



service center **five**

...a host of benefits across the whole board

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Reporting Service

The new Electronic Report Service from Tesseract enables customers to schedule and run reports at any time day or night. These reports can then be faxed, emailed, sent to a printer or copied to a network drive.

The service is fully customizable and can be configured to your requirements. Any current Crystal Report which gathers information from the Service Center Database can be used.

Some of the reports you could run are, but not limited to:

- **Email/Fax/Print Call List Reports to Customers**
- **Email/Fax/Print Send Sales Orders or Quotes to Customers**
- **Email/Fax/Print Send Engineers Job Sheets**
- **Email/Fax/Print Send Purchase orders to Suppliers**
- **Email/Fax/Print Send Invoices to Customers**

The timing of when the reports are run and then sent is configured through database stored procedures. These stored procedures can be set up to run all different reports at different times of day and can then be exported to different media.

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