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Jim2® eBusiness Service

Jim2® eBusiness Suite

Fact Sheet

Streamline Your Customer Service today

Jim2 eBusiness Service allows your customers to easily add and view status of service jobs for any type of industry online, through a webpage.

Jim2 eBusiness Service also allows your technicians/engineers to be able to change and update jobs while on the road through a webpage. This allows your service jobs to be ready for billing sooner.

Jim2 eBusiness Service Notification Services allows you to send business alerts (emails) when adding or editing a job using certain rules, ie. when an onsite job is completed, an email can be sent to your Operations Manager or Service Manager.

Jim2 eBusiness Service simply works within any web browser (eg. Mozilla Firefox, Google Chrome or Microsoft Internet Explorer) and seamlessly integrates into your back end system (Jim2 Business Engine).

Customers can serve themselves.

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
- Operating System
- Problem Type
- Problem Urgency
- Additional Customer Contact (optional).

Problem type and urgency can be selected from a predefined list of choices. Other details will be entered in free form text and will

The screenshot shows the Jim2 eBusiness Service web interface. At the top is the Happen Business logo. Below it is a navigation menu with options: Home, Meter Reads, Copier Service, Service Request, and Service Request. The main content area is divided into two sections. On the left is the 'Logon' section, which shows 'You are logged on as: Reginald Smith' and a 'Logoff' button. On the right is the 'Service Request' form, which includes fields for 'Your Name', 'Your reference', 'Fault Description', 'Your Location', 'Contact Number', and 'Your Email'.

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).

Customer Online Job Status/List

Your customers will be able to view the status and progress of their service jobs online, improving customer service and saving you time on the phone or via email. Jim2 eBusiness Service becomes your automated Customer Service Centre.

The job details that customers can view include:

- Job Number
- Customer Reference
- Status
- Published comments

The screenshot shows the 'Job List' interface in the Jim2 eBusiness Service. It includes a navigation menu with 'Service Request List', 'View Service Request', 'Change Password', and 'Log Off'. Below the menu are filters for 'Active', 'Finished', 'Invoiced', and 'Cancelled', along with 'Due >', 'Due <', 'In >', and 'In <' dropdown menus. A 'Your Ref:' field and a 'Refresh' button are also present. The main table displays a list of jobs with columns for Job #, Date In, Status, Your Ref, Inv. Desc., and Fault Desc.

Job #	Date In	Status	Your Ref	Inv. Desc.	Fault Desc.
291	23/04/09	Booked	HILDA	Onsite technical support to fix server	Server down.
123	24/07/08	Booked	AMY'S	Removed Virus Inspection	Workstation 23 - Has a virus infection
121	23/07/08	Parts	PETER		
118	21/07/08	Booked	PETER	Installed on all workstations	Need to install silverlight on all workstations

Customer Online Job View/Update

Customers will 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.

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 Business Engine allow 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 (cont'd)
- Date Periods

Job List run by a Service Technician of current (Active) Jobs

The screenshot shows a 'Job List' interface with several filter options on the left: Active (checked), Finished, Invoiced, and Cancelled. There are dropdown menus for 'Due >', 'Due <', 'In >', and 'In <'. A 'Cust Ref:' field is empty, and a 'Status:' dropdown is set to 'Wait'. An 'Item:' dropdown is open, showing options like ABECK, ADV.KN1, BRACKET, CAIN.AB, CHECKER, COMP.VA, and COPIER. A 'Refresh' button is located below the filters. Below the filters is a table with columns: Job No, Date In, Date Due, Item, Status, Cust Code, and Fault Desc.

Job No	Date In	Date Due	Item	Status	Cust Code	Fault Desc
16	01/07/2008	08/07/2008	MOD.TIGER.56	Wait	MODEM.COMP	Rework
38	04/07/2008	09/07/2008	MON.VGA	Wait	DAYCOM	As discussed Monitor fad worthwhile to repair and
39	04/07/2008	09/07/2008	MON.VGA	Wait	DAYCOM	As discussed Monitor fad worthwhile to repair and

Once logged-on, users (technicians/engineers) will be able to update service jobs.

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

The screenshot shows the 'Update Job' interface for Job # 311066. The job status is 'Booked'. The customer name is 'HAPBUS' and the technician name is 'DUNWLP'. The fault description is 'The server is down for maintenance.' There are sections for 'Customer', 'Ship To', and 'From' details, all pointing to 'Happen Business' in Mortdale, NSW 2223. A 'Comments' table is visible at the bottom.

#	Date	Initial	Status	Inc	Text
	7/5/2009			<input checked="" type="checkbox"/>	Comments: Paul B
				<input checked="" type="checkbox"/>	Hi Can you make sure the server is taken down after 4pm.
	7/5/2009		SYS Booked	<input checked="" type="checkbox"/>	The server will be taken down on 3/7 for maintenance.

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 your editing or adding a Job
- Particular Status of a Job

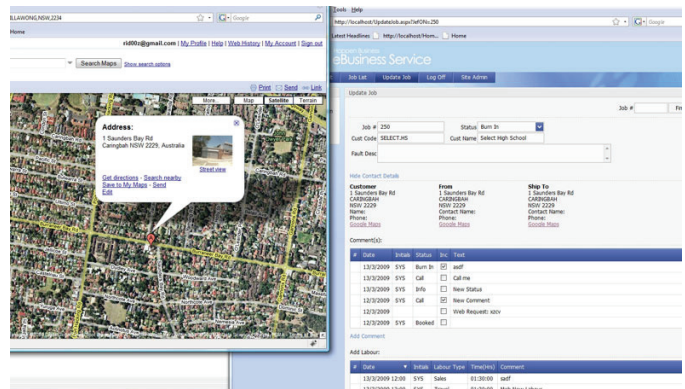
Having these alerts being able to be sent to customers, Technicians and service managers streamlines the entire booking, actual service and the follow-up customer service activities in your business.

How much could your business benefit by bringing all these functions inside your business system?

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



Integration between Jim2 eBusiness Service and Google Maps

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.

Your customers will love the ease of booking service calls, and also the way the system responds to their requests by sending notification emails confirming the booking.

Your technicians will be able to record all important details about a job including stock, time taken and job notes. Your technicians will be able to communicate the status of all their jobs with the service manager/owner via a simple webpage

If you would like to know more or see a demonstration of Jim2 eBusiness Service, please call 02 9570 4696 for details.

