

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



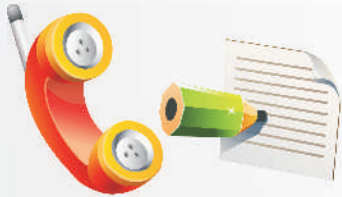
“Transforming Services to Profit”

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

