

# Notifications



## about service accent notifications

Service Accent Notifications allows you to automatically send configurable messages by email or text to engineers, customers and/or specific named recipients based upon specific events such as call assignment or job closure. Working in partnership with our inbound Remote Email module Service Accent Notifications can play a valuable role in keeping customers, engineers and internal staff up to date on the status and progress of jobs within Service Accent.

This flexible solution can also work in conjunction with Service Accent Wireless, Mobile and/or the Remote Engineer/Customer web modules to ensure that jobs logged online via your website or jobs allocated to specific engineers generate a reminder message to the appropriate individual(s) concerned.

Service Accent Notifications gives you:

- Reassurance that customers will receive regular, timely updates regarding the status/progress of their jobs
- Confidence that engineers/support staff are notified when important events occur such as a customer logging a new service call via your website
- Flexibility to communicate with individuals by either email or by text (requires a subscription to our SMS provider)

## quick facts

### how it works

You can send emails and/or SMS messages to your customers, engineers and/or named individuals in your organisation based on certain triggers. For example, when an job is allocated to an engineer, an SMS can be sent to that engineer informing him of the new job. You can send an email to a customer when a job is logged informing the customer of the job details. When the job is closed, you can email the customer with that information too.

Emails are sent using your own email infrastructure (e.g., SMTP, Outlook etc), while SMS messages are sent using our preferred SMS provider. If you sign up for SMS, you will be allocated your own account which you will need to keep in credit in order to send SMS messages.

The image shows two overlapping web application windows. The top window is titled "Notification settings" and contains three sections: "Notify engineer", "Notify customer", and "Notify specific people". Each section has a dropdown menu for "This notification is triggered when" and buttons for "Configure email" and "Configure SMS". The "Notify customer" dropdown is open, showing options like "The job is logged", "The job is provisionally issued", "The job is issued", "The job is put on hold", "The job is taken off hold", "The job is closed", and "The job is logged". The bottom window is titled "Email and SMS configuration" and has a "Message" tab selected. It contains a text area for the message body with the text: "Job %Job No% for \"%Customer%\" has been issued to you. Target response is %Respond by%". To the right is a list of "Available fields" including "Fix by", "Item asset #", "Item description", "Item location", "Job No", "Order No", "Original Fault", "Part No", "Phone #", "Post/Zip code", "Respond by", "Responded", "Serial No", "Service level", "Time in", "Town/City", "User's full name", "User's logon", and "Your ref". There is also a checkbox for "URL encode field". At the bottom are "Save and close" and "Delete and close" buttons.

# Messaging & Email



## about messaging

Simple status updates and critical job information can be sent as SMS messages (text messages) using the Service Accent Messaging module. For example, the engineer can simply enter in the job number and a status code and click send. Possible status codes include On Route, On Site, Fixed, Home and so on.

Although this method of communications has been superseded in part by the growth in the use of PDA solutions (see Service Accent Wireless and Service Accent Mobile for more details), communication with field based staff or even end-user customers by text message can be a valuable addition to your service delivery. Where the mobile phone network is more reliable than the in-country fixed-line service (parts of Africa, South America and Asia, for example) or where your customers preferred method of communication is by email such as in many consumer electronic service sectors Service Accent Messaging can help you to exceed your customers expectations whilst improving efficiency and reducing costs.

Please note that as with the SMS element of the Service Accent Notifications module this facility requires an account with our preferred SMS provider that needs to be kept in credit.

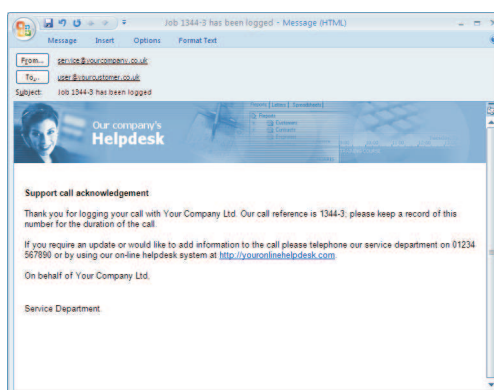
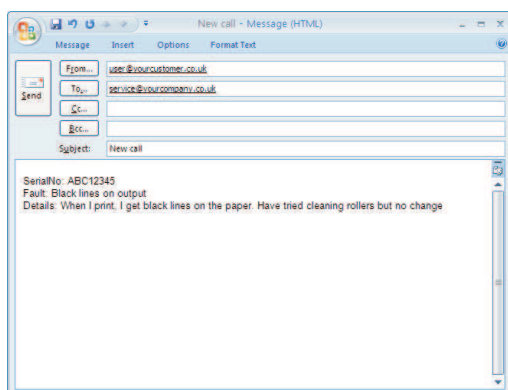
## about remote email

Allowing customers (or even email-enabled equipment) to contact Service Accent directly via email is one of the easiest and most cost-effective ways in which you can improve customer service and drive down costs at the same time.

Let your customers log their own calls, just by sending you an email. With Service Accent Remote Email, your customers can send you an email with their fault details and have it logged in Service Accent automatically. Service Accent Remote Email will even send them a confirmation email with their job number. When you close the call down, Service Accent Remote Email can even send them an email informing them of this, completely automatically.

Service Accent Remote Email can also be configured specifically to your specific requirements (there may be an additional charge for this service). It is increasingly common, for instance, for many items of equipment to send emails notifying you of a fault or that consumables are running low. With this powerful tool you can dispatch an engineer to site or send consumables to a client before they even know a problem exists. Now that's customer service!

For example, one of your customers wants to log a call with you and sends you the following email. The job is logged automatically and confirmation is sent back to the customer.



## more information

For more information on these products, please go to [serviceaccent.com/remotec](http://serviceaccent.com/remotec)