Standing out for competence and speed

Case study: service/repair work

The phone in the service department is ringing:
- Which customer is calling?
- Have they already talked to a colleague?
- What was agreed?

Already informed right at the ringing of the phone with SMARTCRM:
- CTI function for incoming calls
- Direct access to the activity history

The customer expects fast and competent help:
- Is there already a similar case?
- How was it solved?

The solution at the press of a button with SMART-CRM.FAQ:
- Knowledge database to document frequently asked questions and solution proposals

Service work at the customer premises:
- Are the technical specifications of the machine urgently needed for further processing?
- But the back office is not available at the moment?

All machine data at your fingertips at any time with SMARTCRM.Machines and mobile CRM:
- Management of all machines/devices in use at your customers' including complete technical specifications
- Archiving corresponding technical data etc.
- Offline access to all CRM data over notebooks or Windows tablets
- Or app for iOS and Android: Online access to all important information through smartphone or tablet

Tracing back complaints:
- Has the machine error already been detected?
- Was the identical component the trigger?

Optimal complaint management with SMARTCRM.Ticket:
- Management and evaluation of all complaints
- Evaluations for prompt identification of recurring errors

Creating operation report including service order:
- Are reports and spare parts orders time-consuming?
- Does each service report record different information?
- Due to local storage, wouldn't they be soon forgotten anyway?

Time-saving documentation with SMARTCRM:
- Documentation standardized visit reports and 8D reports
- Creation of service orders

Case study: maintenance work

? Compliance with maintenance intervals:
- **Which customers are due for maintenance in a near future?**
- Has a colleague already scheduled them?

✓ Fully informed with SMARTCRM:
- Schedule and task management
- Coordination of service calls
- Resource management
- Reminders

? Customers with due maintenance:
- Who are you visiting and when?
- How does a service manager keep track of all the tours of the employees?

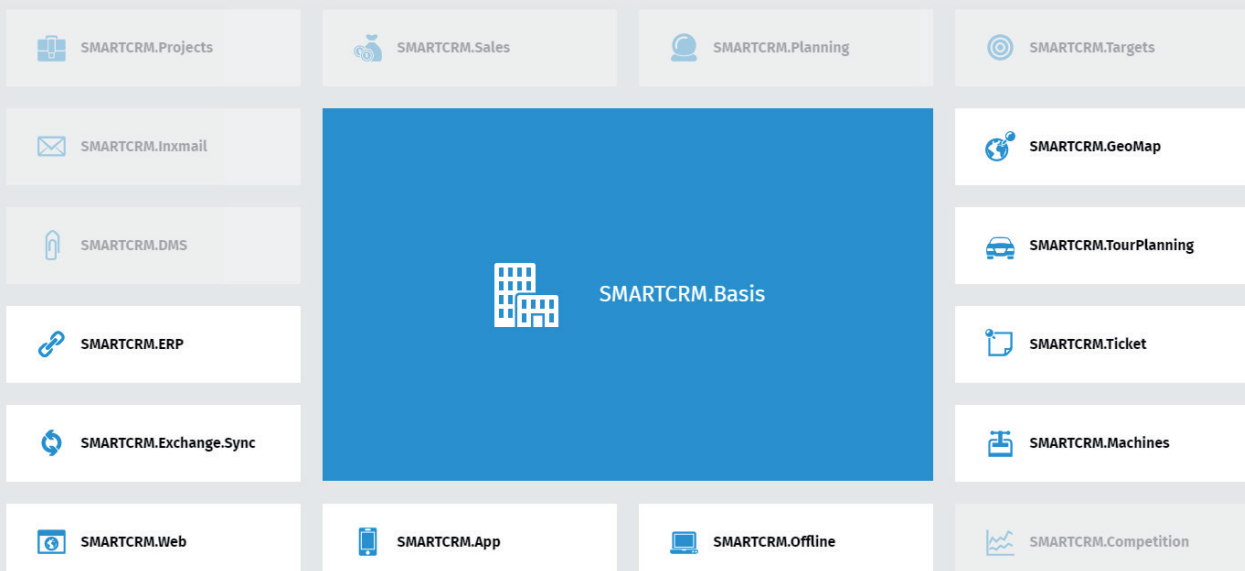**✓ Convenient visit planning with SMARTCRM.GeoMap and SMARTCRM.TourPlanning:**
- Planning of tours
- Creation of visit appointments
- Documentation of visit reports
- Overview on the SMART Board
- Visualization of the tour in Bing Maps
- Route planning

Take off with CRM in service now

With SMARTCRM, you have all necessary machine or ticket information ready, can coordinate your service appointments and can keep track of everything even on the go.

All modules for your service at a glance:

SMARTCRM.Projects	SMARTCRM.Sales	SMARTCRM.Planning	SMARTCRM.Targets
SMARTCRM.Inxmail			SMARTCRM.GeoMap
SMARTCRM.DMS			SMARTCRM.TourPlanning
SMARTCRM.ERP	SMARTCRM.Basis		SMARTCRM.Ticket
SMARTCRM.Exchange.Sync			SMARTCRM.Machines
SMARTCRM.Web	SMARTCRM.App	SMARTCRM.Offline	SMARTCRM.Competition

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smartcrm.gmbh/en/company/online-demo