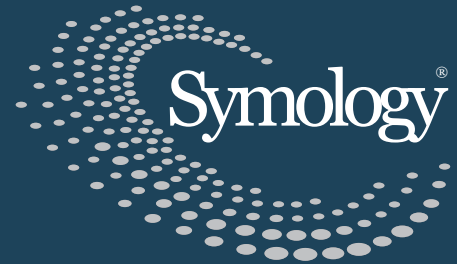


Customer Service



Summary

An important part of asset management is the recording of Customer Service requests, and progressing these through to clearance.

This module provides a single central function which will deal with all infrastructure assets, and offers unrivalled flexibility to allow for the different work practices of organisations and individuals.

User-defined Request Types, Priorities and Analysis Codes can be used. Automated action programmes may be initiated for each Request Type, including assignment to officers, document production, and time-based escalation in accordance with corporate policy.

Requests can be progressed for inspection, and linked to the Works Ordering system. In both these cases, it is possible to optimise the workload together with requirements which arise from other sources.

Additional fields can also be defined, enabling users to collect any other information regarding the customer or enquiry.

This includes multimedia objects, such as photographs, videos and scanned documents.

All recorded information is available for analysis and the production of statistics, using standard enquiry and reporting tools.

A word processing interface allows the automatic production of both standard letters and bespoke documents.

Embedded GIS facilities provide immediate access to a map of the area being referenced, both to assist in locating the appropriate street or inventory units, and for plotting and printing the location of the query being raised.

Request data may be imported electronically, including over the internet/intranet. This enables members of the public to raise issues on the web. The Insight user can access and, if necessary, modify the data before it is incorporated into the main database as a permanent record.

A real-time bi-directional web services interface option is also available for the purposes of integrating with Corporate CRM systems.

Numerous Symology customers have utilised this interface to provide two-way integration with Corporate CRM systems such as OnyxCRM and LaganCRM.

Key Features

Single screen entry, with user-defined data sequence

Information/Request policy screens

Customer record number allocation at any stage

User-defined Request Types, Analysis Codes, and Action Codes

Comprehensive range of search facilities

User-defined screen layouts

Links with inspections and works ordering modules

Automatic escalation level updating, in accordance with priorities

Additional user-defined fields

Additional Object fields for storing multimedia files

Comprehensive audit trail

Performance Indicators and Management Information

Word Processing interface

Direct mapping interface with automatic "context-switching"

Multiple database facilities

Internet/Intranet and electronic import/export facilities

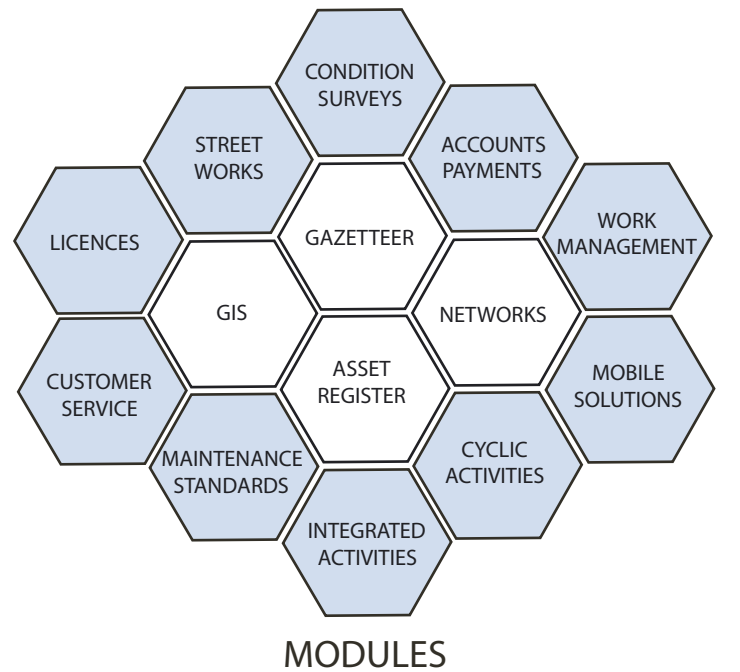
Real-time Corporate CRM Web Services interface option

Insight comprises a range of highly integrated modules that can be used in various combinations, to provide individual solutions for the areas shown on the diagram in beige.

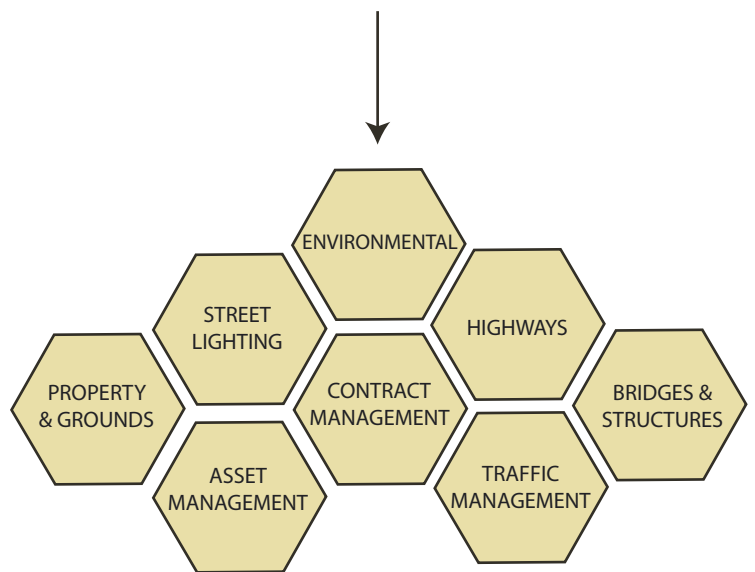
In total, the system provides the capability to manage ALL of these solution areas as part of a single integrated system.

This offers the opportunity for cost and efficiency savings (in line with the Gershon review), by streamlining operational practices and reducing the number of systems used to manage these areas.

Further savings can also be realised since only one set of interfaces are required to be established and maintained with external and corporate systems.



MODULES



SOLUTION AREAS

WEB SERVICES (XML & SOAP)
COM and ODBC



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