

Product information: Service employees

w³/service – Maintenance controlled on-line

Mobile Computing replaces vouchers for maintenance and service

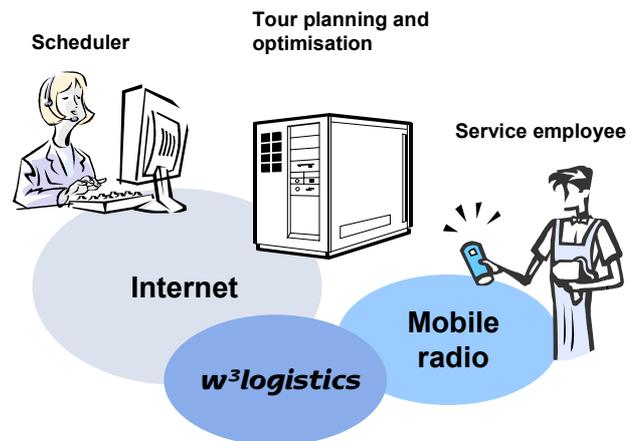
“Work order done!”

Surely you receive messages like this from your customer service teams every day. But do you get them early enough to plan further service activities in time?

And how much time do you need to receive telephone feedbacks of your employees, to reply to questions, to give new orders?

What is the effort to handle handwritten documents?

Don't you sometimes think this could be much easier?



Customer service teams work voucher-less

w³/service simplifies the communication with your customer service teams:

You plan and optimise service activities with your available software as usual, and afterwards the generated orders are imported by w³/service via an interface.

Seconds later your employee receives all important information. He enters his feedback on his mobile equipment.

These status changes are transferred into your dispatch software immediately – your dispatcher has up-to-date data at any time.

Which advantages does w³/service offer?

- The activities of your customer service teams are transparent for you.
- You avoid mistakes and unnecessary time consumption that may occur when transferring data by phone calls.
- Information recorded by your employees is available immediately.
- You can charge services and order spare parts without delay.

Talk to us – we'll be pleased to help!