



service center **five**

...a host of benefits across the whole board

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for over 25 years

Application Programme Interface (API)

API, an abbreviation for Application Programme Interface, allows information to be transferred electronically to and from Tesseract's Service Center, via any third party system.

As IT systems are working together and in fact overlap with each other, the Tesseract API will allow your existing systems to gain access to the Tesseract Service Management System in real time!

- **A customer of yours has their own Help Desk but can send you service calls electronically - Tesseract**
- **API can handle this and return call status**
- **You receive email requests for service - Tesseract API can handle this and send back an email update**
- **Meter readings arrive electronically - Tesseract API handles this and updates for invoicing**
- **Customer assets and contracts are received electronically - Tesseract API will process all of this data**

For more information please contact Tesseract Support on:

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In fact any function or process that is handled by Tesseract can be interfaced to any third party system within the Tesseract API and data passed between systems.

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