The Call Control module is a highly sophisticated, yet easy to operate, event driven Call Handling system.
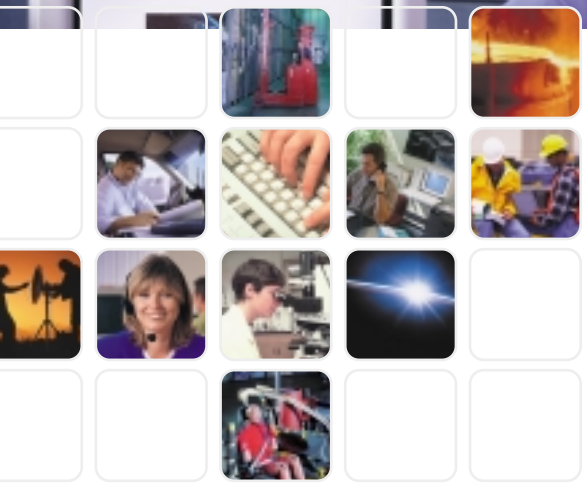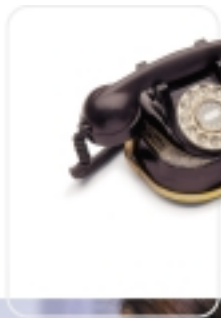
The Service Centre Call Control module, developed for Response Critical environments, incorporates a number of unique facilities.

Search facilities throughout the Service Centre Suite are powerful and versatile.

In Call Control this provides the benefit of flexible customer searches; by Name, Number, Contact Name, Telephone Number, Contract Number, Serial Number, System Number, Product Number and more.

Prior to the call being logged a comprehensive customer status or health check warns the operator of Contract and Warranty details, Planned Maintenance requirements, Outstanding Service Calls, any Credit problems and Contract Call Count.

Calls are automatically queued according to 'ownership' and response priority. An Engineer Diary function provides planner style visibility of any 30 day period of calls scheduled in advance.

A graphical Escalation Monitor provides a constant overview of Call Status and warning of Response or Fix Time Exceptions as they approach.

Service Report updates can be added to any Call, each including Fault, Symptom and Repair Codes, Date and Time stamps, Engineer and fix details.

continued overleaf:

Tesseract 'Service Centre' has been successfully implemented in many different industries.

OnLine **4.2** Demo

www.tesseractUSA.com

tesseract

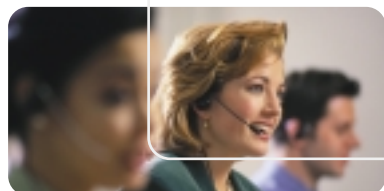*Supplying service solutions for over 15 years*

Product Brief **2**

Company Overview

Tesseract was formed in 1985 to develop, market, sell and support specialized 'Problem Management Systems' for the Service Industry. Our singular commitment to Service Management ensures that we are in touch with the requirements of our customers not only for today, but for the future. Our development within the field of Service Management leads the way for the next generation of Service Operations.

SERVICE CENTRE, our service management package, has evolved over the last 15 years and can now boast over 350 successful installations in 27 countries.

continued from overleaf:

An Engineer Time Sheet facility is also available together with automatic work/travel/callout charge by call type. Unlimited Parts Usage and additional Charge Lines may be added to any service report at call update. This information is then used for real time stock updates, Call Invoicing, Cost and Performance Analysis.
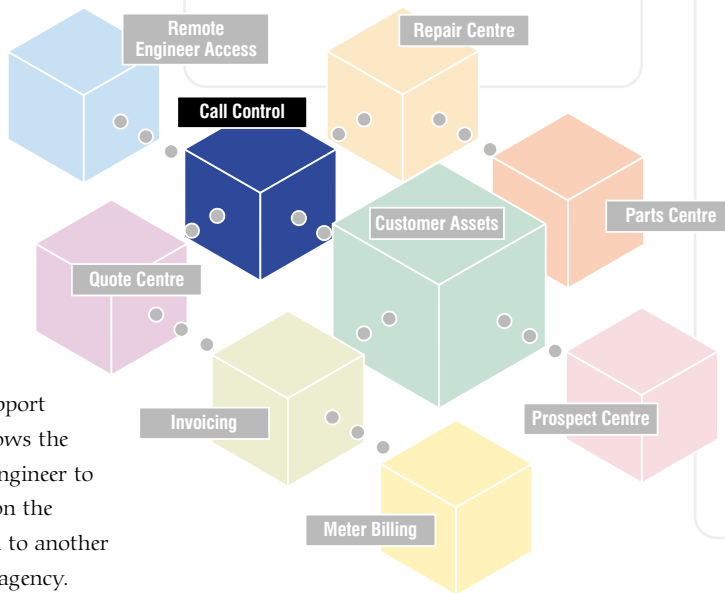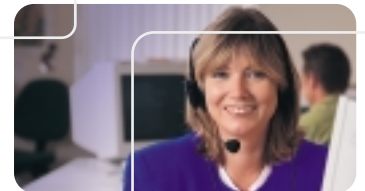
In addition to 'Real Time' Engineer and Call Control, the module captures and provides performance statistics in a range of formats including Response and Fix Times, Mean Time to Repair, Failure rates and faults by Product.

In addition, this module also offers the ability to track and control Service Calls that do not require field intervention. Designed for the Network Support environment, this module allows the operator to Dispatch a Field Engineer to the Customer, assist directly on the telephone or pass the problem to another department or to an external agency.

All support activities, whether on-site or in-house, are logged against the Customer, or a specified Cost Centre, for invoicing or analysis.

2 Call Control
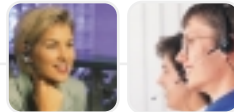
SERVICE CENTRE is a modular product and designed to integrate in a range of configurations to meet specific customer requirements.

Remote Engineer Access · Call Control · Repair Centre · Quote Centre · Customer Assets · Parts Centre · Invoicing · Prospect Centre · Meter Billing

Product Overview

Customer Assets
Comprehensive records of multiple site, customer equipment installations with configuration options, contract, sub-contract and service level control.

Repair Centre
A flexible workshop module including job tracking, escalation, batch book-in/ship-out and workflow; all with bar coding.

Parts Centre
An integrated multi-location stock control system specifically designed for the control of service stock from warehouse to van.

Quote Centre
A contract quotation module allowing for re-quotes based on existing quotations, quotes based on existing contracts and new contract quotations.

Prospect Centre
This module handles both new and known (customer) sales prospects. Actions are logged against each prospect and salesman's to-do list generated.

tesseract

Supplying service solutions for over 15 years

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