

Service Notification Events

Keeping your customer informed during the service process has never been easier! Using our Service Notification Events you can notify them when a service request has been entered into SedonaOffice.

Send your customer a notice when you have put them on the schedule, and remind them of their appointment the night before. In addition, we can give your customers the option to verify, cancel or request their service appointment to be rescheduled by clicking a link within that email.

Notify your customer when your technician is in route, along with a photo of the service person they should expect to see. Add a personal touch by sending a thank you email after the service call is complete. We can even attach a survey link. Ask us about our integrated hosted survey service.

Finally if you choose, we can send the customer a transcript of what transpired during their service call including detailed notes and invoicing totals with applied payments and credits.

Dear Bart Simpson (bartsimpson@me.com),

We would like to remind you that we have a scheduled appointment tomorrow morning at:

Springfield High School
123 Main Street
Springfield, CA 92623

We will be addressing your recent service request:
Low battery without restore on 12/30.

You will be receiving another email when our technician has been dispatched.

If you have any questions, please don't hesitate to call our office at (727) 258-7229.

Dear Bart Simpson (bartsimpson@me.com),

Our technician has been dispatched to:

123 Main Street
Springfield, CA 92623

And will be addressing the following issues:

PROBLEM: Low battery with no restore on 12/30

Quality service will be performed today by: Don P



If you have any questions, please don't hesitate to call our office at (888) 123-1234

Dear Bart Simpson (bartsimpson@me.com),

We were privileged to have the opportunity to serve you, and we greatly value your business. We look forward to continuing our relationship with you in the future, and if you should have any other issues arise, please do not hesitate to contact us. If you would not mind taking a few minutes and completing this short survey to let us know how we did and if there is anything we can do to better assist you.

[Please click here to take a short survey.](#)

Our commitment to providing you with the very best service is our primary goal. For your reference your account number is 2234.

If you have any questions, please don't hesitate to call our office at 337-839-1880

Dear Springfield High School,

We are emailing you to inform you that your invoice for your recent service call is now available. Details of your service request are below.

Service Ticket Notification

Customer Number	Address	Alarm Account
1234	123 Main Street	987-1234
Site Name	City, State Zip	Requested By
Springfield High School	Springfield, CA 92623	Bart Simpson

Ticket Details

Ticket Number	Creation Date	System Type	Customer Comments
59902	12/31/2013 9:21 AM	Burg	Low battery with no restore on 12/30.
Last Departure	Problem Code	Resolution Code	Resolution Note
DTP - 01/02/2014 9:59 AM	Battery Replacement Due	Zone or System Restored	Check system after low battery and customer had replace battery. Found that customer was replacing battery in wrong panel. Install customer battery, system restored.

Ticket Notes

User Code	Date	Notes
WLW	12/31/2013 9:21 AM	Low battery with no restore on 12/30.
DTP	01/02/2014 10:01 AM	Check system after low battery and customer had replace battery. Found that customer was replacing battery in wrong panel. Install customer battery, system restored.

Invoicing Details

Invoice Number	Total Labor	Total Parts	Total Other	Sub Total
206309	\$98.50	\$0.00	\$0.00	\$98.50
Tax	Invoice Total	Total Payments	Total Credits	Invoice Balance
\$0.00	\$98.50	\$0.00	\$25.00	\$73.50

If you have any questions, please don't hesitate to call our office at (727) 258-7229.

Please visit us at <http://www.OPTBusinessServices.com>. We appreciate your business!



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"Keeping Your Business in Sync!"



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Saint Petersburg, FL 33713

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OPT Service Suites – Customer Notifications

Our Customer Notification Service Suites help to make sure that your customers are notified at every step of their service experience, and also help you save time and money. Embedded links allow customers to confirm, reschedule, or cancel service appointments, keeping your trucks moving to the customers that need them. Use the advanced package for a little something extra, letting the customer know the full scope of their service call, with appointments, resolution, and notes!

Service Suite (CN) – Save 15% ~~Regularly \$1500~~ **Now Only \$1275.00**
Monthly Maintenance Only \$42.00

Event	Description	MSRP
1206	Reminder of Service Call	\$200.00
1208	Dispatched Tech with Photo	\$300.00
1211	Service Ticket Created	\$200.00
1234	Ticket Scheduled	\$200.00
1251	Ticket Resolved – Short	\$200.00
1265	Ticket Unscheduled After X Days	\$200.00
1707	Technician Missing Information in Sedona	\$200.00

Advanced Service Suite (CN) – Save 15% ~~Regularly \$2100~~ **Now Only \$1785**
Monthly Maintenance Only an Additional \$18.00

This includes all of the above OPT Events and the following:

Event	Description	MSRP
1244	Ticket Invoiced – Detailed Notification	\$400.00
1261	Ticket Resolved – Detailed Notification (*Replaces 1251)	\$400.00

Check out our new survey add-ons. Options include dynamic questions and email notification. Ask about our Survey Module for OPT Web Services!



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OPT Service Suites – Internal Notifications

Our Internal Notification Service Suites help to make sure that you are providing the best service to your customers by making sure that service tickets have the required information, go back service calls are identified and scheduled, tickets are being handled efficiently, calls aren't being missed and accounts are in good standing before being serviced. Upgrade to the advanced package to link in with Manitou and ensure that accounts are not left on test...with a notification to the tech as well!

Service Suite (IN) – Save 15% ~~Regularly \$1200~~ **Now Only \$1020.00**
Monthly Maintenance Only \$36.00

Event	Description	MSRP
1116	Service Ticket Created on Past Due Account (K)	\$200.00
1201	Missed or About to be Missed Service Appointments (K)	\$200.00
1202	Tickets with Missing or Invalid Arrival or Departure Times	\$200.00
1213	Follow up Report – Go Back *	\$200.00
1222	Tickets Missing Contact Info	\$200.00
1257	Open Tickets by Branch and Status	\$200.00

*Option to substitute Event 1212 - Ticket Follow up Notification - Go Back

Advanced Service Suite (IN) – Save 15% ~~Regularly \$2300~~ **Now Only \$1955**
Monthly Maintenance Only an Additional \$33.00

This includes all of the above OPT Events and the following:

Event	Description	MSRP
4520	Currently on Test in Manitou	\$300.00
4521	Departed Service Still on test in Manitou	\$400.00
4522	Departed Service Still on Test in Manitou – Tech	\$400.00

This Advanced Suite Requires a Manitou Connection

Check out our integrated Service Ticket Lookup Module, included with OPT Web Services. The STLM allows you and your techs to display the full ticket details from any supported report or notification.



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OPT Job Suites – Customer Notifications

Our Customer Notification Job Suites help to make sure that your customers are notified at every step of their installation, and also help you save time and money. Embedded links allow customers to confirm or reschedule their installation appointments, as well as show them who is coming to their location when the techs are dispatched. Add on the advanced event to send customer notifications when invoices are being sent or a welcome letter when installations are completed.

Job Suite (CN) – Save 15% ~~Regularly \$1100~~ **Now Only \$935.00**

Monthly Maintenance Only \$33.00

Event	Description	MSRP
1410	Installation Complete	\$200.00
1411	New Job Entered	\$200.00
1412	New Job Scheduled	\$200.00
1414	Job Dispatched Tech with Photo	\$300.00
1415	Reminder of Job Appointment	\$200.00

Advanced Job Suite (CN) – Save 15% ~~Regularly \$1400~~ **Now Only \$1190**

Monthly Maintenance Only an Additional \$9.00

This includes all of the above OPT Events and the following:

Event	Description	MSRP
1406	Job Task Completed - Customer Email	\$300.00

Special Add-on (\$200)

1406 – Installation Survey
Send your customers a link to take a survey after the installation is completed.



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OPT Job Suites – Internal Notifications

Our Internal Notification Job Suites help to make sure that you are providing the best service to your customers by making sure that jobs continue to move through each process, and move smoothly. Keep track of job approvals, get status reports, as well as monitor labor and slow moving jobs.

Job Suite (IN) – Save 15% ~~Regularly \$1000~~ **Now Only \$850.00**
Monthly Maintenance Only \$30.00

Event	Description	MSRP
1401	Job Reversals Performed	\$200.00
1405	Job Task Completed Internal Report	\$200.00
1407	Job Status Report - Complete Report	\$200.00
1426	Job Estimated vs. Used Labor Report by Branch	\$200.00
1430	Last Job Task Approval Over X Days Ago Report	\$200.00



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