicians bonus management module
- SLA rules and escalation mechanism
- Field service mobile app. providing the following:
 - Tracking assigned service requests
 - Update request status
 - Capturing customer's signature
 - Capturing fix photos

3. SCREENSHOTS

The below section contains actual screenshots from the current existing system.

Figure 1: Case Initiation

Figure 2: Customer 360 Profile

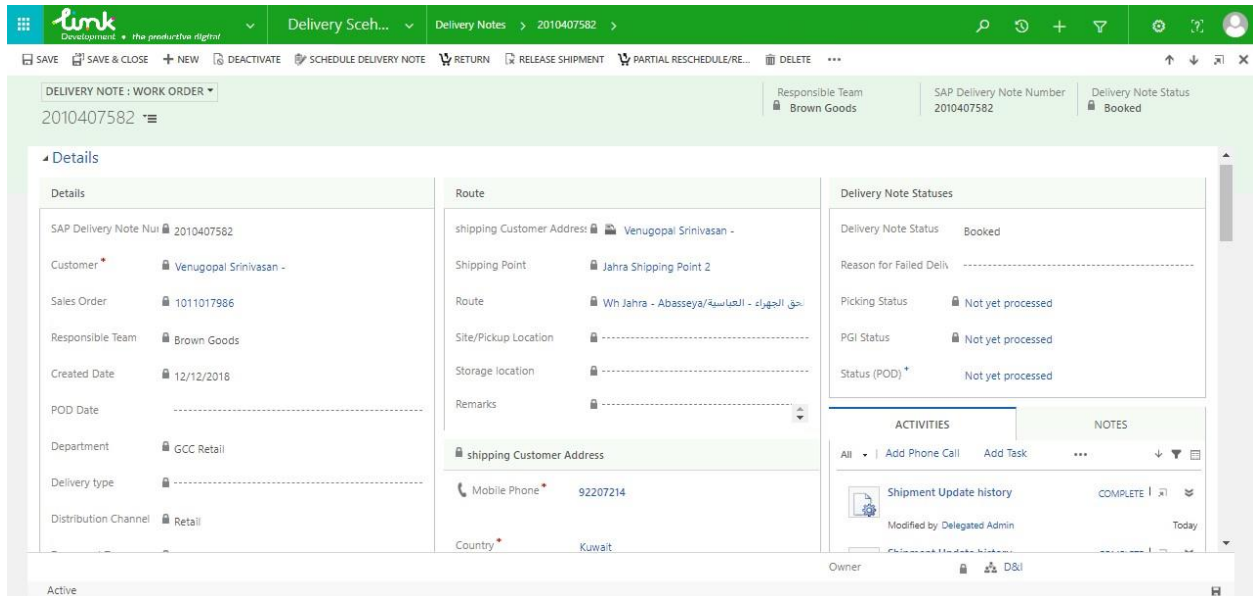


Figure 3: Delivery Note Details

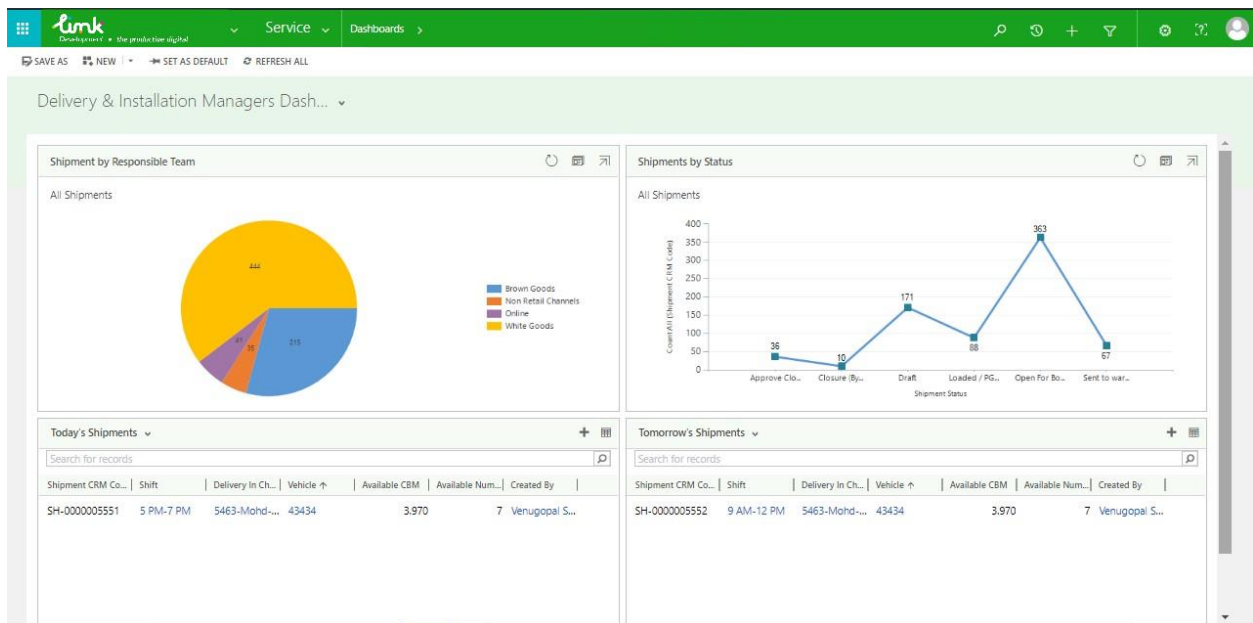


Figure 4: Delivery Installation Dashboard