

# handy Service

handyService is an on-line real-time application developed specifically for Field Service Professionals to help streamline job dispatches, scheduling, and on-line customer service management.

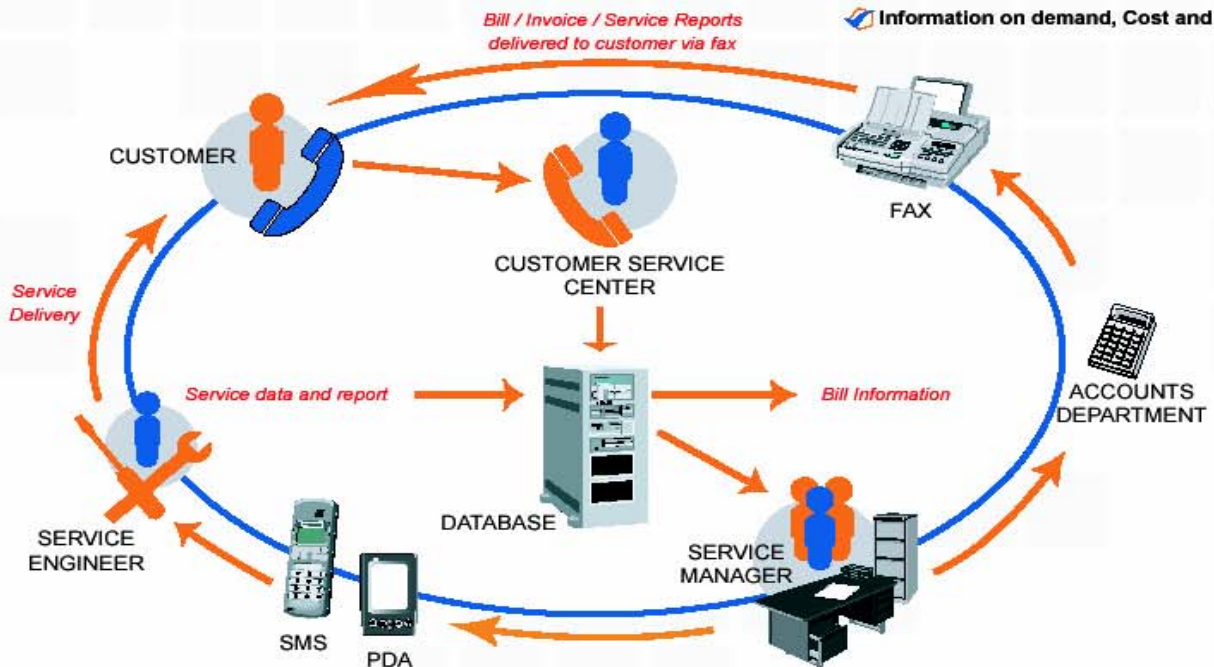
## FEATURES of handyService

- ON-LINE CUSTOMER INFORMATION**
  - Access to data and enterprise applications
  - Customer Details (Profile, Credit Information, History, Trends)
- ON-LINE KNOWLEDGE BASE MODULE**
  - Expert Knowledge
  - Product Information
  - Pricing Details
- MULTI-CHANNEL SUPPORT**
  - SMS, E-mail and Fax
- MULTI-NETWORK SUPPORT**
  - GPRS, GSM
- OTHERS**
  - Auto Jobs Assignment via Web-based Management Console
  - Digital Signature Capturing for Service Form
  - Audit Trail Reporting
  - Multi-Tier Users Authentication



## BENEFITS of handyService

- ✓ Accurate Logging of Job Dispatch
- ✓ Improve Scheduling and Dispatch
- ✓ Improve Flow and Exchange of Information between Field Workers and Company
- ✓ Reduce Reliance on Paper Records
- ✓ Reduce Travelling Time & Cost
- ✓ Eliminate Process Redundancies
- ✓ Information on demand, Cost and Time Saving



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