



tesseract service management software
core component v.2.1



tesseract

corecomponent



call control module

The **Call Control** module is a highly sophisticated, yet easy to operate, event driven Call Handling system.

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The Service Center Call Control module, developed for Response Critical environments, incorporates a number of unique facilities.

Search facilities throughout the Service Center Suite are powerful and versatile.

In Call Control this provides the benefit of flexible customer searches; by Name, Number, Contact Name, Telephone Number, Contract Number, Serial Number, System Number, Product Number and more.

Prior to the call being logged a comprehensive customer status or health check warns the operator of Contract and Warranty details, Planned Maintenance requirements, Outstanding Service Calls, any Credit problems and Contract Call Count.

Calls are automatically queued according to 'ownership' and response priority. An Engineer Diary function provides planner style visibility of any 30 day period of calls scheduled in advance.

A graphical Escalation Monitor provides a constant overview of Call Status and warning of Response or Fix Time Exceptions as they approach.

Service Report updates can be added to any Call, each including Fault, Symptom and Repair Codes, Date and Time stamps, Engineer and fix details.

An Engineer Time Sheet facility is also available together with automatic work/travel/callout charge by call type.

Unlimited Parts Usage and additional Charge Lines may be added to any service report at call update. This information is then used for real time stock updates, Call Invoicing, Cost and Performance Analysis.

In addition to 'Real Time' Engineer and Call Control, the module captures and provides performance statistics in a range of formats including Response and Fix Times, Mean Time to Repair, Failure rates and faults by Product.

In addition, this module also offers the ability to track and control Service Calls that do not require field intervention. Designed for the Network Support environment, this module allows the operator to Dispatch a Field Engineer to the Customer, assist directly on the telephone or pass the problem to another department or to an external agency.

All support activities, whether on-site or in-house, are logged against the Customer, or a specified Cost Center, for invoicing or analysis.

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service center 5

A true end-to-end web product

Developed using Microsoft.Net technology, **SC 5.0** is a browser based software supporting a range of databases and allowing for a 'zero footprint client'.



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