



call logging



Similar in functionality to a help desk system, Call Logging enables a user to log a support or maintenance call against a particular asset record, tracking the process through to resolution.

Clicking on the asset allows the user not only to log the call but also to see relevant information on the asset, such as whether it is in warranty and/or covered by a maintenance contract. It also provides a complete itemised history of all the calls logged against the asset, together with any associated costs. Users can also view service calls against a specific location or an asset group to gain a 'high level' view of support activity.

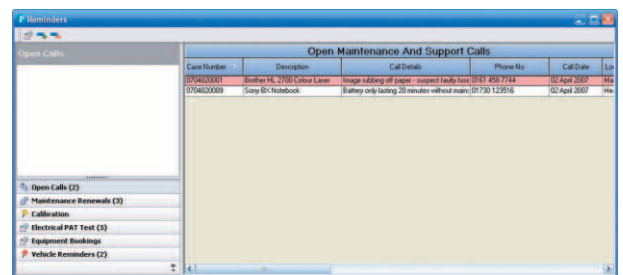
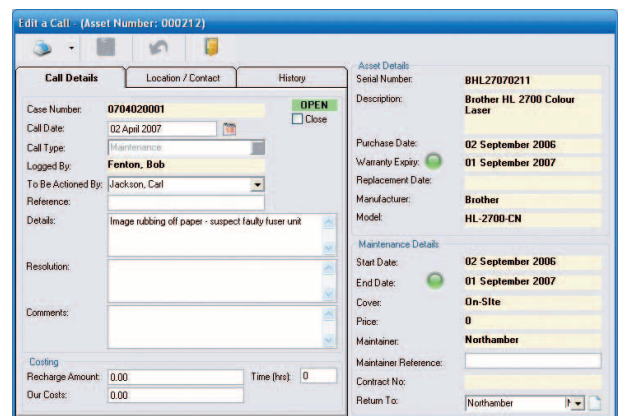
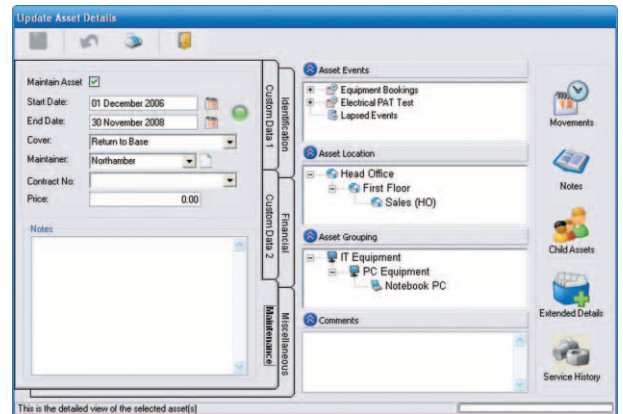
Call Logging allocates the call to a specific person (or team) and then sends an e-mail to them, providing details about the fault, the location of the asset and its previous service history. When the call is saved, the system automatically assigns a unique case number to the fault, which is used to track progress through to resolution. If appropriate, a returns form and record of the call can be printed (or e-mailed) to the relevant people.

The 'Reminder' function automatically provides a list of all outstanding support calls and how long they have remained unresolved. Automatic escalation procedures can be set within the system to handle unsolved issues after a pre-determined period of time.

Once the fault is resolved, a note is added to the Call Logging module, including details of the time and action taken, and any charges. This information is automatically recorded in the service and maintenance history for the asset.

Included in the Call Logging module is the ability to provide details of equipment where the maintenance contract is due to expire. This helps ensure that adequate service cover is provided across the asset base.

Call Logging is integrated with a powerful, easy to search knowledge base which enables users to build up information on, for example, recurring faults relating to a specific asset.



If you think our system could benefit you then please get in touch to arrange a visit from us or simply to find out more.

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