

Remote customer



About Service Accent Remote customer

With Service Accent Remote customer, your customers can log their own jobs, view their open jobs and history, place orders for parts, enter meter readings and view their contracts 24 hours a day, 7 days a week, all via a simple web-based interface that sits seamlessly within your existing website.

Features and functionality

Service Accent Remote customer provides the following tangible, measurable benefits:

- **Happier customers** customers like to be able to access information, they like being given choices. By giving them access to your business via the internet 24 hours a day, 7 days a week, you are providing them with more opportunities to buy your products and services
- **Increased productivity** the cost of logging a service job via the internet is less than 10% of the cost of logging a job over the phone. Also by relieving some of the pressure from your service/helpdesk Service Accent Remote customer helps to reduce staffing costs and maximize available resources
- **Improved customer retention** reality is important but so is customer perception. Service Accent Remote Customer provides real efficiency gains but it also reinforces to your customers that you are a world-class service provider. Providing the type of service-delivery options that they normally only see from the likes of DHL, Parccforce or Amazon

Quick facts

How it works

Service Accent Remote Access is a software solution that allows remote users (i.e., your customers and/or engineers) to access relevant functionality of Service Accent via a web browser (e.g., Microsoft Internet Explorer) remotely. This is achieved by using the internet as a transport medium and requires the use of a special server (an Internet or Web server) on the same network as the Service Accent database.

The web server must be running Microsoft Windows Server 2003, Server 2008 if you run IIS.

Because the host is exposed externally, rather than internally on an internal network, a public IP address must be allocated to it.

Trying it yourself

If you want to try Service Accent Remote Solutions for yourself, please go to:

<http://remote-solutions.net>

The image displays three overlapping screenshots of the Service Accent Remote Customer web application. The top-left screenshot shows the 'Record a new job' page with a progress bar and a form for recording a fault. The middle screenshot shows the 'Record meter readings' page with a progress bar and a form for entering meter data. The bottom-right screenshot shows the 'Order consumables and parts' page with a table of parts and a search form.

Delete	Part No	Description	Qty	Price ea	Total
<input type="checkbox"/>	ASCCART13498(A)	CARTRIDGE 26440355	1	45.99	45.99