

e-Service Dashboards / KPI's



E-Service Helpdesk

- Opened Requests
- Closed Requests
- Unresolved Backlog

Field Service Performance

- Mean Time to Resolve
- Mean Time to Repair
- First Time Fix Rate

Technician Utilization

- Task Backlog
- Average Travel Time
- Average Travel Distance

Service Contracts

- Activated New Business Value
- Activated Renewals Value
- Expired Value

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e service management



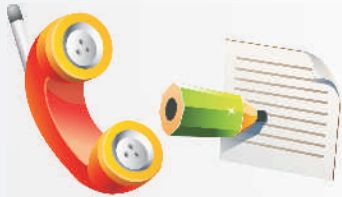
“Transforming Services to Profit”

HELPDESK



- ▶ CUSTOMER DETAILS (AUTO)
- ▶ EQUIPMENT DETAILS
- ▶ CHECK WARRANTY / AMC

REGISTER CALL



- ▶ AUTO ROUTING BY :
 - SPECIALIZATION
 - AVAILABILITY
 - LOCATION
 - THROUGH MOBILE / SMS

- ▶ EM/PM CALL
- ▶ FAULT DIAGNOSIS
- ▶ ESCALATION
- ▶ SPARES-INVENTORY BOOKING
- ▶ CONSUMED INVOICE

360° CUSTOMER VIEW



ACCOUNT / CONTACT / ASSET - DETAILS

SLA / CONTRACTS
INTERACTIONS

AMC RENEWALS
/ REMINDERS

CUSTOMER
SATISFACTION



- ▶ CALL CLOSED
- ▶ CALL REPORTS
- ▶ CALL RESULTS
- ▶ WORKED WITH
- ▶ TIME TAKEN
- ▶ EXPENSE MANAGEMENT

INSTALLATION



- ▶ UPTIME %
- ▶ WARRANTY
- ▶ COMPLETE INSTALLATION LIFE CYCLE
- ▶ BILL OF MATERIALS OF SPARES & ACCESSORIES TODATE
- ▶ COMPLETE HISTORY : WHO DID, WHEN & WHAT

KNOWLEDGE BASE

