

The *Service Management* system tracks service calls from the moment the customer calls until the job is complete. The call-taking screen provides immediate access to service call status, contract information, service & credit history, and technician activity. Up-to-the-minute information insures dispatchers correctly assign technicians to service calls. It allows for the printing of dispatch tickets, paging technicians, updating mechanic schedules, and posting labor to work orders and Payroll at the same time.

Complete Service Management

- ♦ Increase technician productivity.
- ♦ Handle T&M, flat rate, fixed price, and "not to exceed" work.
- ♦ Interface with the optional digital Paging package.
- ♦ Maintain complete maintenance contract and service call histories.
- ♦ Color display makes defining priority and status of service calls much easier.
- ♦ Measure advertising effectiveness by tracking the source of all calls.

Call-Taking

- ♦ The system prompts the call-taker when entering calls to prevent against: a duplicate service order being scheduled, missing important reference notes on the customer and job site that were previously entered, and/or ignoring existing maintenance contracts on the customer. Call-takers can even follow on-screen scripts.

Service Contract/Call History

- ♦ Maintain complete service history on service calls.
- ♦ Retrieve information instantly such as the service call date, technician name, problem description, type of call, the billing cycle amount, invoice line item detail, and description of work performed.

Quick Turn-In

- ♦ Cumbersome paperwork and excessive radio time can be eliminated by using Quick Turn-In. Upon completing a call, the technician informs the dispatcher of the tasks performed on the call. CONTRAC2 will break the tasks into parts and labor, and produce a restocking report for the technician's truck. Work Order/Invoice information is also automatically captured.

Maintenance Contract Management

- ♦ Maintain complete service information including billing and service frequency, hours budgeted, starting and expiring dates, work to be performed, materials required, and technician skill required for the tasks to be performed.
- ♦ Analyze profitability with the Agreement Performance Report for a contract or service agreement by contract-to-date or fiscal-year-to-date, and for preventative maintenance, emergency maintenance, and extras.
- ♦ Automatically create and print service agreements detailing the components and tasks based on the user's pre-determined schedule.

Technician Scheduling

- ♦ View every technician's status for the day, week, or month.
- ♦ Schedule service calls on maintenance contracts ahead of time so that customers are serviced on time.
- ♦ Scheduling boards assist the dispatcher with responsive handling to emergency calls while conveniently allowing other calls to be rescheduled.

Commissions

- ♦ Calculate technician commissions (or bonuses) based on up to 15 different types of revenue, even if each technician has a different commission percentage rate. The system will also track "spiffs" on parts.