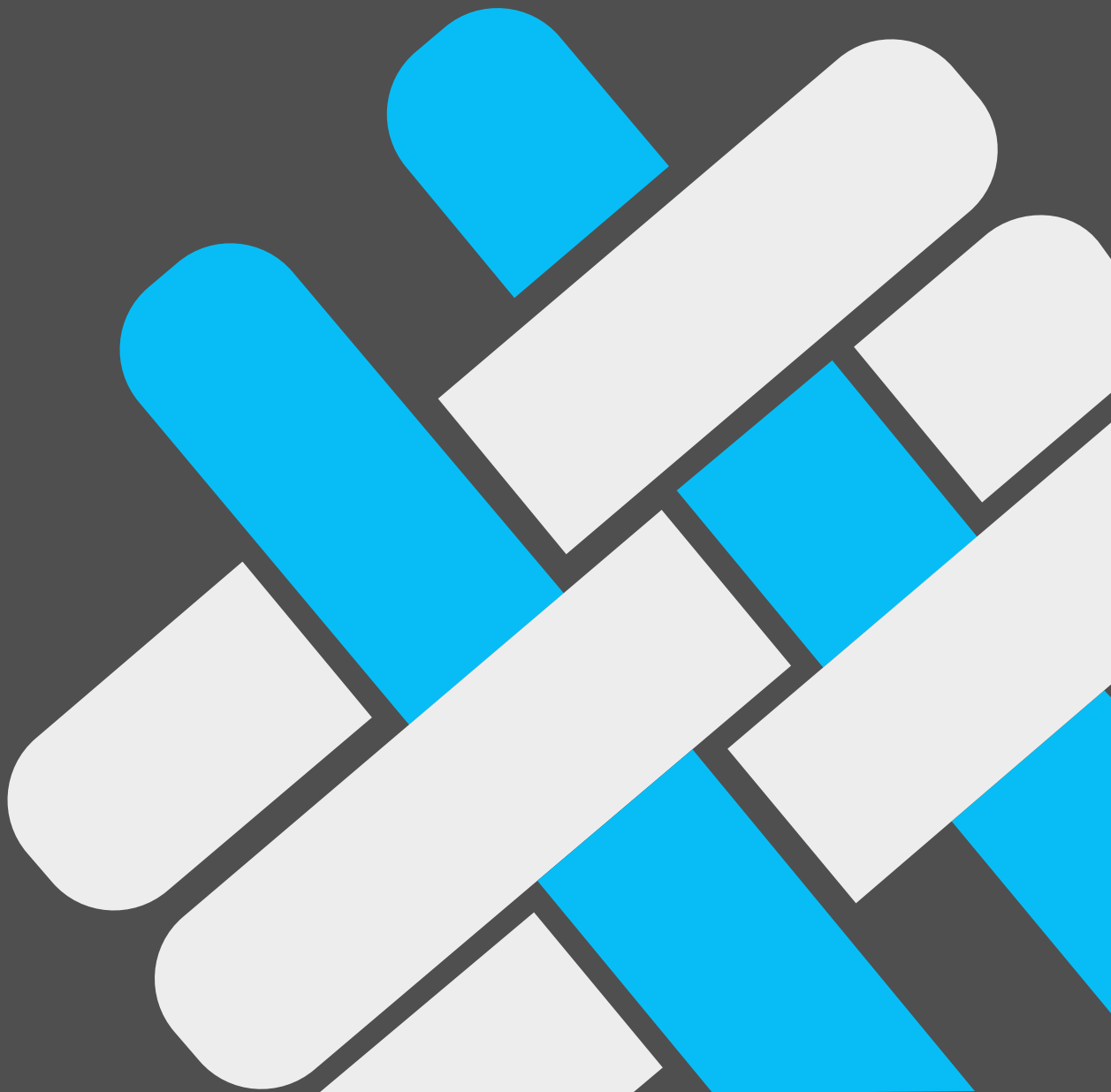


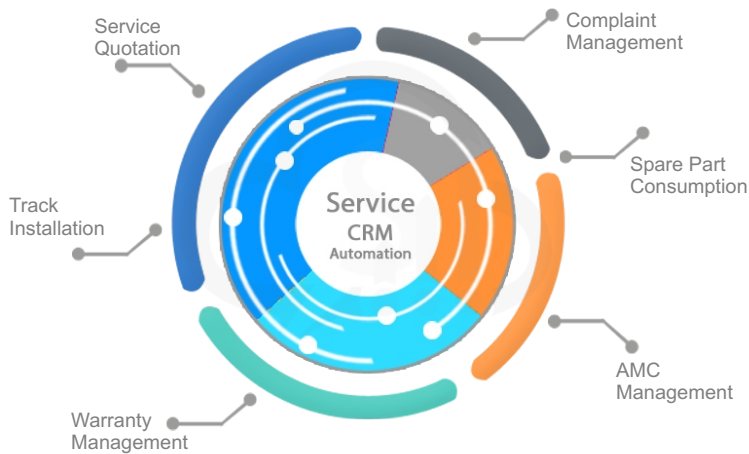


Delight

Your Customers

With
SalesBabu
Service On Demand





Automate

Your After Sales Process With Service On-Demand

In today's challenging environment, companies are recognising a need to refocus on their core business and expertise. As a result, many are outsourcing a growing number of tasks, which explains the boom in the corporate services market that has been reported over the last few years. This sector covers a number of activities, with the companies involved generally experiencing high levels of growth and looking to exercise detailed control over their activities, while maintaining close relationships with their customers.

SalesBabu Service on Demand helps you simplify the management of your service activities and keep the operational, sales and financial aspects of your customers' projects firmly on the radar. Its features are tailored to the needs of professional service companies, especially businesses delivering operational services, such as recruitment and facilities management, or intellectual and technical services.

Benefit from Customer Management

What is it that the success finally depends on? Customer satisfaction and loyalty, of course. Because satisfied customers do come again. Therefore, competent customer support – from the first contact, via inquiries up to after sales service has highest priority.

The sales staff has to be able to focus on their core processes. Therefore, our CRM solution offers the necessary common knowledge base - a central customer and product database.

Every sales person - no matter if internal or external sales, gets a comprehensive overview on all customer activities.

Acting, instead of reacting: It is important to focus on marketing developments immediately, act accordingly and bear the costs in mind.

BENEFITS TO YOUR BUSINESS:

Greater visibility and better project risk management, Faster response, Superior process reliability, Risk mitigation

Maximise staff productivity, Superior collaboration, Better communication

Improve margins - Simplified cost control & planning

Proactive actions based on real market data

Single source database for all customer related information

Cross-department communication with the customer

Planning and reporting of customer visits

Optimized offer-, order- and service management

Overview on all cross-/up-selling opportunities

Increasing sales efficiency through easy reporting and visualization on current opportunities



Features of Service CRM On-Demand



Complaint Management

Complaints Management is the crucial tools for any business, if they want to retain their existing customers. Also, tracking frequency of same complains and solutions helps managers to suggest modification in current product or service, thus improving customer experience. By using SalesBabu CRM service management software facilitate:

- Generate complaint ticket number
- Easy escalation & Activity tracking
- Case nature and resolution
- Visibility of AMC / Warranty status
- Efficient complaint handling process.

AMC Management

AMC or Annual Maintenance Contract is a written as well as chargeable contract between the customer & the vendor. Service management software helps the after sales support team to track down the list of those customers who has taken AMC, set AMC renewal reminders and record Preventive Maintenance Schedule (PMS) visits, to provide further support for product accordingly.

- Generate revenue from AMC
- Visibility of AMC due in 30 days
- Visibility of machine warranty – Target AMC

Warranty Management

Every spare part installed with machine may have it's own warranty period. Using excel it became so complicated to maintain warranty for 1000's spare parts related to one machine and their warranty as per their installation. Using service management software you may easily :

- Manage machine under warranty
- Spare consumption under warranty
- Complaints under warranty
- PMS under warranty



Spare Part Consumption

It happens many times, there is a malfunction in any spare of the product at the customer's site and it need replacements & after sales support team is responsible to provide that spare part to the customer. SalesBabu CRM service management software provide:

- Complete visibility of spare parts consumption
- Monitor free spares parts under warranty /AMC
- Revenue from spare parts sales

Service Quotation

When the replacement of spare part for any principal is chargeable & needs a systematic pricing quotation to be approved before the spare can be installed or re-installed. SalesBabu Service-CRM offer a single interface from where support team can create quotation against the complain received and once a customer confirm the paid installation, task can be delegated to provide smart service in systematic & organised manner.

- Identify revenue generation
- Evaluate inventory consumption
- Evaluate manpower usage
- Identify quality of the product

Track Installation

Installation Process is the major overhead once the product has been dispatched from the company's end to the customer's end. It involves the complete explanation & demonstration of the product. SalesBabu Service-CRM, enables the after sales team to track the record of Installation process to any product to the customer's end with all the required details. It helps them to track the warranty of the product.

- Track Sr. No. against installation
- Installation remarks
- Additional accessories of main product.
- Track Serial no. of additional accessories
- Maintain PMS visits
- Schedule PMS visits

