BASIQ/360°

Warranty & Support System

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The Basiq360 Warranty & Support System plays an integral role in enhancing the effectiveness of customer support operations. It provides an organized framework for companies to efficiently address and manage customer issues through the creation and management of cases or tickets. This system is designed to streamline the support process, ensuring that customer inquiries are resolved promptly and satisfactorily.
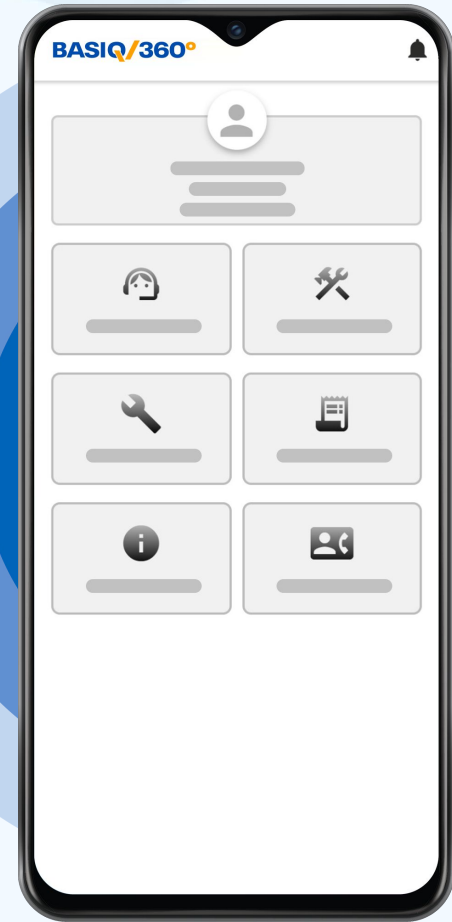
Features

Tracks and Manages Customer Issues, Inquiries, and Complaints

The system offers robust tracking capabilities that enable businesses to monitor the status of customer issues from initiation to resolution. This ensures that no customer query is overlooked and that all issues are addressed in a timely manner.

Gathers and Consolidates Customer Information in a Centralized Database

By centralizing customer data, the system provides a comprehensive view of customer interactions. This consolidation of information includes personal details, purchase history, and past inquiries, allowing for a holistic understanding of each customer's needs and preferences.

Enables Quick Access to Customer History, Preferences, and Previous Interactions

With immediate access to a customer's history, support teams can provide personalized and informed support. This not only improves the customer experience but also enhances the efficiency of the support process.

Logs and Tracks All Communication Between Customers and Support Teams

The system meticulously records all exchanges between customers and support personnel, ensuring transparency and accountability. This documentation is invaluable for reviewing past interactions and for training purposes.

Helps to Maintain High Service Standards and Customer Satisfaction

By optimizing the management of customer inquiries and issues, the system plays a crucial role in maintaining high levels of customer satisfaction. Happy customers are more likely to remain loyal and recommend the company to others.

Main Module

Master Module

This foundational module serves as the backbone of the system, managing critical data across products, users, and their respective roles within the organization.

Products
Facilitates the addition of new products to the system, including key details such as installation responsibilities and warranty durations in months.

Users
Allows for the creation and modification of user profiles within the system, including both internal system users and service engineers. This ensures that access is securely controlled and tailored to the needs of the organization.

Designation & Roles
Supports the definition of specific designations and roles for users, granting appropriate levels of access to the system. This is crucial for maintaining the integrity and security of sensitive customer and company information.

Service Module

This module is dedicated to the management of all service-related activities and information, encompassing several key areas

Customer
Enables the creation and updating of customer profiles, providing a centralized repository for all customer-related information.

Warranty Registration
Supports the registration and verification of product warranties, streamlining the process for both customers and dealers.

Complaint List
Offers a comprehensive system for managing customer complaints, from creation to resolution, ensuring that all issues are addressed efficiently.

Complaint Visits
Allows for the tracking of technician visits in response to complaints, ensuring accountability and timely resolution of customer issues.

Installation List
Manages the scheduling and tracking of product installations, assigning technicians and monitoring the status of each installation.

Spare Part
Facilitates the management of spare parts inventory, including the assignment of parts to technicians and the monitoring of stock levels.

Invoice
Provides tools for generating and managing invoices related to customer complaints and services, enhancing the financial management of support operations.

The Warranty & Support System is a comprehensive solution designed to elevate the customer support experience, leveraging technology to ensure efficient, personalized, and effective service delivery.

01. Master Module

The Master Module acts as the administrative core of the Warranty & Support System, enabling efficient management of critical information pertaining to products, users, and their roles within the organization. This module is fundamental for ensuring that the system operates smoothly and securely, by keeping essential data organized and accessible to authorized personnel.

Products

This subsection is specifically designed to facilitate the addition of new products into the system. It requires the input of two critical fields that are directly connected to the service module: Installation responsibility and Warranty in months. The Installation responsibility field designates who is accountable for setting up the product post-purchase, while the Warranty in months specifies the duration of the product warranty. These fields are vital for service management, as they directly influence how service requests are processed and managed.

Users

The Users subsection is a versatile tool for managing the people who interact with the system. It supports the creation of new user profiles and the modification of existing ones, ensuring that access to the system is both secure and appropriately distributed.

System User

Within the Users subsection, the System User category allows for the creation of user logins specifically for accessing the web panel. This functionality is crucial for administrative staff and support personnel who require access to backend systems to manage customer inquiries, process data, and perform other essential functions.

Service Engineer

Another critical category under Users is the Service Engineer. This allows for the creation of user accounts that grant access to the application in a service engineer capacity. These logins are designed for on-field or technical staff who need access to specific functionalities pertinent to their service tasks, such as viewing assigned jobs, updating job statuses, and accessing technical information.
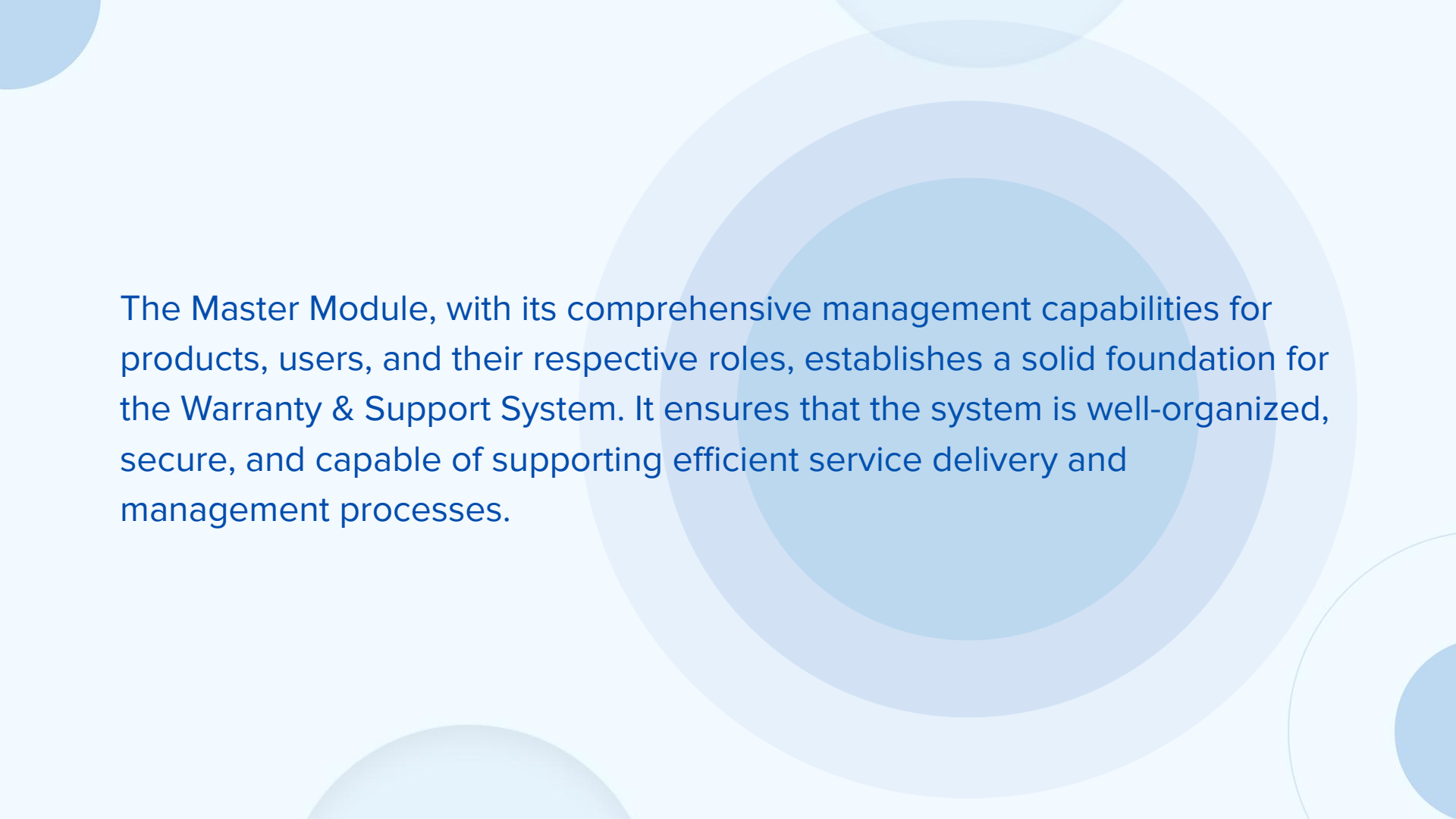
Designation & Roles

This subsection is instrumental in defining the hierarchy and access privileges within the system. It enables administrators to create specific designations for system users and assign roles that dictate their authority to access, view, edit, and delete information within particular modules of the system. This feature is essential for maintaining the integrity and security of the system, ensuring that users only have access to the information and functionalities relevant to their responsibilities.

The Master Module, with its comprehensive management capabilities for products, users, and their respective roles, establishes a solid foundation for the Warranty & Support System. It ensures that the system is well-organized, secure, and capable of supporting efficient service delivery and management processes.

02. Service Module

The Service Module is a comprehensive component of the Warranty & Support System, dedicated to the meticulous management of all service-related data. This module is designed to streamline the handling of customer interactions, warranty registrations, and complaints, ensuring that the support process is both efficient and effective.

Customer

This crucial subsection of the Service Module enables the organization to manage customer profiles comprehensively.
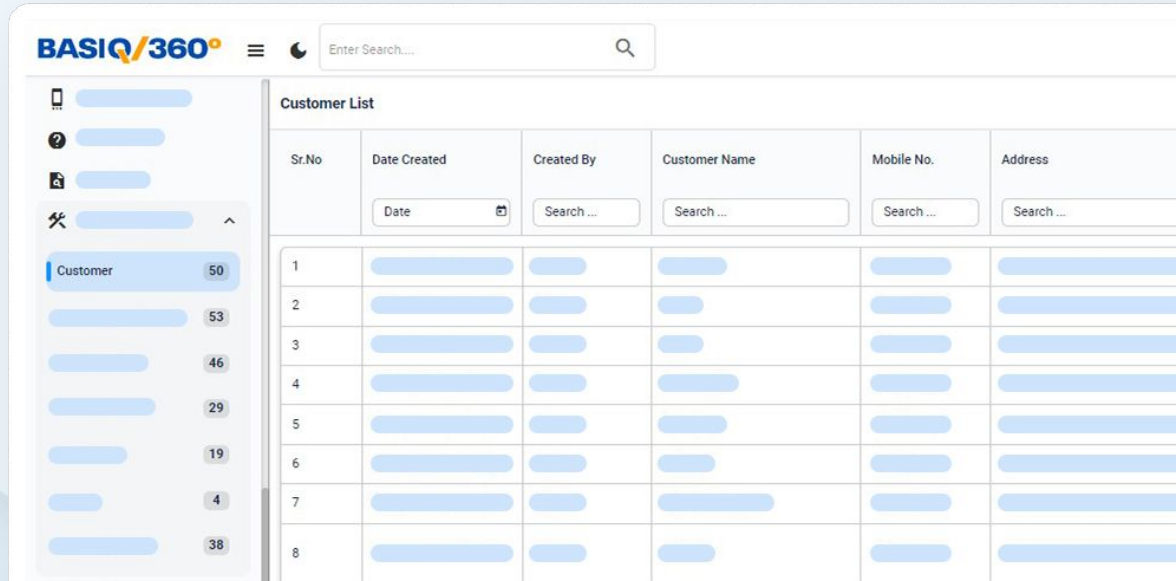
Create the new customer
It allows for the addition of new customers into the system, ensuring that all relevant customer data is captured from the outset.

Edit and update the customer information
This feature provides the flexibility to keep customer information current, reflecting any changes in contact details, preferences, or other relevant data.

Access all the information related customer from one place
Centralizing customer data in this manner ensures that support personnel have immediate access to comprehensive customer profiles, enhancing the ability to provide personalized and informed support.

Warranty Registration

This subsection facilitates the management of product warranties, a critical aspect of post-sale customer support.

Register a warranty of a product
Enables the input of warranty details for products sold, capturing important information such as coverage period and terms.

Warranty verification
This feature allows support personnel to verify warranties registered by dealers, ensuring legitimacy and compliance with company policies.
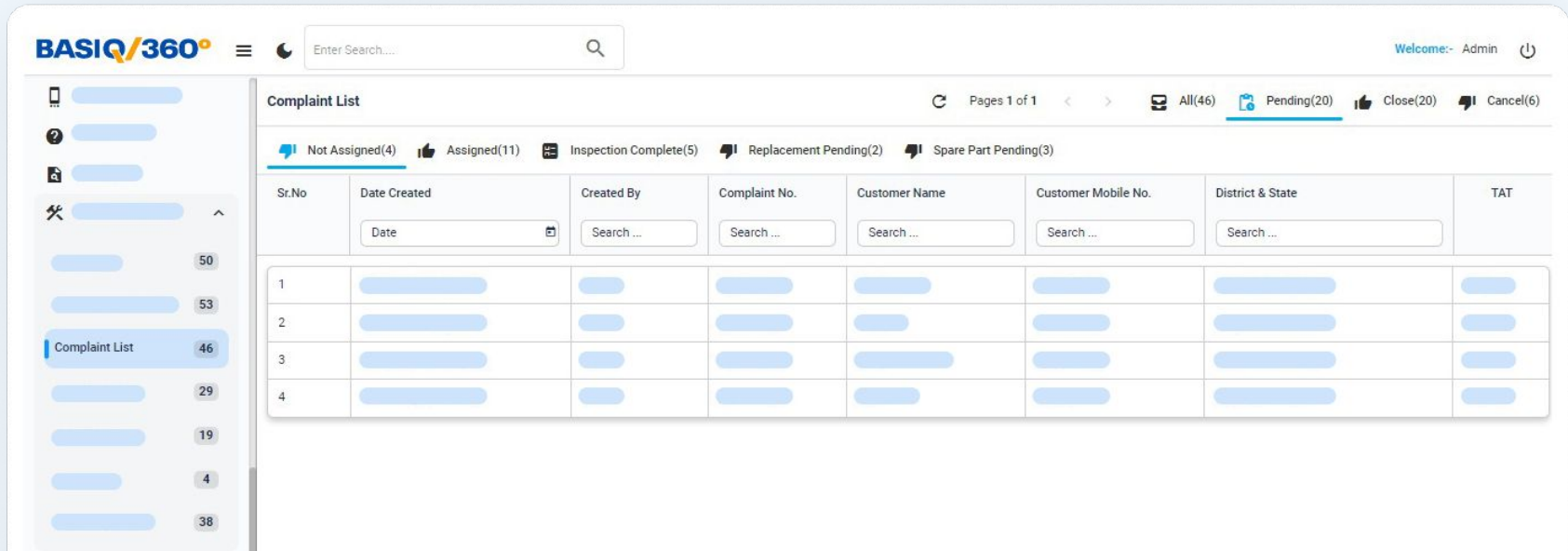
Complaint List

A vital component for managing customer feedback and issues, the Complaint List subsection is designed to handle complaints effectively.

> **Track all activity on complaint at one place**
> Centralizing the tracking of complaints ensures that all actions taken in response to a complaint are recorded and accessible, providing a transparent and accountable process.
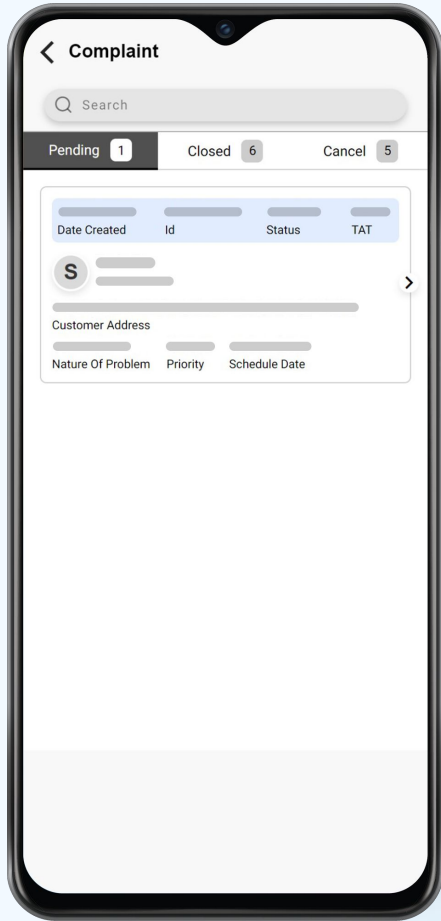
Automatic customer registering
Streamlines the process of adding customers to the system at the point of complaint registration, enhancing efficiency and data accuracy.

Create a new complaint
Allows for the logging of new customer complaints, ensuring that they are captured systematically and addressed promptly.

Assigning a technician on a complaint
This functionality enables the allocation of specific technicians to complaints, ensuring that issues are resolved by the most appropriate personnel.

Change a status of any complaint
Support staff can update the status of complaints (e.g., cancel or close), reflecting their resolution or cancellation. This feature is essential for tracking the progress and outcome of complaints.

Installation List

Pivotal section within the Service Module, dedicated to managing the setup and installation of products. This part of the system ensures a seamless and efficient installation process, from scheduling to completion.

Create New Installation
This feature allows service teams to log new installation requests, capturing essential details such as customer information, product details, and scheduled installation dates.

Assigning a Technician for an Installation of New Product
It enables the allocation of qualified technicians to specific installation tasks, ensuring that the right personnel are assigned based on their skills and the job's requirements.

Track All Logs and Activities of Any Installation
This functionality provides a comprehensive overview of all installation-related actions, including scheduling, technician assignments, and customer feedback, ensuring transparency and accountability throughout the installation process.

Change Status
Allows for the updating of an installation's status (e.g., from pending to completed), providing real-time updates on progress and ensuring that all stakeholders are informed of the current state.

Installation Process Flow
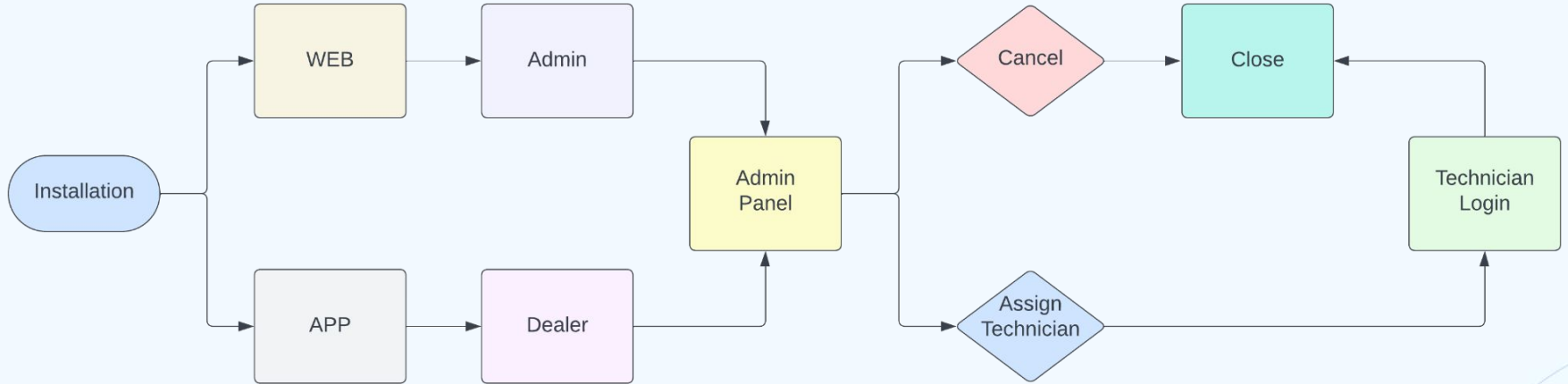
Spare Part

This section is crucial for managing the inventory of replacement parts necessary for maintenance and repair services. This ensures that parts are readily available, minimizing downtime for customers.

Create a New Spare
Facilitates the addition of new spare parts into the inventory system, including details such as part numbers, descriptions, and stock levels.

Manage a Stock of Spare Part
This feature enables the monitoring and management of spare part inventories, ensuring that stock levels are maintained to meet service demands.

Assigning a Spare Part to Technician
Allows for the allocation of specific spare parts to technicians for use in repairs or maintenance, ensuring they have the necessary components for service calls.

Manage the Return Stock of Spare Part from the Technician
Enables the tracking and management of spare parts returned by technicians, ensuring accurate inventory records and stock replenishment.

Set a Minimum Stock Alert
This functionality triggers alerts when stock levels of specific parts fall below predetermined thresholds, ensuring timely reordering to avoid stockouts.

Invoice

The Invoice section within the Service Module facilitates the financial aspects of service management, from billing to payment processing.

› **Download an Invoice PDF of Complaint**
Allows for the generation and download of detailed invoices for services rendered in response to customer complaints, facilitating accurate billing and record-keeping.

› **Add Payment on a Complaint**
Enables the recording of payments received for services, ensuring that financial transactions are accurately captured and reconciled.

› **Download the Excel of Listing for Record**
Provides the capability to export detailed listings of invoices and payments in Excel format, supporting financial analysis and reporting.
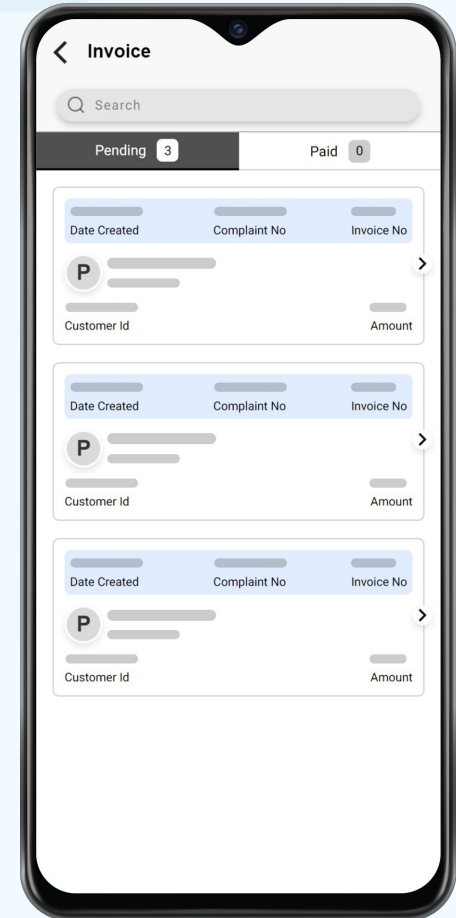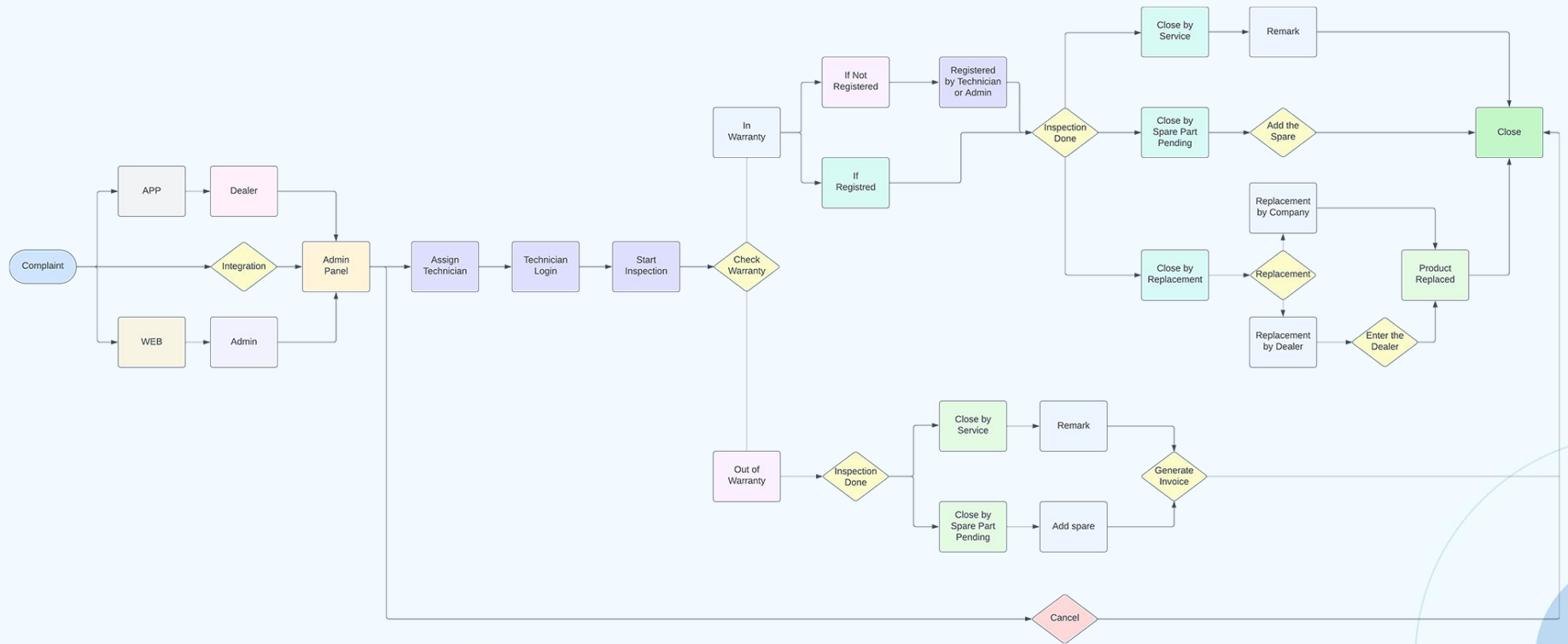
Complaint Visit

Designed to track and manage the logistical aspects of responding to customer complaints, ensuring efficient and effective service delivery.
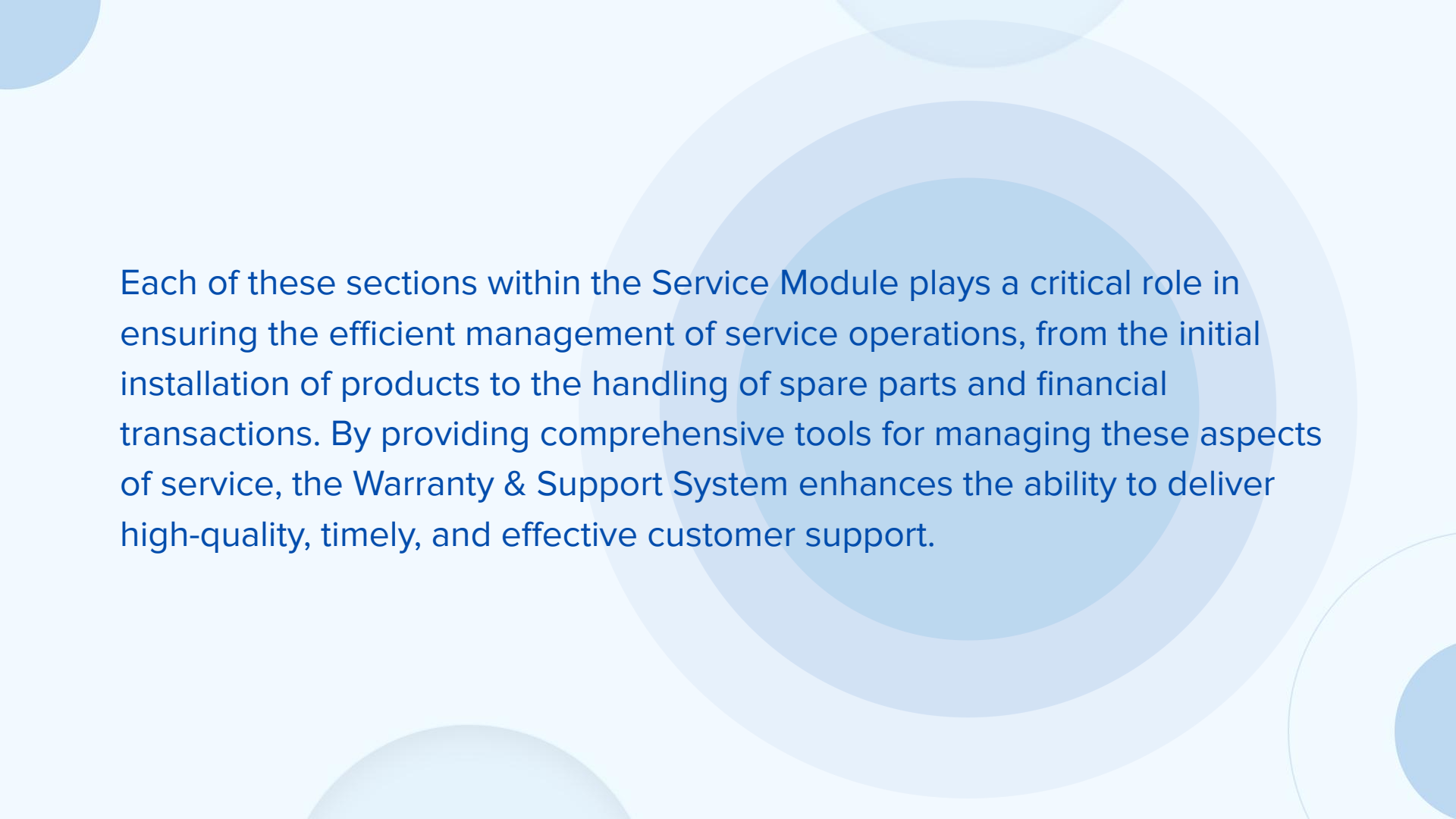
Track All the Location Log a Complaint
Enables the monitoring of technician locations in real-time as they respond to service calls, enhancing scheduling efficiency and response times.

End Visit on a Complaint Through Web Panel
Allows service coordinators to mark the completion of a service visit, ensuring that service records are updated in real-time and customers are informed of the resolution.

Download a Logs Details of a Complaint
Facilitates the download of detailed logs related to complaint visits, including technician notes, service actions taken, and customer feedback, supporting quality control and service improvement efforts.

Complaint Process Flow

Each of these sections within the Service Module plays a critical role in ensuring the efficient management of service operations, from the initial installation of products to the handling of spare parts and financial transactions. By providing comprehensive tools for managing these aspects of service, the Warranty & Support System enhances the ability to deliver high-quality, timely, and effective customer support.

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SENDER DETAILS

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