



WebSERVICE Manager

Customer Service Request Scheduling

When it comes to service management, supervisors and technicians get bogged down with the process of generating work orders in the midst of repairs piling up on the shelf. An officer walking in the shop unannounced with the expectation that his or her repair be handled right away can kill efficiency and make implementing workflow processes an uphill battle. Therefore, MCM developed the WebSERVICE Manager Enhancement Application.

The WebSERVICE Manager is designed to streamline the request process by automating work order generation. It gives web users the ability to submit service requests for their agency and/or asset by filling out a standard form via the internet. Upon submitting the form, a new work order will be generated in the Core App and notifications will be sent to the shop personnel responsible for completing the repair. The shop can then communicate with the requesting party and let them know when it's time to drop off and pick up their equipment. Throughout the process, web users may also monitor the progress of their repair as it is being performed. This type of help desk functionality greatly increases efficiency by keeping day-to-day operations on track and limiting the amount of data entry required by shop personnel.

CORE APP COMPATIBILITY

CommSHOP 360° only

BASIC FUNCTIONALITY

- Allows external agency personnel to notify the main shop when service is needed.
- Automatically generate and assign work orders as service requests are submitted.
- Expedite turn around times by scheduling repairs in advance.
- No limit to the number of web-users.

WANT TO LEARN MORE?

If you are interested in learning more about this or any of our other Enhancement Applications, please contact us at **(877) 626-6157** or visit us on the web at **mcmtechnology.com**.

