



**To focus on the customer you need to practice the true art of supporting and extending the relationship. With OFSY Support, support agents are automatically notified of new customers. They also have the complete customer contact and product history at their finger tips. This state-of- the -art web based system is built on J2EE technology, and includes complete browser - based knowledge bases to support research, incident management, escalation handling and product problem tracking. Because this module is intranet based, you can easily support remote service locations and optionally open your support site to customers to lower costs and improve service.**

### **OFSY Highlights**

- ✓ Easy to install with minimal investment on IT infrastructure..
- ✓ Communicate easily with contacts internal and external to your organisation.
- ✓ Send and receive files, Access online records and information

### **OFSY Support has the following features**

#### **Plan**

For a particular product and a level, questions to be asked by the support personnel, if the customer calls or e-mails etc are recorded.

#### **Map Product**

For a particular product level or severity, the concerned designation to attend the problem is assigned here.

#### **Ticket Management**

When a person makes a call, his User Id is recorded and a new ticket is issued to him. The problem types and the respective questionnaires are asked and the problem is identified. If the problem is not identified, then it is escalated to a different qualified personnel.

#### **Follow up**

If the problem is not identified by phone, the support personnel will move to the customer site and the problem is dealt with. All the details of the customer problems are recorded and the status is checked. If the machine to be returned on date is mentioned then the machine is taken to the garage, the problem is dealt with and returned back on the specified date.

#### **Return Material Authorisation**

Ensure returns are processed efficiently and accurately Record defects, shipping instructions, serial numbers, and comments .Specify shipping and replacement product information .Maintain accurate records of contract status on returned products.

#### **Reports**

Usually an administrator tool is not the best tool for managers or non-other technical staff who need access to asset management information . To meet this needs, OFSY Support suite includes powerful web publishing features to turn any browser into an executive information system. Numerous pre-packaged web reports are available from any Web Browser support presentations, quality graphs and tables. Use the drill down feature to offer multiple levels of detail in each report.

### **OFSY Support has 3 main sections**

- . Master
- . Transaction
- . Reports

#### **Master**

Master section has the following main links

#### **Fault Type**

Define the various fault types

#### **Call Status Settings**

Define various support call status eg: open, closed, resolved etc.,

#### **Warranty Manager**

Define product warranty information details. It has the following sub links:

- ✓ Contract Time
- ✓ Contract Usage
- ✓ Associate Contract Time To Warranty Type
- ✓ Associate Contract Usage To Warranty Type
- ✓ Inclusions
- ✓ Exclusions
- ✓ Associate Inclusion To Warranty Type
- ✓ Associate Exclusion To Warranty Type
- ✓ Associate Warranty Type To Location
- ✓ Associate Warranty Type To Category
- ✓ Usage Measure
- ✓ Associate Warranty Type To Service/Product
- ✓ Warranty Type
- ✓ Associate Warranty Service To Service/Product
- ✓ Associate Warranty Service To Category

#### **Usage Manager**

Define product usage information details. It has the following sub links:

- ✓ Usage Type
- ✓ Usage Measure
- ✓ Associate Usage Type To Service/Product
- ✓ Associate Usage Type To Location
- ✓ Associate Usage Type To Category

#### **Transaction**

Transaction section facilitates entering information related to support related calls, support functions undertaken off site as well as on site, any product repairs or service undertaken

It has the following main links:

### **New Ticket**

Enables issuing of a ticket number for identifying a customer with a particular problem.

### **Issue Ticket**

Issue ticket enables the association of a particular support person depending on customers query.

### **Follow Up**

Records issues which requires follow up

### **Repairs**

Records repairs required on stand by issues

### **InHouse Repairs**

Records repairs done on a particular product inhouse, and reflects the association of a particular vendor in case of repair not done inhouse

### **Support Person Issue**

Specifies all the items issued to a support person from a particular location

### **Reports**

Reports section provides the following reports

- ✓ Location of Standby Products
- ✓ Ticket Reports: By product, by priority, by usage, by customer

## CONTACT DETAILS

### Davlin Software Pvt. Ltd.

II Floor, Punja Building,  
M.G.Road,  
Ballalbagh,  
Mangalore - 575003

Phone : +91 -824-2451001 ( 5 lines )

Fax : +91 -824-2451050

Email : info@davlin.co.in

: sales@davlin.co.in

Web : www.davlin.co.in

# OFSY™

Extending Your Business Reach

Your Complete & Secure One-Stop Solution For Office Automation.

Copyright © 2005 Davlin Software Pvt. Ltd. All rights reserved. The OFSY™ Logo, OFSYONLINE logo are registered trademarks of Davlin Software Pvt. Ltd. in India, The United Kingdom and/or other countries. All other brand and product names are trademarks or registered trademarks of their respective companies.