

Web-based Customers Service Management Software

This is a web-based Customer Service Management Software. It designs for customer service work order management. If your business involves installation, maintenance and service of equipment this database software may be perfect for you. This software helps you from 4 different angles: service case management, knowledge base management, customer management and service time tracking.

The key features of this software are:

- Generate and manage the master work order (cases) list, provide activities cases list and real time cases dashboard. Records all the customer service work order activities, labor billing, material parts and warranty bills and payments record. Also it helps you setup a next maintained service date and remind you when that date is close. Generate the invoice for each customer service events.
- Add knowledgebase for customer reference to save you service time and efforts.
- The customer information management module helps you record your customer information and the service cases.
- Manager all the service cases with "Active", "Closed", "Near Due" and "Next Service Date" categories. You can easily track and review your service cases.
- Customer record manager feature helps you keep all your customer/case record with invoice information in the database
- It comes with employee database which allows you to easily track your employee information, customer service track record. It will help you utilize your current resources more efficiently and increase your service quality.
- Generate the report for your current activities cases, overdue cases and closed cases such that you can review and plan your business activities.

If you have customer support and maintenance service business this web-based database software fits your business exactly. With a very affordable price we will give you the full database and access to all Access 2010 web-based source code.

BENEFITS:

- No Access software need on client side! Let the database engine behind Access. And the client does all the work
- Web-based front end minimizes the installation issues, users need only a browser. The database doesn't care whether the user is sending requests via a Windows PC, a Mac or a machine running Linux
- Easy cross platform usage
- Simple security. Only the Web server's administrator has access to the database file.
- No version control problems and real portable. There is no need to install and run heavy-duty server side database on your laptop (client)

- Allow multiple users' access. Web interfaces are unbound. Once a page is loaded, the interface is no longer connected to the database. But a bound Access front end maintains a connection to the source, and Jet limits you to 255 concurrent connections.
- Save time by using a pre-designed template for your business use. You can add more features based on your needs.
- Saving money by spending your time on how to run your business instead design business software.
- Avoid buying other expensive production management software tool or hire outside consulting for your business.

SYSTEM REQUIREMENTS:

- Only need Microsoft Office Access 2010 in one the web server's administrator (server end) and all other client computers ONLY need Windows, Mac or Linux OS and internet browser.
- Need to have Microsoft Office 365 or a Access hosting service for publish to Access Service.

SCREEN SHOTS:

The screenshot displays the 'Customer Service Management Database Software' interface. At the top, there are navigation links for 'Open New Case' and 'Add New Customer', and the URL 'http://www.businessdbbuilder.com/'.

Below the header, there are two main data views:

- Cases due today!!!**: A table with columns: ID, Case Name, Customer No., Opened By, Open Date, Status. It shows a record with ID 1 and Case Name 'Cable service fo Tom Louise'.
- Open Issues List**: A table with columns: Open Date, Case Name, Important Issue. It shows a record with Open Date '6/11/2012' and Case Name 'BBC support'.

Below these, there are several tabs for navigation: 'Open Cases List', 'Employees List', 'Customer List', 'Financial Information', and 'Knowledge Base Information'. Under 'Open Cases List', there are sub-tabs: 'Overdue cases list', 'Due in 3 days case', 'Next Service Near Due', 'Closed case records', and 'Cases Detail Information'. The 'Cases Detail Information' tab is active, showing a table with columns: ID, Case Name, Customer No., Opened By, Description, Open Date, Status, Category, Due Date. It lists two records: ID 2 for 'BBC support' and ID 1 for 'Cable service fo Tom Louise'.

At the bottom, the 'Knowledge Base Information' tab is active, showing a table with columns: ID, Title, URL, Note, Tags. It lists three records: ID 1 'How to make it work', ID 2 'Is this safe', and ID 3 'Installation 1'.

Cases Detail Information

General Information | Service Cost | Payment | Balance

ID: Due Date: 6/22/2012

Case Name: BBC support Repeat Service:

Customer Name: Alex Rugg Next Service Date: 6/29/2012

Opened By: Linda McChathy KB: Installation 1

Open Date: 6/11/2012 Note Attachment:

Status: Active

Category: Category 2

Priority: Normal

Description: Important Issues:

Open Cases List | Employees List | Customer List | **Financial Information** | Knowledge Base Information

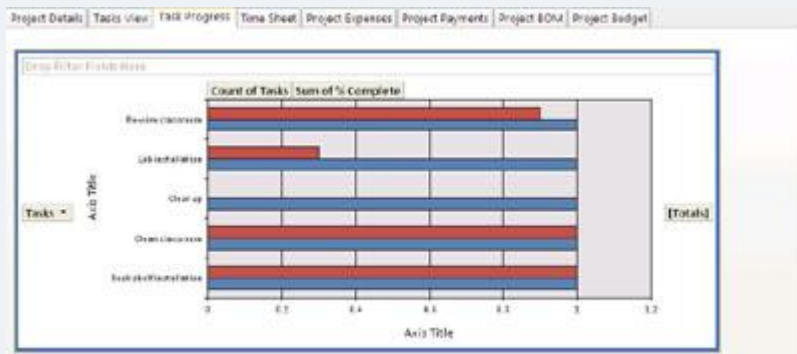
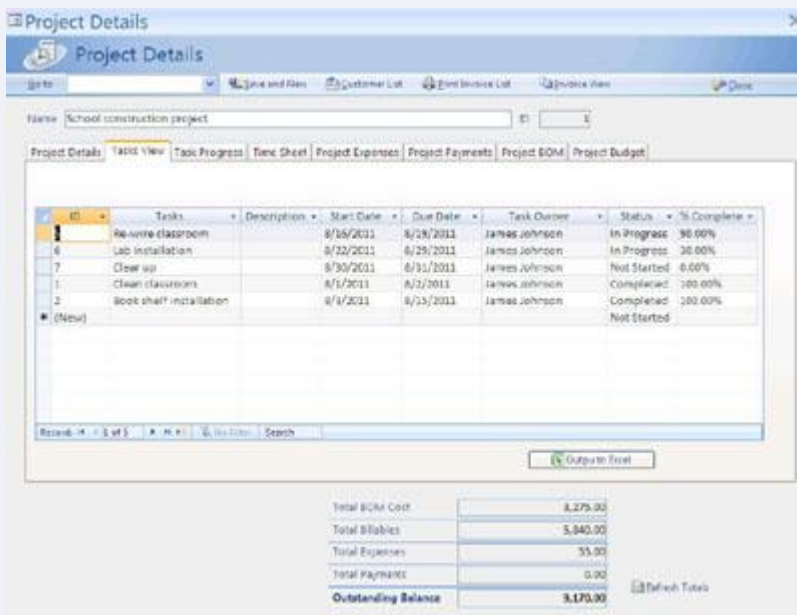
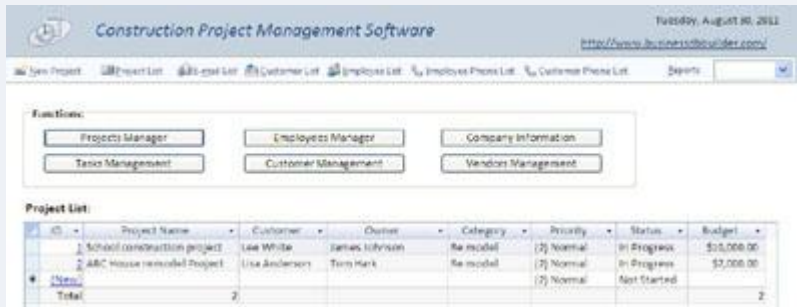
Material and warranty cost report | Labor cost Information | Invoice Report

Customer service payment balance report Tuesday, June 19, 2012
2:34:15 PM

Case Name	Date	Material Cost	Warranty Cost	Labor Cost	Payment Amount
Cable service for school	6/1/2012	\$160.00	\$15.00	\$120.00	\$295.00
BBC support	6/11/2012	\$0.00	\$0.00	\$120.00	\$120.00
		\$160.00	\$15.00	\$240.00	\$415.00

Please check our web site at <http://www.businessdbbuilder.com/webcsmng.html> for more detail informaiton.

SCREENSHOTS:



Please check our website at <http://www.businessdbbuilder.com/constructionmng.html> for more products and purchase detail.