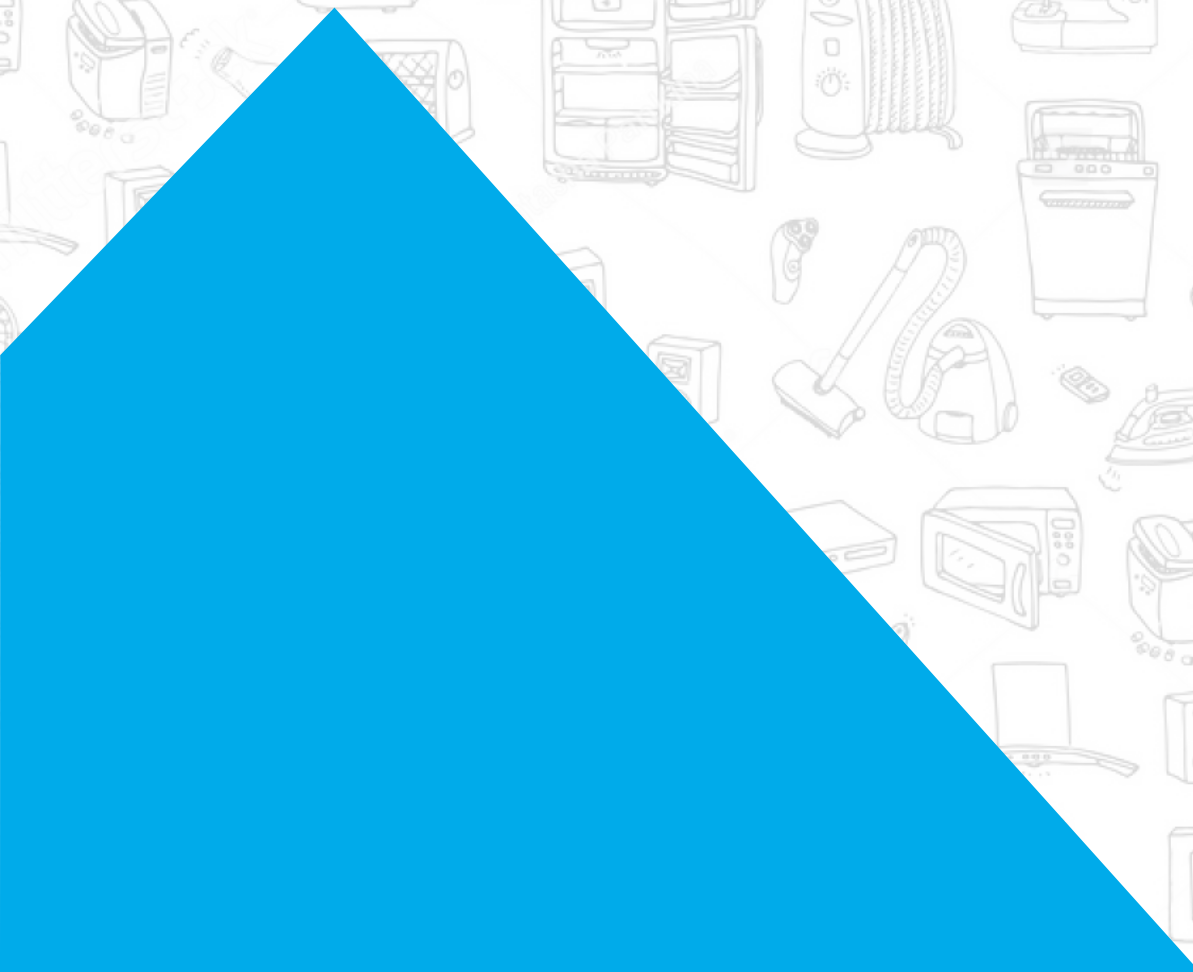
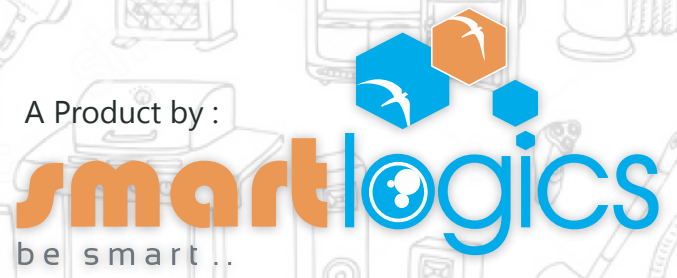




Service CRM



A Product by :



About Service CRM 24 x 7

Good Customer Service is the base of every company. Service CRM comes out with all optimistic features along with suitable software accompanied with smarter options. We turn out with a work flow based customized Service CRM that helps users to get familiar with real time benefits.

The strong foundation of any company lies in its customer service. Availability of optimistic features is what makes Service CRM, one of the most reputed.

Here, We explore technology in a new way using the Mobile App, along with tools retaining valuable customers getting good drive engagement. By using this application, customer relationship management becomes easy and customer friendly.

Service CRM using latest mobile & cloud technology helping eliminate paperwork, improve productivity & provide great service.

How Service CRM Works?

Service CRM makes simplify & streamline your operations.

01

Customer calls service centre or book complaint directly from App

Complaint in CRM can booked by your call center or client can book complaint directly from your own app.

02

Service centre assigns complaint to field engineer

Service center assign calls to field engineer based on their availability.

03

Service technician received job alert

Once the call is assigned field engineer will immediately received the alert by SMS and notification.

04

Field engineer visit on-site, fixes the issue and close the complaint

Field engineer updates the job information along with spare parts used, capture real-time photos, digital signature with customer, ask for the OTP to close the complaint.

Why choose us?

Service CRM focuses on understanding the essential needs of the service industry and provides them the easy and best solution through mobile app to keep the organization stay up-to-date anytime anywhere.

The best feature in Service CRM which makes it "**First Choice**" is that it is suitable for any kind of organization either it is small, medium or large.



Your own Mobile App with your complete branding. Your clients will download your app not our app.



Suitable for all service trades ex. HVAC, Water Purifier, Electrician, Plumbing, Carpenter, Mobile Repair, Electronic Appliances etc.



Support IOS and Android both.



One stop solution for Field Service with field engineer location tracking.



Some silent features of Service CRM

Work Smart, rather than Work Hard !

Own Company Mobile App

Get your own Mobile App with your brand name. Its helps your clients to reach you easily.

New Sale and AMC Management

Manage your New Sale and AMC Contracts with complete customer details including payment, product and validity etc.

Service Reminders

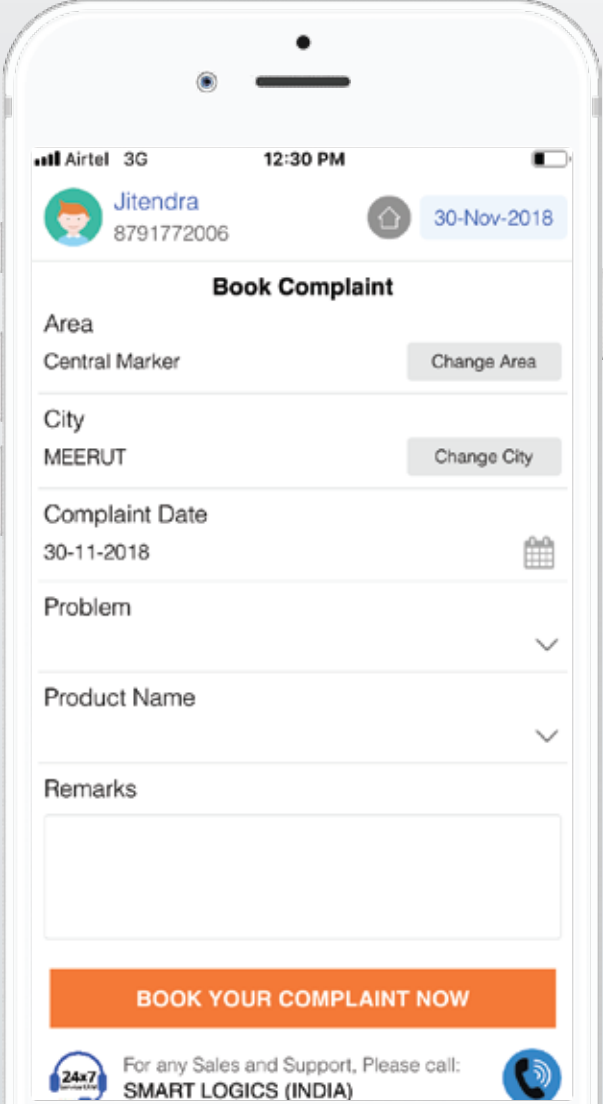
Service CRM will provide service reminders on daily basis. Service Alerts will send in form of SMS and App Notifications.

EMI Management

It helps to manage your client's installment easily. Installment reminders will send in form of SMS

24 x 7 online Complaint

Enable customers to book your complaint online, day or night.



The screenshot shows a mobile application interface for booking a complaint. At the top, the status bar displays 'Airtel 3G', '12:30 PM', and a battery icon. Below the status bar, there is a user profile section with a circular avatar, the name 'Jitendra', and the phone number '8791772006'. To the right of the profile is a home icon and the date '30-Nov-2018'. The main content area is titled 'Book Complaint' and contains several form fields: 'Area' with the value 'Central Marker' and a 'Change Area' button; 'City' with the value 'MEERUT' and a 'Change City' button; 'Complaint Date' with the value '30-11-2018' and a calendar icon; 'Problem' with a dropdown arrow; 'Product Name' with a dropdown arrow; and 'Remarks' with a large text input area. At the bottom of the form is a prominent orange button labeled 'BOOK YOUR COMPLAINT NOW'. Below the button, there is a footer section with a '24x7' logo, the text 'For any Sales and Support, Please call: SMART LOGICS (INDIA)', and a phone icon.

Job Management

Access all client and job details from the field, anywhere, anytime. Field Engineer has all the info they need to get the job done.

Job History

Client can check his past Job history of complaints and service with technician details like technician photo, contact no and work details.

Purchase and Inventory Management

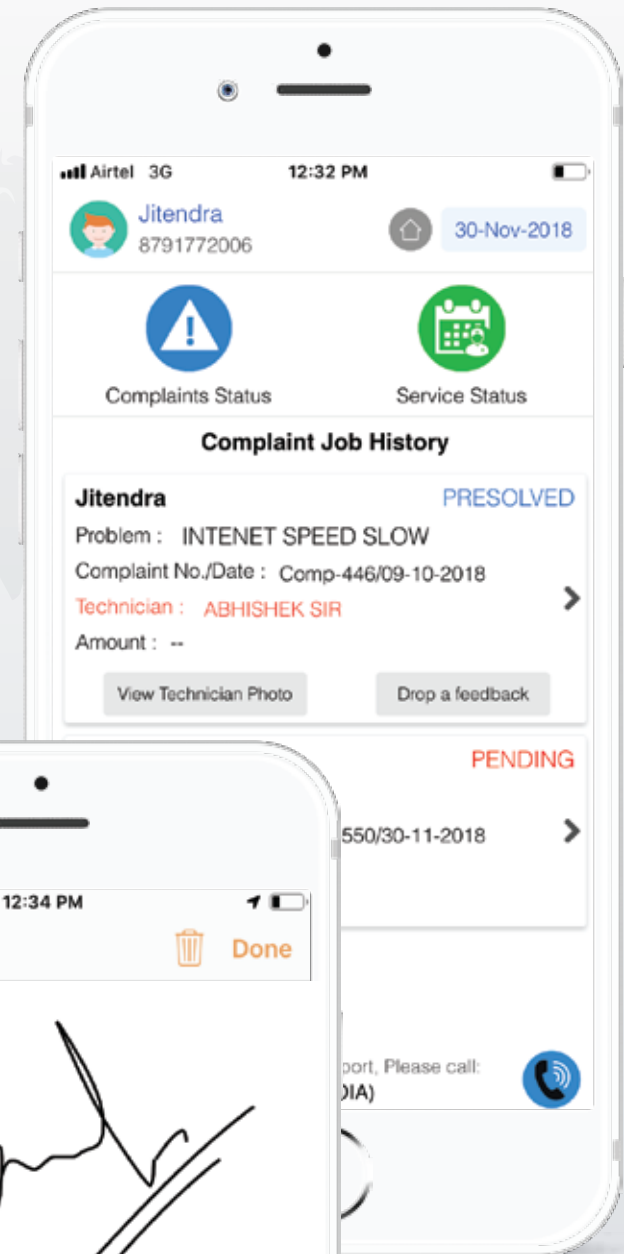
Manage your purchase and control your item inventory easily.

Capture On-site Photos

Take photos on-site from Service CRM and they're saved instantly to the complaint or service, forever.

Capture Signature

Record proof that your customer is happy to proceed with a job or pay for completed work.



Jobs on Map

It enables field engineer to have a quick view of their Jobs locations on map in his mobile app.

Field Engineer on Map

It enables admin to having a quick view of all field engineer on a map in single click.

Material Consumption Management

Manage items used in complaint or service, issue items to field engineer, issue return from technician etc.

SMS Alerts and App Notifications

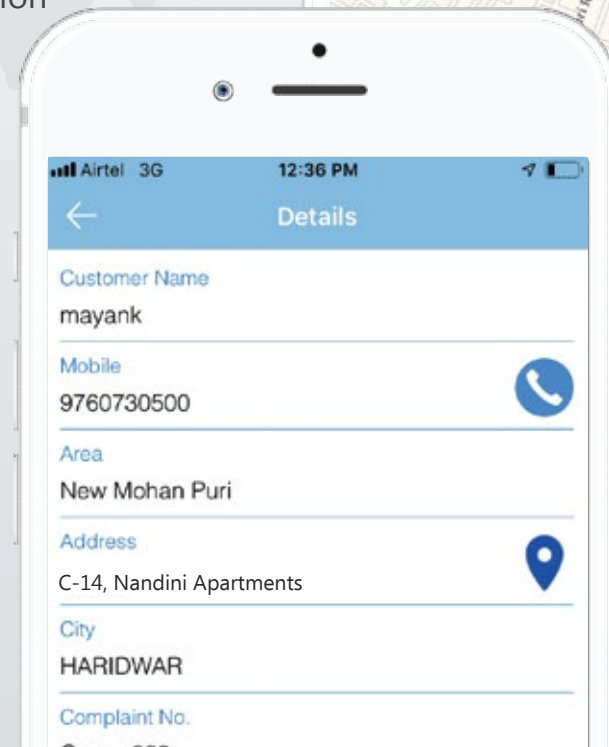
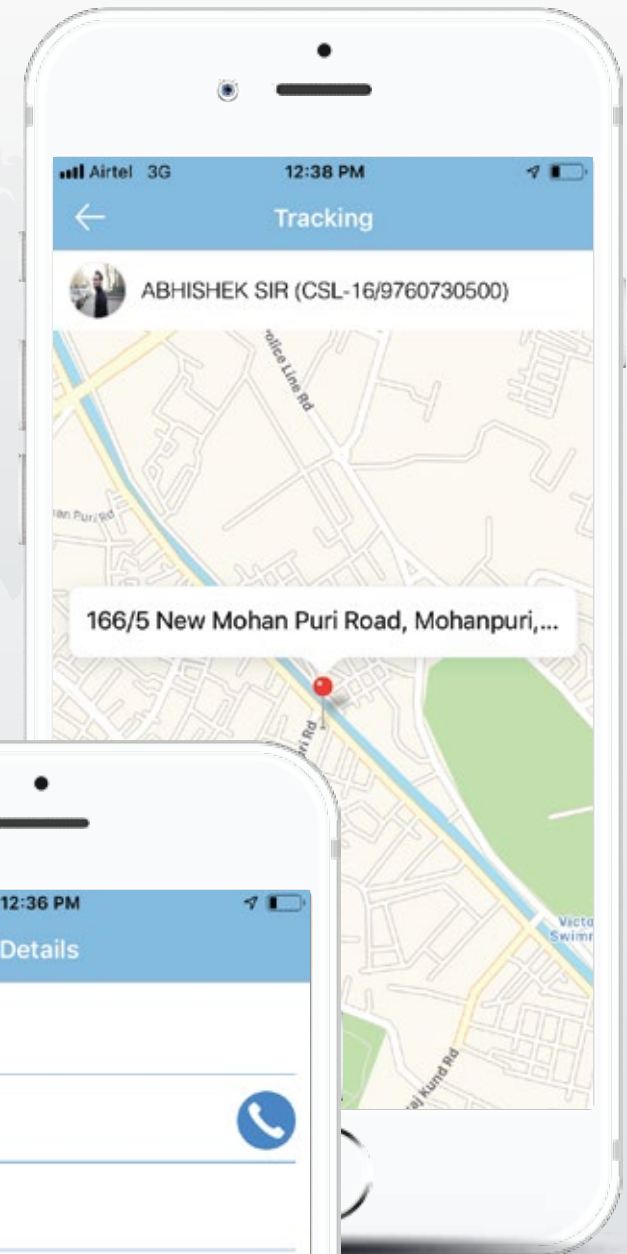
Customized SMS alerts & notifications makes communication easier and always get in touch with the customer.

Available on both Android and IOS

Available on both Android and IOS

Revenue Reports

Know your cash flow with revenue reports on sale, complaint and service etc.



Customer Feedback

The easiest and fastest way to collect feedback about your complaint or service.

Customized Reports

Create your own customized reports according to your business needs.

Access anytime, anywhere

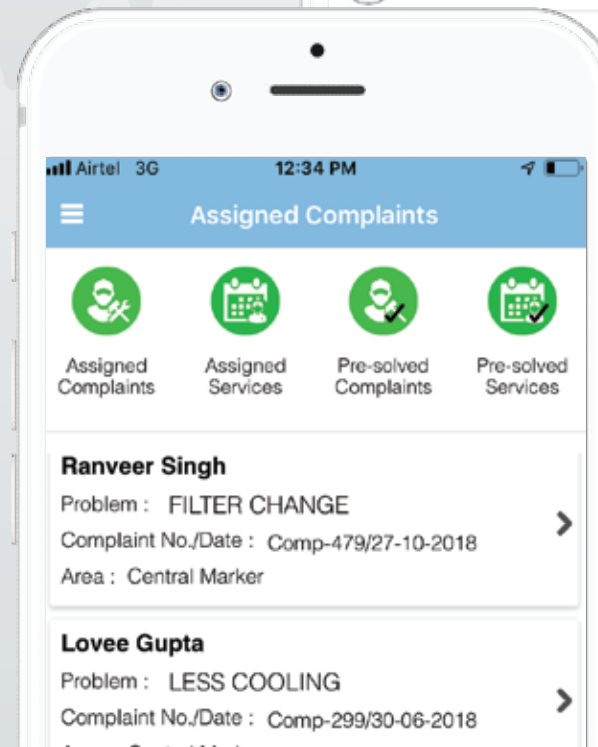
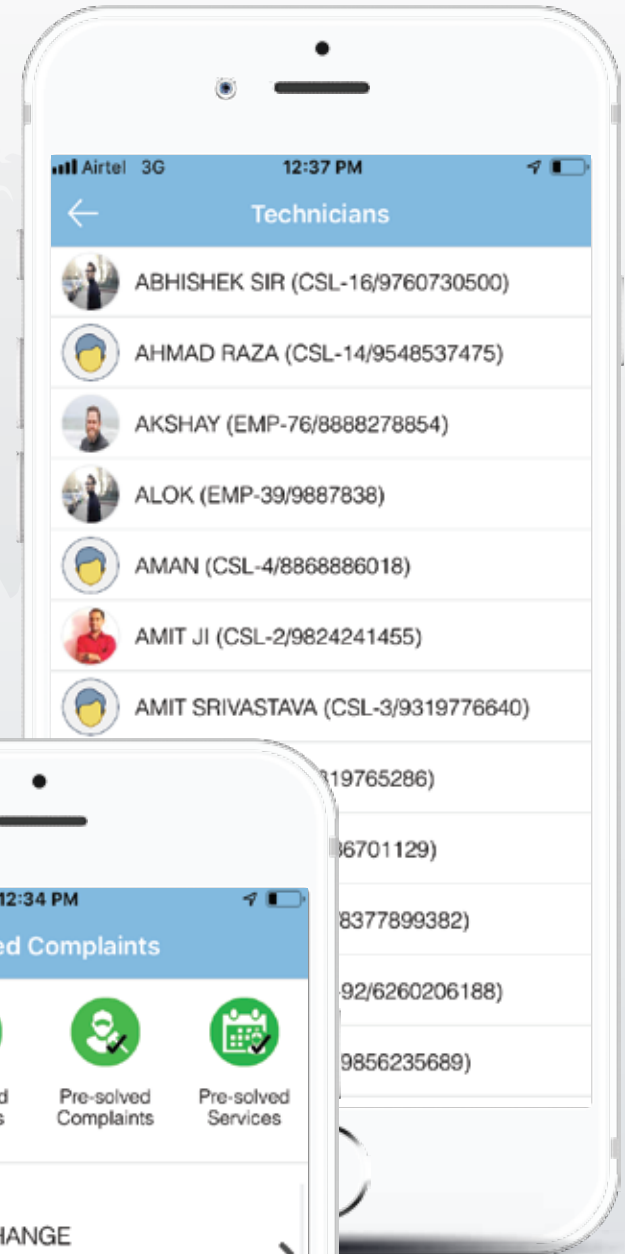
Access to your complete business's full job schedule, anywhere wherever you are.

Multi User

Multi user with user access rights enables admin to assign work according to their Job responsibilities.

And many more.

Service CRM has many extend functionality in specific areas, or assist certain industries.



Trusted By

Over 5000+ Service CRM product is successfully using by the clients globally.



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