

# **Geoworks 7**

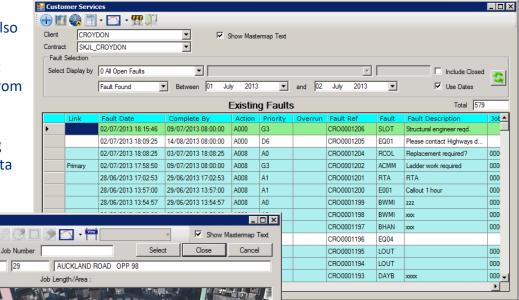
## **Customer Services**

Geoworks 7 Customer Services module enables rapid logging of faults or customer enquiries, together with a colour coded dashboard display of all outstanding issues showing any actions required. All reported fault locations may be seen on the map in either an aerial or road view.

Faults may also be imported from a client website or from mobile inspection patrols using handheld data devices.

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Selected Asset 348892 100959





Any issues reported more than once are flagged and linked to existing reports of the same issue to avoid duplicate jobs being raised to resolve one fault.

Priorities and target dates are linked to the reported type of issue; for urgent works, jobs may be raised immediately and sent to the appropriate engineer or work crew.

Variable user access settings mean that multiple contracts with differing issue types and priorities can be easily managed. A number of report options are available, providing both current and historical data, together with KPI statistics and details of any previous inspected patrol routes.

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For more details, call us on 0161 367 8137 or email <a href="mailto:sales@steanne.co.uk">sales@steanne.co.uk</a> www.steanne.co.uk





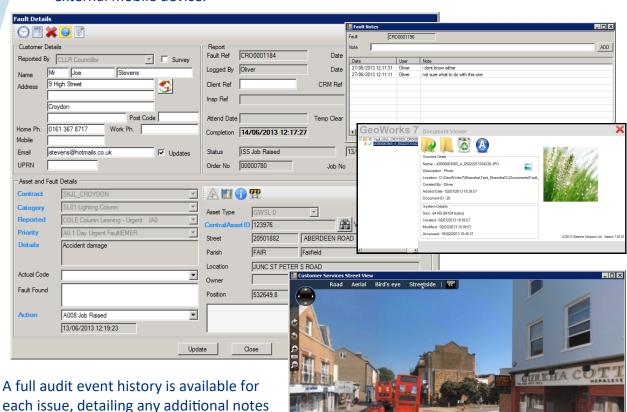
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#### Logging new issues

Locations for new issues may be identified either from the street list or directly from the map; a Bing Maps<sup>TM</sup> Streetview option is also available. A Postcode finder option may be used for recording a caller's details if required; additional documents or photos may be added to either new or existing issues.

For issues relating to assets which are part of the contract, a breakdown of the asset attributes may be checked before a fault is recorded.

The current status for each issue may be updated or closed either in the Customer Services module or remotely from the Geoworks Planning module or directly from an external mobile device.



- and status updates
- Email alerts are available to warn call centre staff of any incoming issues from a website or other remote source
- Completed and intermediate statuses of each issue may be emailed back to the original caller or returned to update the website from where the call originated
- The Geoworks 7 Customer Services module may be used either in conjunction with all other Geoworks modules or as a stand alone system which may be linked to other external systems

### Steanne Solutions Ltd

