click your way
to effective after sales service

w see track
easy and effective service

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Selling a product is a one time job but selling services is for a lifetime. It is not just a job, it is also maintaining and nurturing a relationship with the customer. Often we see businesses doing one of these well, but with hardly any emphasis or focus on the other. For example, we often see customers who are unhappy with the lack of promptnes and professionalism when it comes to after sales service. It is as if there is an confusion in the minds of the sellers as to where to concentrate more? Whether to lay more emphasis on selling the product or in giving after sale service to keep track of both these things.

In today's competitive business scenario, one has to be a step ahead than others to win the customer and thereby succeed. With this idea in mind **Hazel Infotech** came come up with Wise-track, a very user friendly and state of the art Software program, which keeps track of your sales as well as after sales contracts wisely. **Wisetrack** is thus an appropriate name for the software.

The software is a perfect solution for monitoring and maintaining your business contracts. It works as a reminder, informing you about renewal of contracts, checks performance of your Service Engineers, updates your clients and Service Engineer about the service calls, along with many other such useful features. . It helps in preparing the MIS reports of a particular employee and client. Additionally it also provides with an SMS service to clients and employees.

The best thing about this product is, that it does not feel like a software. . What is even better and a piece of good news is that it requires no technicalities to master this product as it is quite easy to use.

Features:

- ❖ Complete Database of Client, Vendors and Employee contact details provided.
- ❖ Details according to City / Area / Location provided.
- ❖ Complete database of client as per their requirements and the services they use is maintained.
- ❖ Timely reminders for the warranties/ AMC expiration/ Renewals/ New services etc provided.
- ❖ Conversion of expired warranties and AMC's into comprehensive or non Comprehensive one possible.
- ❖ Multiple maintenance visits prevented.
- ❖ Help Desk with full support for the user provided.

- ❖ Complaint and Ticket No. generated.
- ❖ User can mail an appointment and send an SMS to the engineer.
- ❖ User can maintain visit entries with actions taken, along with the status and service history.
- ❖ User can print payment and voucher details.
- ❖ Bulk messaging and emailing options available, while handling multiple customers and clients.
- ❖ Cost of the service call, to help you justify the service charges calculated.
- ❖ Timely Escalation of issues to user defined authorities.

Reports being generated

❖ Daily, weekly and mothly reports regarding maintenance, complaints, services and engineers' details created.

❖ Visit Reports as per required.

❖ Reports of active and Inactive Customers.

❖ Engineer performance, AMC, products, comprehensive and non comprehensive Reports.

Functionality

Wise track is spread across following modules to keep your business simple:

❖ **Customer Management**
- Maintain Customer details like address, contact information and contact person's details.
- Generates mailing labels with address or for other formal informal communication.
- Mass e-mails to clients about new arrivals.
- Some customers can be set as Inactive for certain products (in case their AMC is due or the contract has been expired).

❖ **AMC Management**
- Manages Annual Maintenance contract obligations.
- Warranty of a sold product or annual maintenance contract expiry and AMC accrued reminders provided.
- SMS/Email Reminder to client for their expired contracts.

❖ **PMS Management**
- Designation wise hierarchical assignment of PMS Call.
- Preventive Measurement Service calls defined under the contract managed.
- Reminds you when PMS Call is due.
- Generates necessary reports.

❖ **Complain Management**
- Auto - generates Call Ticket number.
- Checks Skill of Service Engineer assigned for call.
- Log of Action taken by the service engineer.
- Call costs calculated and ascertains profitability is maintained.
- Service calls tracked to its closure tracked.

❖ **SMS Facility**
- SMS to client and service engineer with the details of the visit.
- Simplifies Communication and ensures prompt services to the client.

❖ **Escalation Email**
- Escalation emails sent to the higher authorities, preventing so unwanted incidents or negligence.
- Escalation emails sent to user defined 3 levels of authorities for following issues.
  - If call log exceeds pre defined amount of calls for a product.
  - If a single call attended by predefined number of engineers.
  - If certain amount of call received in a day.
  - If no action is taken for a particular call for predefined number of days.

❖ **Inventory Management**
- Manages Inventory of the Standby equipments.
- Manages Inventory of equipments at repairs.
- Checks for under Warranty or AMC equipment.
- Tracks Number of Stand by equipments at clients premise, number of equipments at the service centre and number of equipments in transit.

❖ **Repair Centre Management**
- Keeps track of equipment brought in for repairs and services.
- Cost sheet prepared with labour charges and replacement part cost if any.
- After confirmation, repair slip generated. Repairs are carried out.
- Invoice as per the cost sheet is prepared.

PAIN AREAS	SOLUTIONS
❖ It is difficult to Monitor day to day business and Staff productivity?	❖ With **Wisetrack** one keeps a proper check on the daily activities with accurate reports.
❖ I don't know what each service call costs me?	❖ It helps in keeping a check on the costs of the call being made for each service.
❖ I never knew that reduction in operational cost effectively is possible?	❖ It facilitates cost of operation.
❖ My day starts with picking up files and checking who's contract is up for renewal?	❖ The tiresome work of contract renewal reminders are now generated by the click of a button.
❖ I'm not sure if service provided by my engineer is the best?	❖ You can predefine effort to fix each type of complains and skill of engineer required to solve a problem. Through this the performance level of service engineer is gauged.
❖ Each time, I've to visit logs and maintain the same to see how I solved this problem last?	❖ **Wisetrack** helps you find solution for previously faced similar problem with click of a button. This in turn saves your productive time.
❖ Most of the time it becomes difficult to allocate right engineer for right service call?	❖ **Wisetrack** alerts you with proper resource, area wise and skill wise when a call needs to be allocated.
❖ It becomes difficult to identify pending installments receivable?	❖ **Wisetrack** also helps you with alerts for due installments receivable.
❖ I come to know very late if issues are not fixed in time or it takes more then 2-3 visits?	❖ **Wisetrack** automatically escalates cases user defined cases to ensure your prompt attention before you lose your customer.
❖ Miscommunication always happens about call time fixed with customer and the same allocated to Service Engineer?	❖ **Wisetrack** seamlessly fits with SMS pack you've purchased. It thus sends message to your customer and Service engineer about the call timing and nature of service required.

Wisetrack Advantages:

❖ **Wisetrack** helps the user can change or modify the way he does his business.

❖ It provides a perfect check and keeping a track on the user's day to day business activities.

❖ **Wisetrack** is reliable and user friendly. comprehensive and non comprehensive Reports.

Variety of reports

↳ Customer And Customer Group Reports
↳ Engineer Reports
↳ Product and Product Group Reports
↳ Complaint Reports
↳ Escalation Reports
↳ Control Reports
↳ MIS Reports

Reach customers in one click

Apart from all the super-features mentioned above, **Wisetrack** lets you send e-mail, greetings or messages to your clientele. You can now greet all your customers on special occasions, inform them about new product or service offerings and do a lot more. **Wisetrack** does everything possible to strengthen your brand recall in the minds of your customers.

Keep tab on escalation levels, easily

With **Wisetrack** at hand, it's easier to identify the discrepancies regarding service cost escalation. The concept of escalation here is based on your needs and works on the pre-defined limits set by you. The escalation features in the software ensure that you get immediate alerts if the cost of servicing a customer is shooting up. **Wisetrack** software cautions you by e-mail/SMS alerts as per the escalation levels set by you..

"Being on par in terms of price and quality only gets you into the game.

Service wins the game."

- TONY ALESSANDRA

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