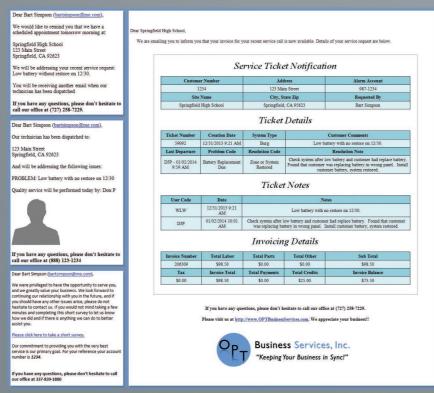
Service Notification Events

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.





Business Services, Inc.

"Keeping Your Business in Sync!"

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

<u>Event</u>	Description	<u>MSRP</u>
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:

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

Check out our new survey addons. 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	<u>MSRP</u>
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:

<u>Event</u>	Description	<u>MSRP</u>
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

<u>Event</u>	Description	<u>MSRP</u>
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.



Business Services, Inc.

"Keeping Your Business in Sync!"

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

<u>Event</u>	Description	<u>MSRP</u>
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

