



- ❑ Powerful Case Management System from Customer request to fixing the case, including escalation
- ❑ Installed base information module including service details and current status
- ❑ Service Level Agreement (SLA) Management including Service Contract Generation and follow up
- ❑ Service Reporting including Ticket Status, site intervention history and Performance key Indicator
- ❑ Integrated with Intellisoft CRM

IntelliSoft Service Operations System (SOS), is a customizable system designed for companies who need to manage their customer service operations including service contracts.

It helps companies assess their staff and overall service performance by providing them with Key performance indicators (KPIs) that help measure a company's success versus a set of targets, objectives, or industry peers.

Case Management consisting of:

- ❑ Handling customer requests across phone, e-mail and web
- ❑ Help Desk services that filter the request and assign it to the right service personnel
- ❑ Case escalation to higher level for unresolved ones
- ❑ Service Report Handler where different activities on the case are recorded.

Installed Base Information:

The system maintains full information about Customer products or equipment provided by the company. It helps handling warranty and keeps history of all service activities on items sold to the customer

Service Level Agreement (SLA)

- ❑ Contract Text and content generation based on installed base records
- ❑ Contract List and query
- ❑ Invoicing based on service reports
- ❑ Service income by customer, product and service personnel

Service Reporting:

- ❑ Installed base information,
- ❑ Calls (Tickets) Log,
- ❑ Site Intervention History
- ❑ Key Performance Indicator (KPI) Reports by service person and company