

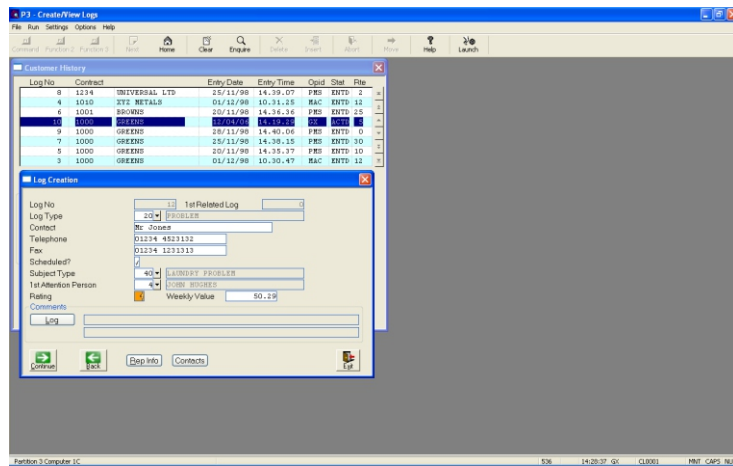
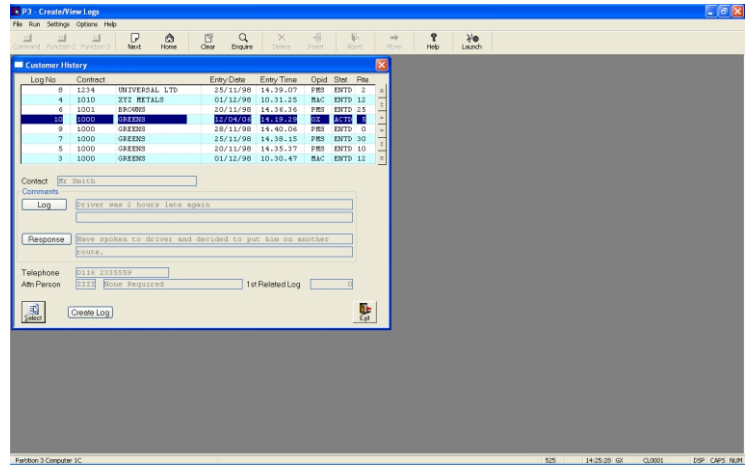
Call Logging

Customer expectations go beyond the provision of a laundered garment or linen service. The laundry customer, from transport through to stores and service departments, monitors every division of the laundry. One empty locker, one late delivery or one item returned in less than perfect condition, can mean problems.

Sometimes customers prefix their comments by using "always". Your driver is 'always' late; the goods are 'always' sub-standard; the lockers are 'always' short, etc.

Call Logging records every incident reported to the laundry. Calls are entered, and at the point of entry can be referred to the relevant department, or member of staff, and an automatic email raised.

Calls are shown (right) in reverse log sequence or by contract depending on user preference.



Entering a call log is easy. Pop-up searches enable all the call options to be displayed on your screen at a glance. Calls are consecutively numbered and may immediately be passed to a third party for action.

Where the customer has more than one problem or request, the additional matter can be marked as a 'related' call, reducing keyboard input to the optimum level at all times.

Each call is given a grade or priority rating, enabling the support staff to immediately evaluate the importance of every call entered.

QUALITY SERVICE RECORDS

To ease workloads on the Reps, why not give them a laptop and allow them to complete Quality Service Records (QSR) whilst at their customers. This enhances customer call history and provides detailed visit reports. Creating these reports could not be simpler. Data is automatically generated within the QSR system or chosen from pre-loaded forms keeping data entry to a minimum. The screen on the right shows userdefined categories for the Rep to sign off. Any problems are recorded on the list and emailed to the group allocated to the sign off category.

The QSR system automatically generates any call logs required, which updates the Call Logging system on the central database.

