Jim2® eBusiness Service for Copiers
with Jim2® eBusiness Meter Reads

Fact Sheet

Streamline Your Customer Service Today

- **Web-based and integrated automated Customer Service**
- **Web-based and integrated Job Updating for Service Techs**

Jim2® eBusiness Service with eBusiness Meter Reads adds to Jim2® Business Engine's functionality by allowing your Customers to electronically submit their Meter Reads to you as well as request service and consumables for their Copiers/Printers -– *all through a simple webpage*.

Jim2® eBusiness Service also allows your Technicians/Engineers to be able to change and update jobs while on the road through a secure, login enabled webpage. This allows your service jobs to be ready for invoicing and billing sooner.

Customers can serve themselves...

Jim2® eBusiness is your automated Customer Service Centre.

Customer Logon:
Each Customer can have multiple users who use this online facility. Your business will be able to control which contacts for a Customer can logon to your web site.

Online Entry of Service jobs (Service Request by a Customer):
Once logged on, Customers will be able to create service Jobs. All Jobs entered by a Customer will be stamped with their business' Cardfile. The following details (examples only) can be entered by the Customer:

- Ticket Title
- Problem Type
- Problem Urgency
- Additional Customer Contact (optional)

Problem type and *Urgency* can be selected from a predefined list of choices. Other details such as notes or special requests can be entered in free form text and will appear on the Job as a comment.

When the Customer has logged the Service Request, an email can be sent to the nominated representative within your business (eg. Service Manager, Operations Manager etc). This is where the workflow of Jim2® kicks in.

Easy Collection of Meter Reads

Jim2® eBusiness Service with eBusiness Meter Reads makes it quick and simple for your Customers to submit their monthly reads to you. On top of this automation that will save your hours per month in labour costs, the Meter Reads are fed directly into Jim2® in the backend ready for billing.

Designed for Maximum Workflow

Jim2 eBusiness Service allows you to send business alerts (emails) to the important people involved in each job:

Customers, Technicians, Administration & Management.
You set the rules, Jim2® does the rest and emails the people who need to know in your business.

For example, when an onsite Job is completed, an email can be sent to your Operations Manager or Service Manager and they can get onto the invoicing and billing immediately.

Jim2® eBusiness Service simply works within any web browser (eg. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer) and seamlessly integrates into Jim2® ready for billing.
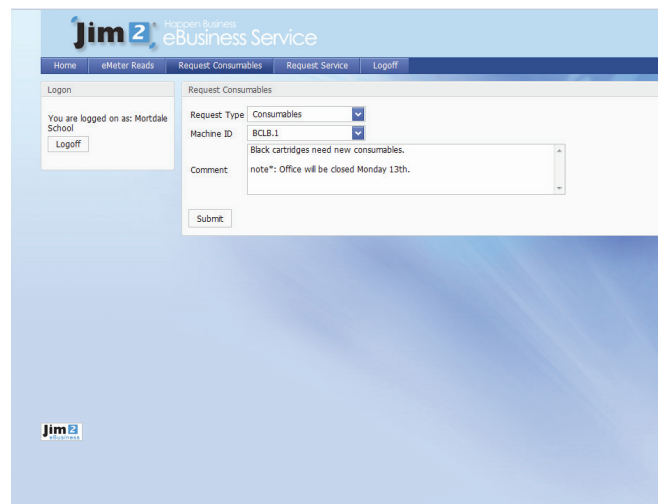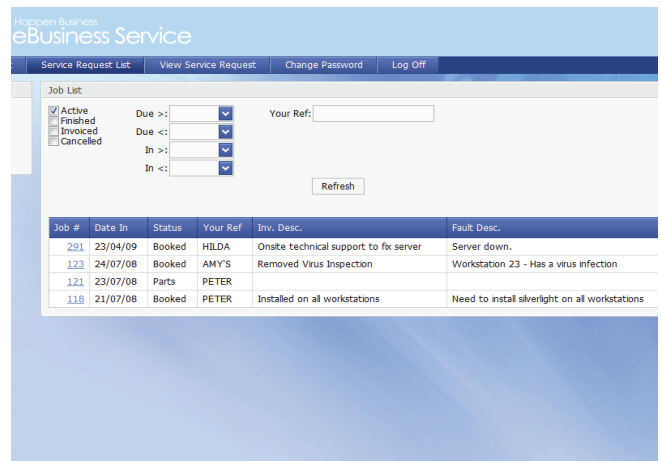

Customer Online Job Status/List

Your Customers will be able to view the status and progress of their service jobs online, thus improving Customer Service and saving you time on the phone and via email.

The Job Details that Customers can view include:

- Job Number
- Customer Reference
- Status
- Published comments

Customer Online Job View/Update

Customers can use the 'Update Job' screen to view and update their jobs online. **Jim2® eBusiness Service** will allow you to fully customise exactly what your Customers see on the web page in terms of Job detail. Customers can also add comments to the Job which may change its status. You can lock down this system as well by not allowing any editing by Customers.

Details such as Job Number, Status and Comments will be able to be viewed from the 'Update job' screen. When a comment is made on a Job by the Customer, the Job in Jim2® is updated automatically and the service manager at your business can be alerted via email.

Jim2® eBusiness Service and Jim2® allows your business to provide Customer Service that is far superior to your competition.

Technicians can update Jobs on the run...

Service Technicians need to know about their Jobs – all the time.

Your Service Technicians can run Job Lists whilst on the road using Jim2® eBusiness Service. The Job List can be filtered by:
• Customer Code
• Status
• Item
• Customer Reference
• Date Periods

An active Job List can be run by a Service Technician remotely:
Once logged-on, users (Technicians/Engineers) will be able to update Service Jobs over the web using Jim2® eBusiness Service.

Updating a Job via Jim2® eBusiness Service:
The following details can be added by the Technician:

• Actual Labour
• Actual Labour Comments
• Job Comments
• Updating of Job Status
• Fault Description

What does this mean in terms of day to day improvement in billable hours/Job Profit?

No more searching for scraps of paper or recording information in spreadsheets and transferring to your business system at a later date (if at all...). All your Job Details are recorded on the job, ensuring all costs are trapped and up to date. Jim2® eBusiness Service provides significant reduction in data entry time by Administration staff or Technicians.

Online Notification Services

Once logged-on, an automatic notification **(business alert – email)** can be configured to be sent when a Job is Added or Edited based on various business rules such as**:**

• Status Due Date
• X Time period of Status Due Date
• Job Due Date
• Job Type
• Whether you're editing or adding a Job
• Particular Status of a Job

Google Maps Feature

Once out on the road, your Technician can use eBusiness Service to look up Customer details, and with the click of a button gain access to all the functionality of Google Maps:

• Actual map of the Customer's physical address
• Get Directions
• Street View
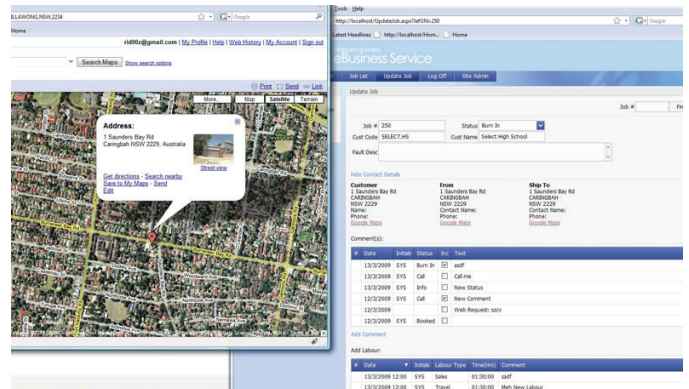
Summary

Jim2® eBusiness Service AUTOMATES and STREAMLINES the service side of your business by providing a simple, secure webpage that allows both Customers and Technicians to book service Jobs, modify Jobs and make comments on Jobs as well as request Consumables and enter Meter Reads.

Don't let things fall through the cracks any more.

Improve your profit today with Jim2® eBusiness Service.

Jim2® eBusiness Service, please call 02 9570 4696 for details.