



***BluWave Service* Product Fact Sheet**

sales@bluwave.co.za

Tel: +27 11 462 6871

www.bluwave.co.za

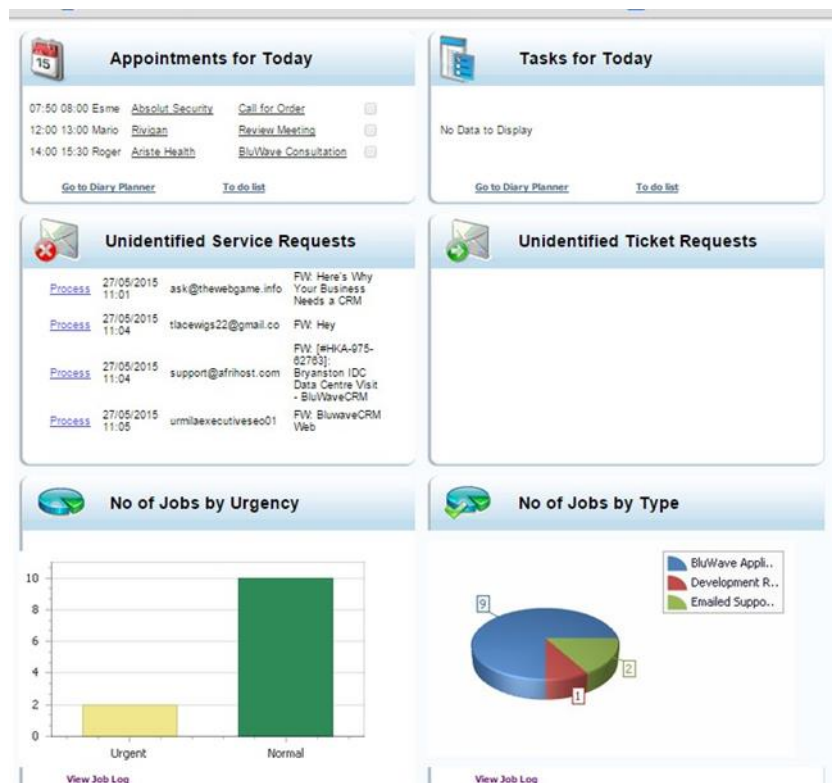
BluWave Service

After-sales service is pivotal to customer satisfaction and customer retention. BluWave Service - a companion product to BluWave CRM - is the simple and effective solution for managing all your after-sales processes.

It costs businesses six times more to acquire a new customer than to retain an existing one. Strengthen the bonds you have with your existing customers and ensure continuous company growth with this powerfully efficient software.

Service Manager Dashboard


The dashboard has graphical displays of the open jobs by type and urgency as well as a view of any new service requests that require processing.



BluWave Service features enable you to:

- ✚ Enjoy Automatic Logging of service requests from a customer email.
- ✚ Easily design your own "process" for each type of service request; from telephonic support to onsite repairs, services and installations.
- ✚ Manage customer equipment with warranty and service contract expiry dates and proactive service cycles.
- ✚ Keep your team members and customers informed of the job progress, status and required actions with Built In Workflows using email.
- ✚ Control time frames for each step in in the job process using escalation features.
- ✚ Generate Service Quotes with a management approval process (through BluWave CRM).

✚ Prioritise more critical service requests using Urgency Levels.



View Jobs

Search By Company Name Job Number

Search Filter

Views : All Jobs Open Jobs Closed Jobs

Job Number	Date Logged	Company Name	Job Type	Status	Assigned To	%	Urgency
1049	27/05/2015 10:29	BluWave Software	BluWave Applicatio	Logged	Support Consultant	0%	Normal
1046	08/04/2015 11:25	TRUNUTY COMMUNICATIONS	BluWave Applicatio	Refer To Technical	Support Consultant	20%	Normal
1044	25/03/2015 11:08	Train Tania	BluWave Applicatio	Online Support Cor	Developer	50%	Normal
1042	20/03/2015 09:55	BluWave Software	Bug	Expected Resolutio	Developer	5%	Normal
1040	19/03/2015 08:04	Retecon Service (Pty) Ltd	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
1031	27/02/2015 10:00	Genesis EB Solutions	BluWave Applicatio	Logged	Support Consultant	0%	Urgent
1028	23/02/2015 13:37	HI-FORCE HYDRAULICS	Data Queries, Impc	Refer To Client - IT	Developer	50%	Normal
1021	23/02/2015 11:21	ABELANANI	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
1018	23/02/2015 10:26	Gundle Plastics Group (Pty) Ltd.	Development Requi	Referred To Direct	Support Consultant	12%	Normal

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View Job Log

The service administrator manages the open jobs from here.

- ✚ Allocate work across your team comfortably using Visual Technician Scheduler's simple drag and drop technology.
- ✚ Integrate with your Technicians' Outlook (or other) calendars.
- ✚ Send electronic job cards to the technician's mobile device.
- ✚ Electronic job cards can be updated offline even if no signal is available. The completed job cards will automatically synch back to your system once there is signal on the device.
- ✚ Copies of job cards automatically email to the system administrator and optionally to the customer.
- ✚ With the offline job cards you can record labour, materials, expenses and even capture signatures and photographs.
- ✚ Technicians pay a license fee and this allows him to install on up to 3 of his devices.
- ✚ Record parts and labour costs per job and manage quoted vs actual costs.
- ✚ Ensure that all work is billed appropriately.
- ✚ Receive prompts for due dates for servicing customer equipment.
- ✚ Track the efficiency and effectiveness of your service team with reports and statistical graphs of product performance statistics, customer response rates, repair history and fault code analysis by equipment type.
- ✚ Interpret analysis of customers, customer specific machines, technicians and product categories. (Detailed fault codes can even be tracked to analyse repairs by actual machine type!)

- Let service manager monitor volumes of work by urgency and job type with the Graphical Dashboard.
- Track repair and service history per specific (serialised) customer machine.

View Technician’s Scheduler

BluWave Service can manage bookings of technicians from this Technician’s scheduler.

Display Appointments For Live BluWave Support Team

Pending Jobs									
Drag	Job Number	Date Logged	Company Name	Job Type	Status	Assigned To	%	Urgency	
	1049	27/05/2015 10:29	BluWave Software	BluWave Application Support	Logged	Support Consultant	0%	Normal	

[Create Filter](#)

Today 25 – 29 May 2015

	Nkuli Moloi					Byron Cooke-Tonnesen					Tania Cooke-Tonnesen					Stuart Lowe				
	25 Mo	26 Tue	27 We	28 Thu	29 Fri	25 Mo	26 Tue	27 We	28 Thu	29 Fri	25 Mo	26 Tue	27 We	28 Thu	29 Fri	25 Mo	26 Tue	27 We	28 Thu	29 Fri
07:00																				
08:00																				
09:00																				
10:00																				
11:00																				
12:00																				
13:00																				

Work Flows in BluWave Service

The user can define different work flows for different job types – any number of job types can be defined by the user.

Define Job Processes Cancel

Please select Job Type BluWave Application Support Re-order Grid

#	Status Description	Role Description	Critical	Urgent	Normal
1	Logged	Support Consultant	1	2	3

Edit Events **Escalations**

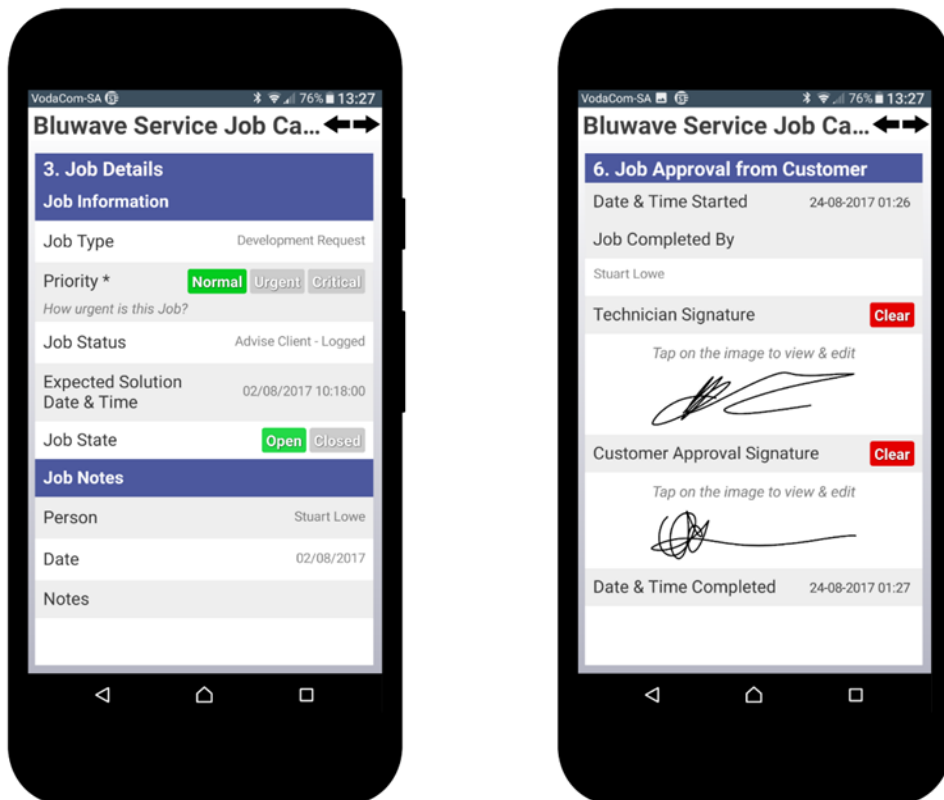
#	To Whom	Delivery	Email Text
1	Customer	Optional	Dear {Contact} Your {Jobtype} query has been logged. Please quote the following reference number in all future communications regarding this support query. Reference Number: {JobNo}
2	Support Consultant	Automatic	Hi A {Jobtype} request has been logged by {Contact} at {Company}. Job number: {JobNo}. Job Details: {Notes}

3	Refer To Support Team	Support Consultant	1	2	3
4	Refer To Technical Team	Support Consultant	1	2	3
5	Refer To Client - Additional Information	Developer	2	4	6
6	Refer To Client - IT	Developer	2	4	6
7	Online Support Consultation	Developer	2	4	6
8	Possible Solution Given To Client	Support Consultant	2	4	6
9	Resolved With Client	Support Consultant	1	2	3

Define Work Flow processes, events and escalations for each type of job

Electronic Offline Jobs Cards

Electronic job cards can be updated offline even if no signal is available. The completed job cards will automatically synch back to your system once there is signal on the device. Copies of the job card document are automatically emailed to the system administrator and optionally the customer. With the offline job cards you can record labour, materials, expenses and even capture signatures and up to 6 photographs.



Benefits of Electronic Job Cards

- ✚ Save money, no need to print job card books.
- ✚ Increase efficiency, teams have all the information about the job on their mobile device, no time consuming calls to the office.
- ✚ Improve customer service – teams are notified and job cards dispatched immediately upon creation a job. Your customers can also be notified of job statuses and expected arrival dates.
- ✚ No more missing signed job cards.
- ✚ Instant updates as the work is completed.
- ✚ Customers are automatically sent a copy of the electronic job card.
- ✚ No more missed invoices.



Powerful, Affordable
Relationship Management System

BluWave Software CC
P.O. Box 795
Cramerview
2060
www.bluwave.co.za
Reg No.: 2010/073829/23

Job No: 1399

Example of a
completed
job card

Job Card for:	Mascot Security		
Completed by:	Stuart Lowe		
Completed on:	01-Sep-2017 01:30		
Client Details			
Customer Acc No:	MAS001	Contact:	Jacques Brits
Customer Order No:		Telephone:	011 453 9350
Customer Ref No:		Cell:	083 452 1020
Email:	jacques@mascotsafe.co.za		
Address:			
Job Details			
Job Type:	Development Request	Job Status:	Logged
Asset Details (If completed)			
Product:			
Serial Number:		Agreement	
Customer Asset No:		Expiry Date:	
Job Notes:			
Person:	Stuart Lowe	Date:	04/09/2017
MFP Printer not printing properly. Keeps switching On and Off.			
Action Taken: (Image/diagram below if required)			
Person:	Stuart Lowe	Date:	01-Sep-2017 10:55
Removed panels from the printer to expose parts. Found that there were loose wires and partner to be replaced. Replaced power supply units and re connected wires properly. Also repaired paper feed mechanism. Tested all ok.			
			
Job Costing Items:			
Category	Quantity	Selling Price	Description
Spares	1	1500	Power supply unit
Labour	4	500	Hours
Spares	2	159	Clips
Job Approval:			
Date and Time Started	01-Sep-2017 10:55	Completed By	Stuart Lowe
Technician Signature			
Customer Signature Jacques			
Date and Time Completed	01-Sep-2017 01:30		

Add up to 6
photographs

Custom Electronic Forms and Checklists

Easy to digitise your own electronic forms for the BluWave Service Mobile App. Most business have specific protocols to be followed. For example checklists for servicing or safety compliance, recording of key meter readings or measurements or generating certificates. We can add or the customer can design digital forms to be added to the mobile app as well as design the layout of the output forms or certificates to be sent from the device.

These forms can include:

- Tick Boxes
- Text Boxes
- Selection Boxes
- Photo, video & audio
- Signatures & Drawing
- QR or Bar Code Scanning
- GIS locations
- And more

