

AFTER SALES SERVICE MANAGEMENT

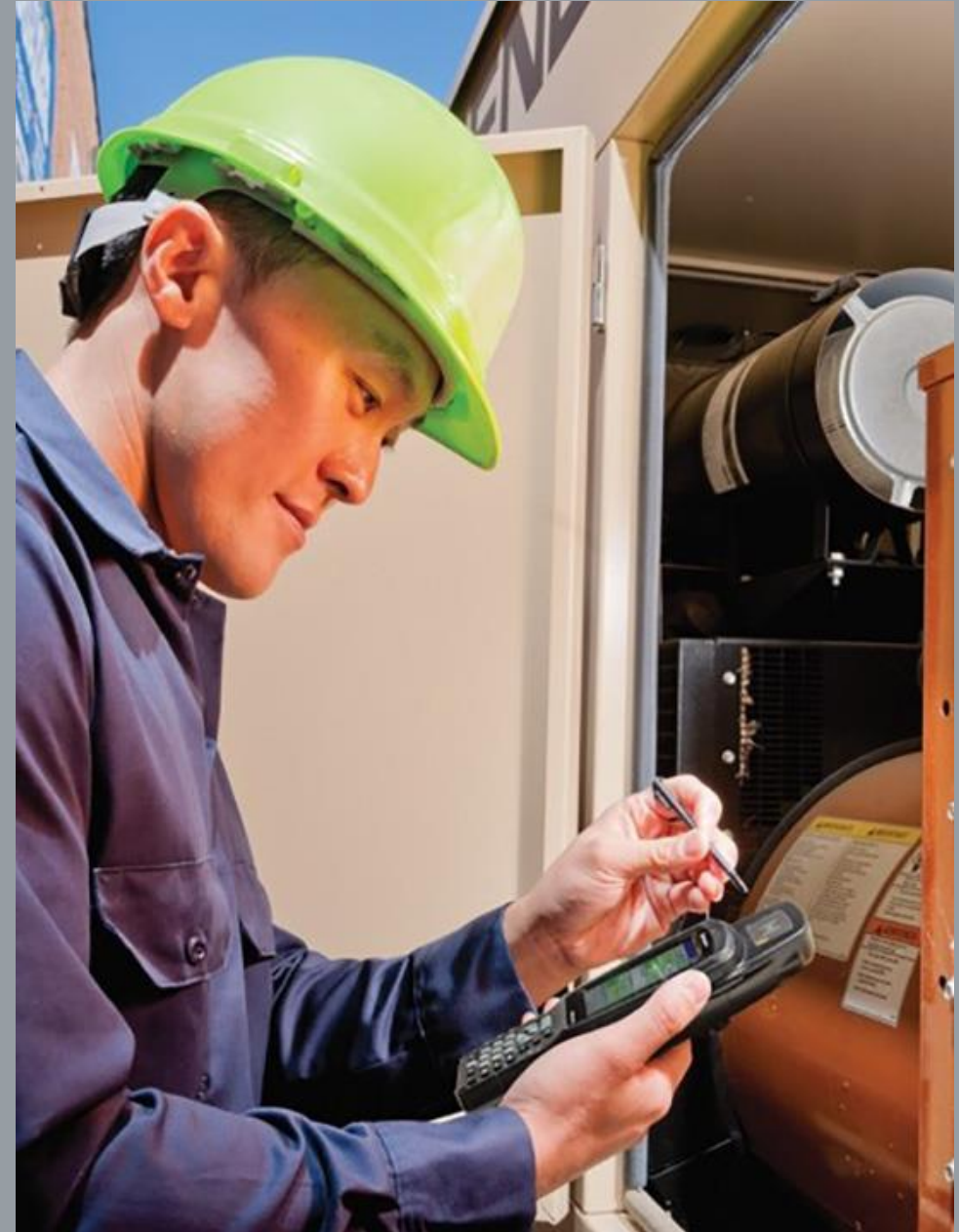
AGENDA

- Definition of Solution
- Scope
- Headquarter Usage
- Business Partner Usage
- Usage at Field
- Modules
- Contact





CallDesk is the solution that enables companies that provide services on consumer products to manage their technical service partners and field service teams in digital environment.



SERVICES GOES ON DIGITAL

Take the control by full automation in service processes. CallDesk provides central management for field service team and service points in one system. You can manage wide service network in digital environment by automatized system. It is easy to have satisfied customers with error free after sales service processes.



Headquarter

- After Sales Service Managers
 - After Sales Service Teams
- After Sales Service Operation Teams
 - Technical Support Teams



Branch Office Business Partner

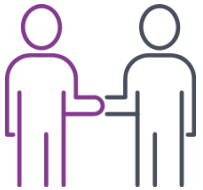
- Regional Office / Partner After Sales Operation Teams
- Technical Service Teams

Field

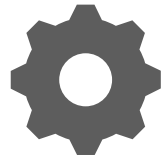
- Field Service Teams
- Service Support Teams
- Technicians
- Field Sales Teams

Processes You Can Manage with CallDesk

**Business
Partner
Management**



**Technical Field
Team Management**



**Sales Representative
Management**



**Technical Service
Point Management**





In the near future, **75% of the** field service facilities that have more than **50 user** will be helping to technicians' success by using advanced mobile technologies.



HEADQUARTER FUNCTIONS

- Master Data Management



- Call Center Service Records



- Analytical Reporting



- Spare Parts Catalog Management



- Price, Promotion, Campaign Management



- Warranty / Approval Process



- Workflow Approvals



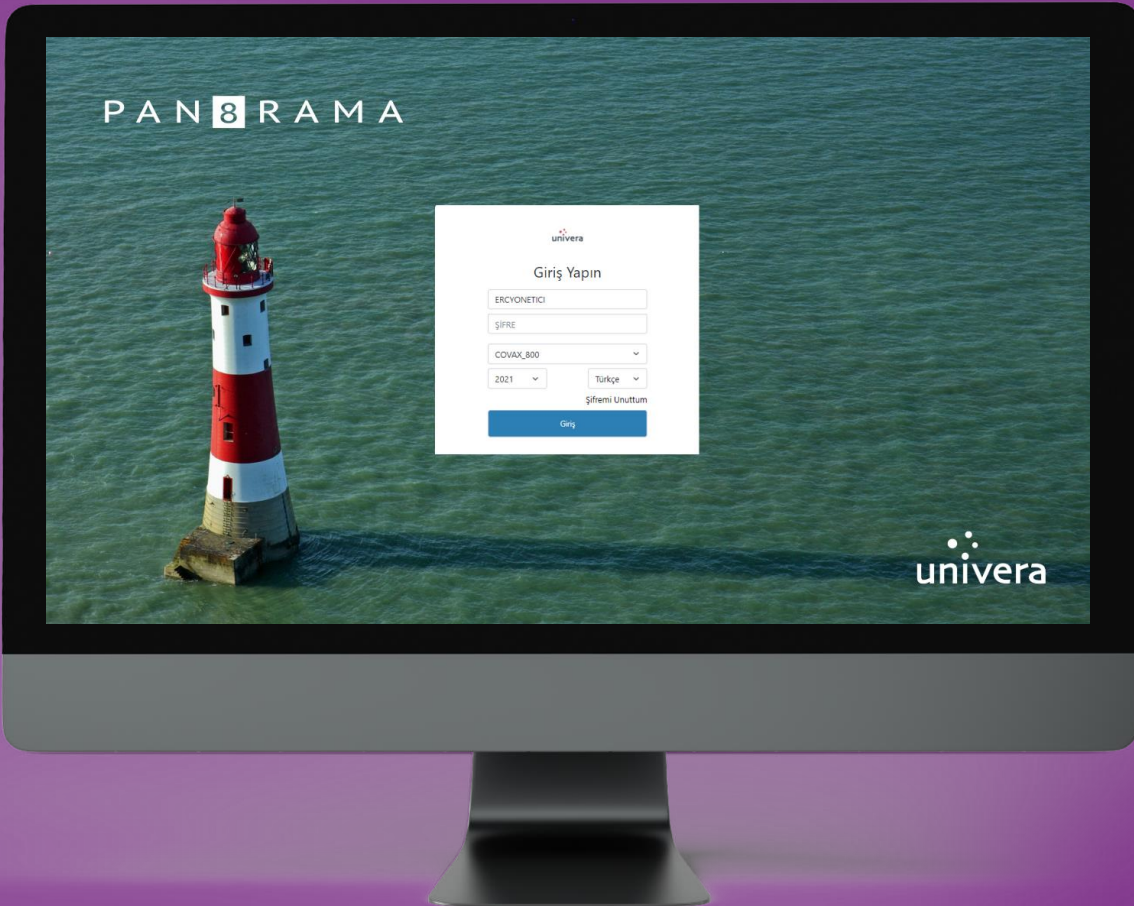
- Field Tracking With Map



- Automatic Reporting



- Service Dealer Channel Inventory Management





Business Partner Management

By 2020 more than 40% percent of field services will be provided by outsourced technicians. In that matter it will be crucial to manage business partners



TECHNICAL SERVICE FUNCTIONS



Service Record
and
Work Order
Management



Product and
Spare Parts
Purchases from
the Center



Sales Transactions
(Billing &
Collections)



Field
Tracking
With Map



Daily
Reporting



Stock
Management



Commercial
Package
Integration



In the new period, **70% of** companies will show customer satisfaction as the main benefit from field service management.



FIELD SERVICE FUNCTIONS



Service Order



Work Order



Work Lists



New
Customer



Customer
Navigation



Vehicle Stock
Transaction



Customer
Transactions



Customer
Information



Filling the
Service Form



Service
Billing

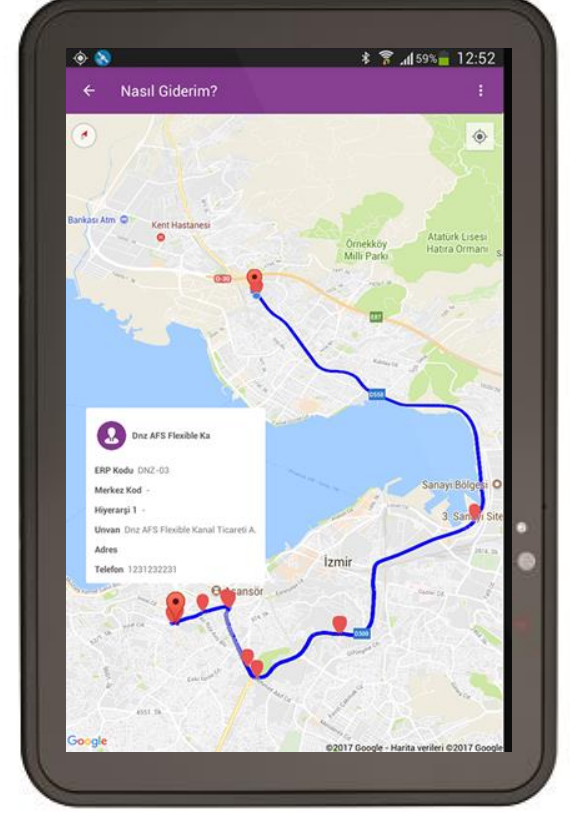
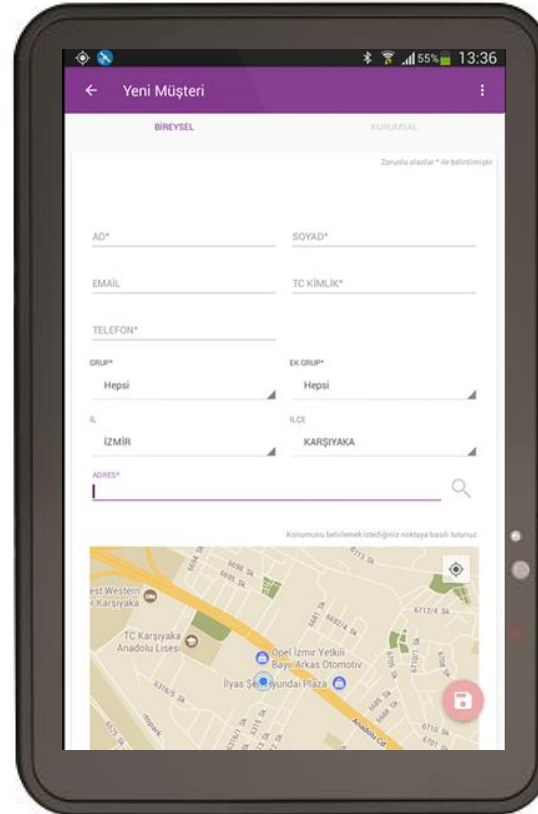
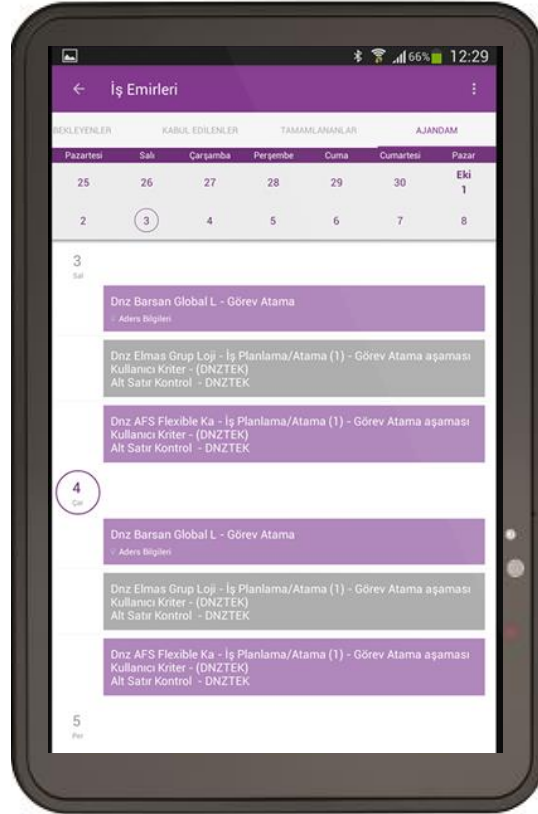


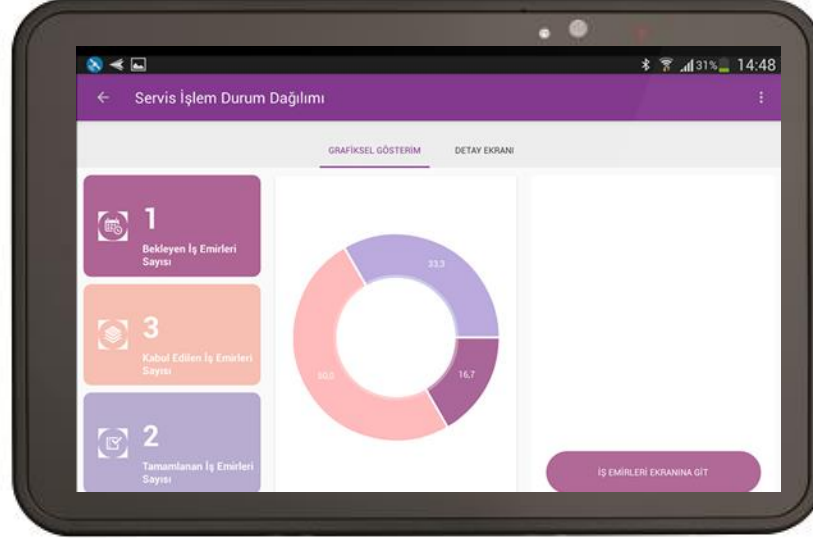
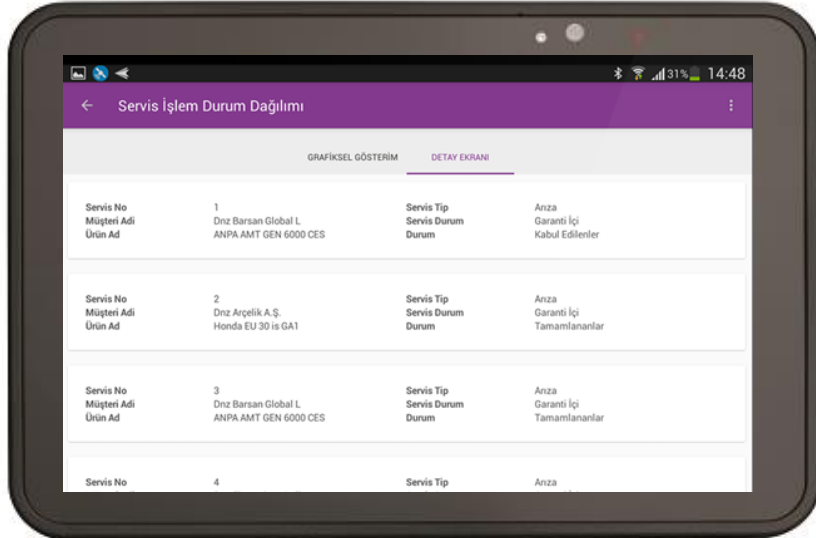
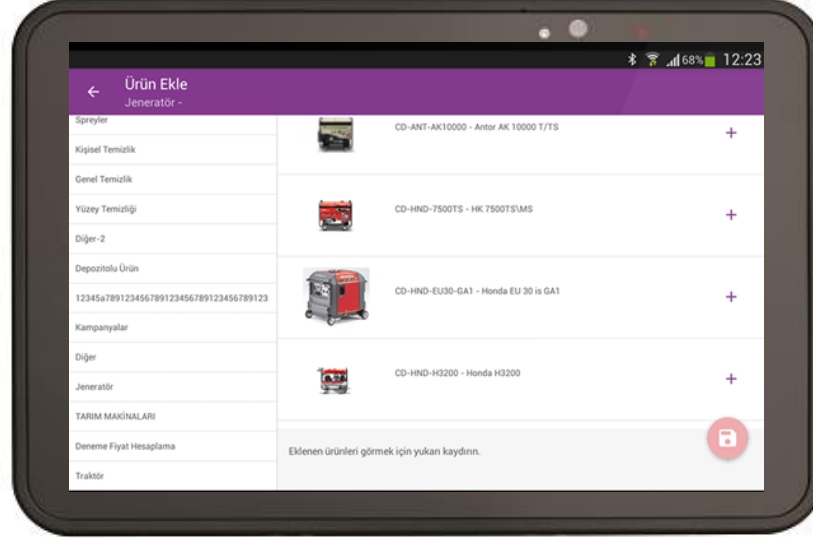
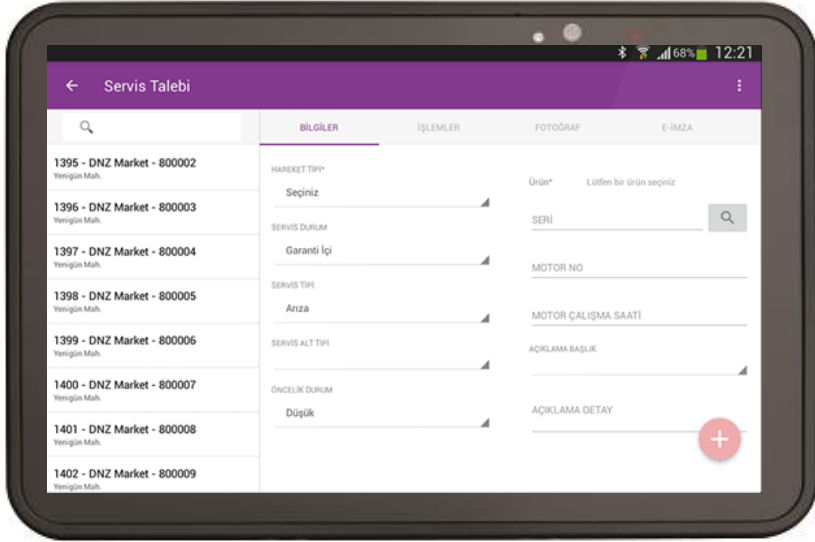
Messaging



Reports

MOBILE

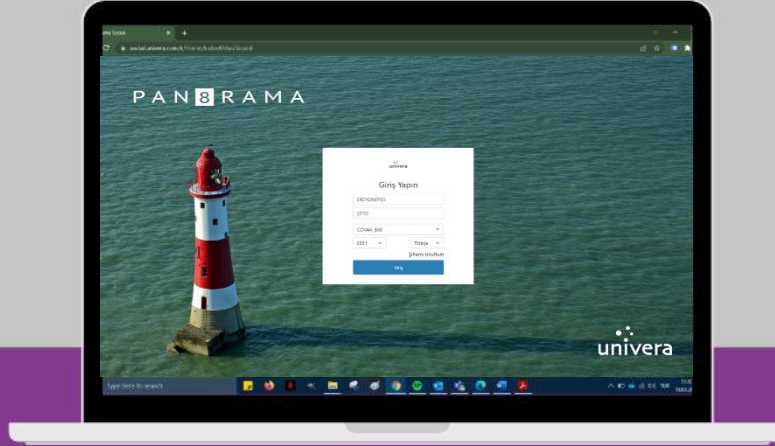
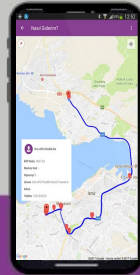




The background of the slide features silhouettes of several people in a professional setting. Overlaid on these silhouettes are various digital and network-themed graphics, including glowing white lines, dots, and abstract shapes that suggest a global or digital network. A semi-transparent purple horizontal band spans the middle of the image, serving as a backdrop for the text and logo.

Digital after sales service processes for
satisfied customers.





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