



## ***BluWave Service* Product Fact Sheet**

[sales@bluwave.co.za](mailto:sales@bluwave.co.za)

Tel: +27 11 462 6871

[www.bluwave.co.za](http://www.bluwave.co.za)

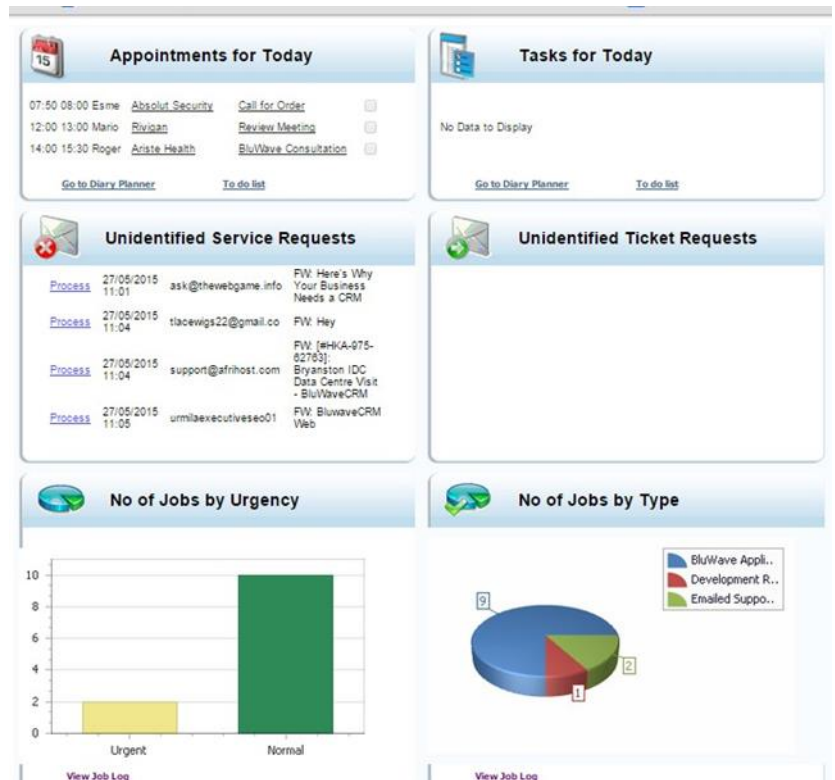
# BluWave Service

After-sales service is pivotal to customer satisfaction and customer retention. BluWave Service - a companion product to BluWave CRM - is the simple and effective solution for managing all your after-sales processes.

It costs businesses six times more to acquire a new customer than to retain an existing one. Strengthen the bonds you have with your existing customers and ensure continuous company growth with this powerfully efficient software.

## Service Manager Dashboard

The dashboard has graphical displays of the open jobs by type and urgency as well as a view of any new service requests that require processing.

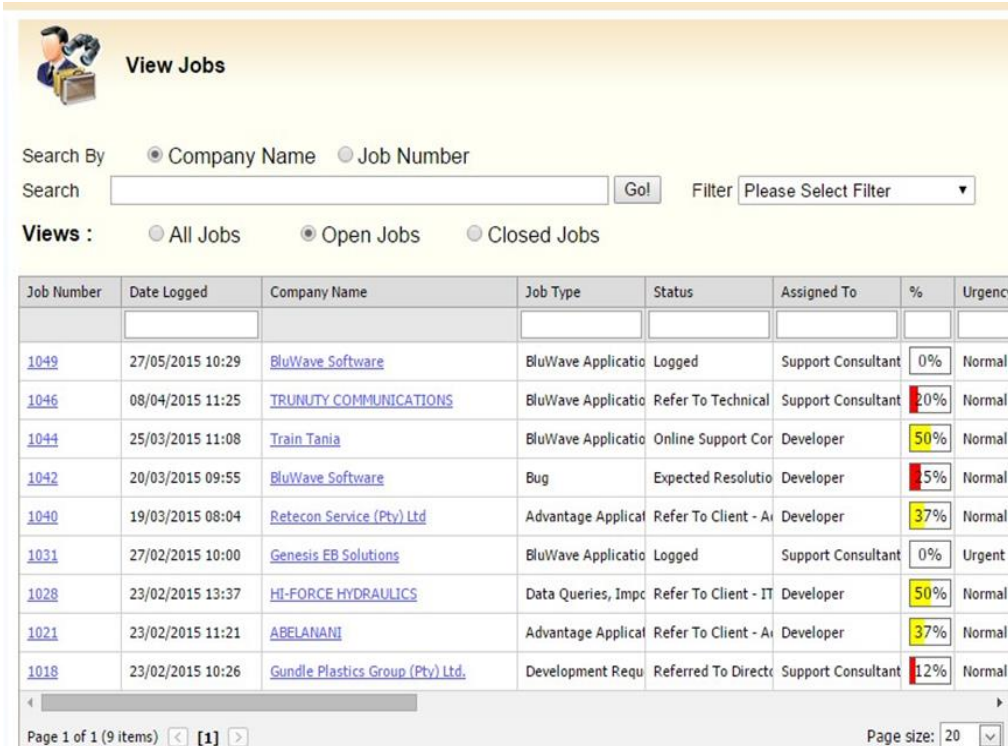


## BluWave Service features enable you to:

- ✚ Enjoy Automatic Logging of service requests from a customer email.
- ✚ Easily design your own "process" for each type of service request; from telephonic support to onsite repairs, services and installations.
- ✚ Manage customer equipment with warranty and service contract expiry dates and proactive service cycles.
- ✚ Keep your team members and customers informed of the job progress, status and required actions with Built In Workflows using email.
- ✚ Control time frames for each step in the job process using escalation features.
- ✚ Generate Service Quotes with a management approval process (through BluWave CRM).
- ✚ Prioritise more critical service requests using Urgency Levels.

## View Job Log

The service administrator manages the open jobs from here.



**View Jobs**

Search By ☒ Company Name ☐ Job Number

Search  Go! Filter

Views : ☐ All Jobs ☒ Open Jobs ☐ Closed Jobs

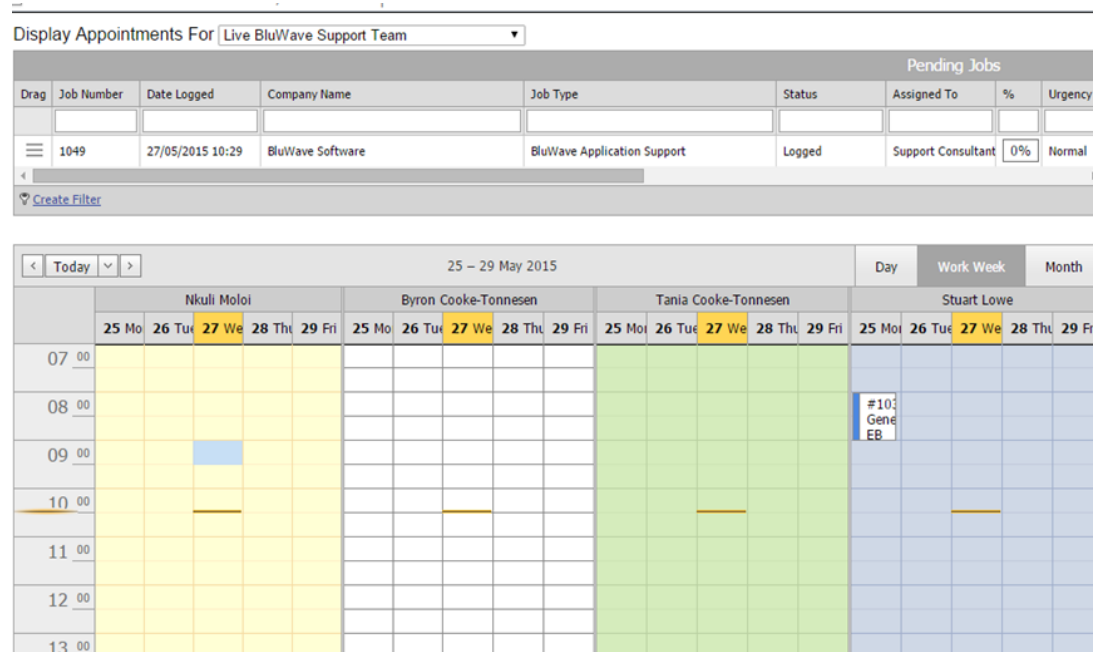
Job Number	Date Logged	Company Name	Job Type	Status	Assigned To	%	Urgency
<a href="#">1049</a>	27/05/2015 10:29	<a href="#">BluWave Software</a>	BluWave Applicatio	Logged	Support Consultant	0%	Normal
<a href="#">1046</a>	08/04/2015 11:25	<a href="#">TRINITY COMMUNICATIONS</a>	BluWave Applicatio	Refer To Technical	Support Consultant	20%	Normal
<a href="#">1044</a>	25/03/2015 11:08	<a href="#">Train Tania</a>	BluWave Applicatio	Online Support Cor	Developer	50%	Normal
<a href="#">1042</a>	20/03/2015 09:55	<a href="#">BluWave Software</a>	Bug	Expected Resolutio	Developer	5%	Normal
<a href="#">1040</a>	19/03/2015 08:04	<a href="#">Retecon Service (Pty) Ltd</a>	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
<a href="#">1031</a>	27/02/2015 10:00	<a href="#">Genesis EB Solutions</a>	BluWave Applicatio	Logged	Support Consultant	0%	Urgent
<a href="#">1028</a>	23/02/2015 13:37	<a href="#">HI-FORCE HYDRAULICS</a>	Data Queries, Impc	Refer To Client - IT	Developer	50%	Normal
<a href="#">1021</a>	23/02/2015 11:21	<a href="#">ABELANANI</a>	Advantage Applicat	Refer To Client - A	Developer	37%	Normal
<a href="#">1018</a>	23/02/2015 10:26	<a href="#">Gundle Plastics Group (Pty) Ltd.</a>	Development Requ	Referred To Direct	Support Consultant	12%	Normal

Page 1 of 1 (9 items) [1] Page size: 20

- Allocate work across your team comfortably using Visual Technician Scheduler's simple drag and drop technology.
- Integrate with your Technicians' Outlook (or other) calendars.
- Send electronic job cards to the technician's mobile device.
- Electronic job cards can be updated offline even if no signal is available. The completed job cards will automatically synch back to your system once there is signal on the device.
- Copies of job cards automatically email to the system administrator and optionally to the customer.
- With the offline job cards you can record labour, materials, expenses and even capture signatures and photographs.
- Technicians pay a license fee and this allows him to install on up to 3 of his devices.
- Record parts and labour costs per job and manage quoted vs actual costs.
- Ensure that all work is billed appropriately.
- Receive prompts for due dates for servicing customer equipment.
- Interpret analysis of customers, customer specific machines, technicians and product categories. (Detailed fault codes can even be tracked to analyse repairs by actual machine type!)
- Let service manager monitor volumes of work by urgency and job type with the Graphical Dashboard.
- Track repair and service history per specific (serialised) customer machine.

## View Technician's Scheduler

BluWave Service can manage bookings of technicians from this Technician's scheduler.



## Work Flows in BluWave Service

The user can define different work flows for different job types – any number of job types can be defined by the user.

The screenshot shows the 'Define Job Processes' interface. At the top, there's a 'Please select Job Type' dropdown set to 'BluWave Application Support' and a 'Re-order Grid' button. Below this is a table with columns: #, Status Description, Role Description, Critical, Urgent, and Normal. One entry is visible: # 1, Status Description Logged, Role Description Support Consultant, Critical 1, Urgent 2, and Normal 3.

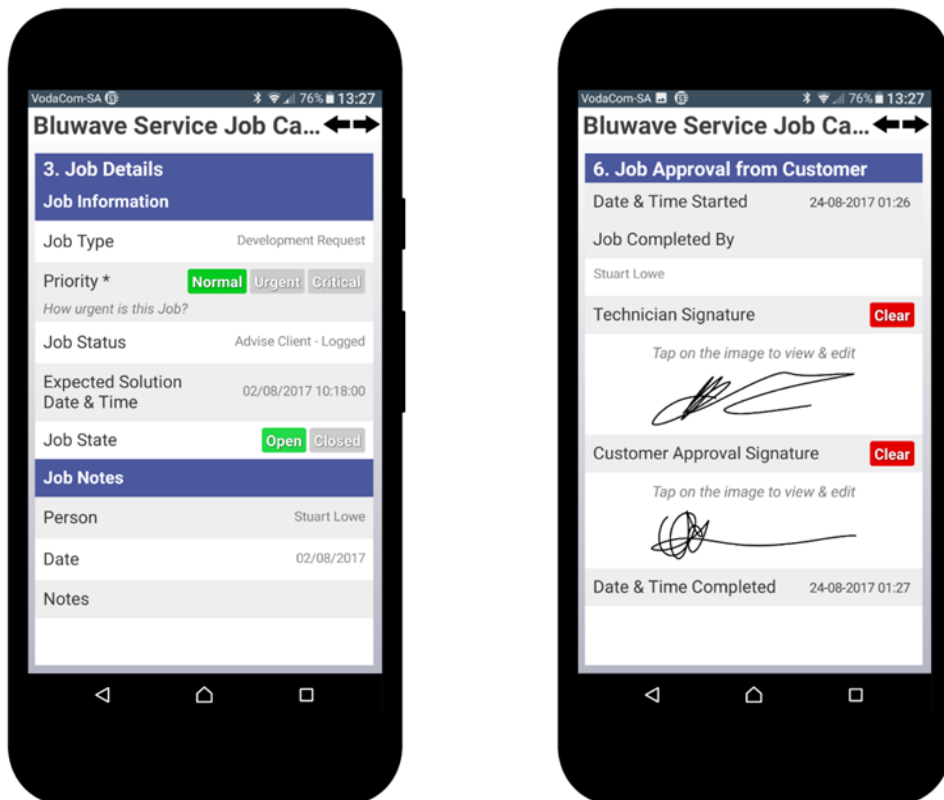
Below the table are two tabs: 'Edit Events' and 'Escalations'. The 'Escalations' tab is active, showing a table with columns: #, To Whom, Delivery, and Email Text. Two entries are visible: # 1, To Whom Customer, Delivery Optional, and Email Text 'Dear {Contact} Your {Jobtype} query has been logged. Please quote the following reference number in all future communications regarding this support query. Reference Number: {JobNo}'; and # 2, To Whom Support Consultant, Delivery Automatic, and Email Text 'Hi A {Jobtype} request has been logged by {Contact} at {Company}. Job number: {JobNo}. Job Details: {Notes}'.

Below the 'Escalations' table is a list of events with columns: #, Status Description, Role Description, Critical, Urgent, and Normal. Seven entries are visible, each with an 'Edit New Delete' link.

**Define Work Flow processes, events and escalations for each type of job**

## Electronic Offline Jobs Cards

Electronic job cards can be updated offline even if no signal is available. The completed job cards will automatically synch back to your system once there is signal on the device. Copies of the job card document are automatically emailed to the system administrator and optionally the customer. With the offline job cards you can record labour, materials, expenses and even capture signatures and up to 6 photographs.



## Benefits of Electronic Job Cards

- ✚ Save money, no need to print job card books.
- ✚ Increase efficiency, teams have all the information about the job on their mobile device, no time consuming calls to the office.
- ✚ Improve customer service – teams are notified and job cards dispatched immediately upon creation a job. Your customers can also be notified of job statuses and expected arrival dates.
- ✚ No more missing signed job cards.
- ✚ Instant updates as the work is completed.
- ✚ Customers are automatically sent a copy of the electronic job card.
- ✚ No more missed invoices.



Powerful, Affordable  
Relationship Management System

BluWave Software CC  
P.O. Box 795  
Cramerville  
2060  
www.bluwave.co.za  
Reg No.: 2010/073829/23

**Job No: 1399**

Example of a  
completed  
job card

<b>Job Card for:</b>	<b>Mascot Security</b>		
<b>Completed by:</b>	Stuart Lowe		
<b>Completed on:</b>	01-Sep-2017 01:30		
<b>Client Details</b>			
<b>Customer Acc No:</b>	MAS001	<b>Contact:</b>	Jacques Brits
<b>Customer Order No:</b>		<b>Telephone:</b>	011 453 9350
<b>Customer Ref No:</b>		<b>Cell:</b>	083 452 1020
<b>Email:</b>	jacques@mascotsafe.co.za		
<b>Address:</b>			
<b>Job Details</b>			
<b>Job Type:</b>	Development Request	<b>Job Status:</b>	Logged
<b>Asset Details (If completed)</b>			
<b>Product:</b>			
<b>Serial Number:</b>		<b>Agreement</b>	
<b>Customer Asset No:</b>		<b>Expiry Date:</b>	
<b>Job Notes:</b>			
<b>Person:</b>	Stuart Lowe	<b>Date:</b>	04/09/2017
MFP Printer not printing properly. Keeps switching On and Off.			
<b>Action Taken:</b> (Image/diagram below if required)			
<b>Person:</b>	Stuart Lowe	<b>Date:</b>	01-Sep-2017 10:55
Removed panels from the printer to expose parts. Found that there were loose wires and partner to be replaced. Replaced power supply units and re connected wires properly. Also repaired paper feed mechanism. Tested all ok.			
			
<b>Job Costing Items:</b>			
<b>Category</b>	<b>Quantity</b>	<b>Selling Price</b>	<b>Description</b>
Spares	1	1500	Power supply unit
Labour	4	500	Hours
Spares	2	159	Clips
<b>Job Approval:</b>			
<b>Date and Time Started</b>	01-Sep-2017 10:55	<b>Completed By</b>	Stuart Lowe
<b>Technician Signature</b>			
<b>Customer Signature</b> Jacques			
<b>Date and Time Completed</b>	01-Sep-2017 01:30		

Add up to 6  
photographs



## Custom Electronic Forms and Checklists

Easy to digitise your own electronic forms for the BluWave Service Mobile App. Most business have specific protocols to be followed. For example checklists for servicing or safety compliance, recording of key meter readings or measurements or generating certificates. We can add or the customer can design digital forms to be added to the mobile app as well as design the layout of the output forms or certificates to be sent from the device.

These forms can include:

- Tick Boxes
- Text Boxes
- Selection Boxes
- Photo, video & audio
- Signatures & Drawing
- QR or Bar Code Scanning
- GIS locations
- And more

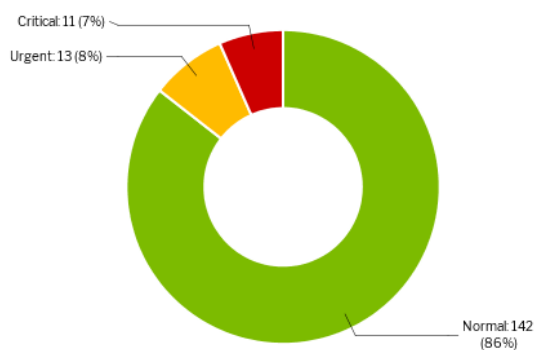
The image displays three mobile app screens for the 'IT Technician Job Checklist' form. The first screen shows the 'Information' section with fields for Account information, Contact Person, Technician's Name, Date (15-10-2019), Mobile, Address, City, Capture Location (with a GPS button), and a text area for 'Describe the reason for service'. The second screen shows the 'Component Verification' section with a list of items (Memory, Hard Drive, Fan, Chassis Dust-free, Wi-fi, Network Card) each with a checkbox, a 'Capture photo' button, a 'Capture Image' button, and a 'Comments' text area. The third screen shows the 'Virus Removal' section with 'Yes/No' buttons for 'memory', 'Power Supply', 'Network', and 'Wi-Fi', followed by 'Were threats found?', 'Complete scan performed?', and 'Were threats successfully repaired or quarantined?' (all with 'Yes/No' buttons), a 'Technician's Signature' field with a 'Clear' button, and a signature image.

## Data Visualisation for Rapid Management

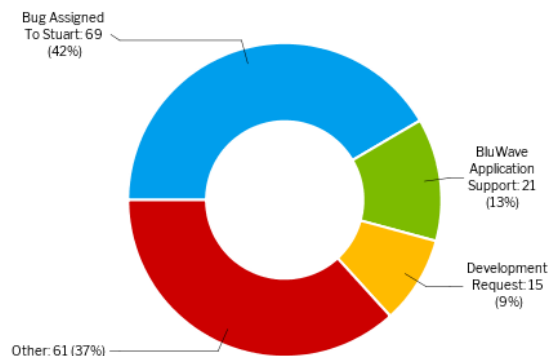
Track the efficiency and effectiveness of your service team with reports and statistical graphs of service team and product performance, Team and job type as well as customer and customer group response rates and turnaround times.

Tickets Today:		Opened 3	Closed 0	<div>Active Tickets</div> <div>Critical 13</div> <div>Urgent 18</div> <div>Normal 174</div> <div>Drill down to view detail</div>
Tickets This Week:		Opened 15	Closed 9	
Tickets This Month:		Opened 19	Closed 75	
Average Response Time:				
Today 00:00:00	This Week 00:18:53	This Month -01:09:48	Last Month 20:33:41	
Average Turnaround Time:				
Today 00:00:00	This Week 00:32:59	This Month 05:38:13	Last Month 3 Days 10:41:28	

Open Jobs By Urgency



Open Jobs By Job Type



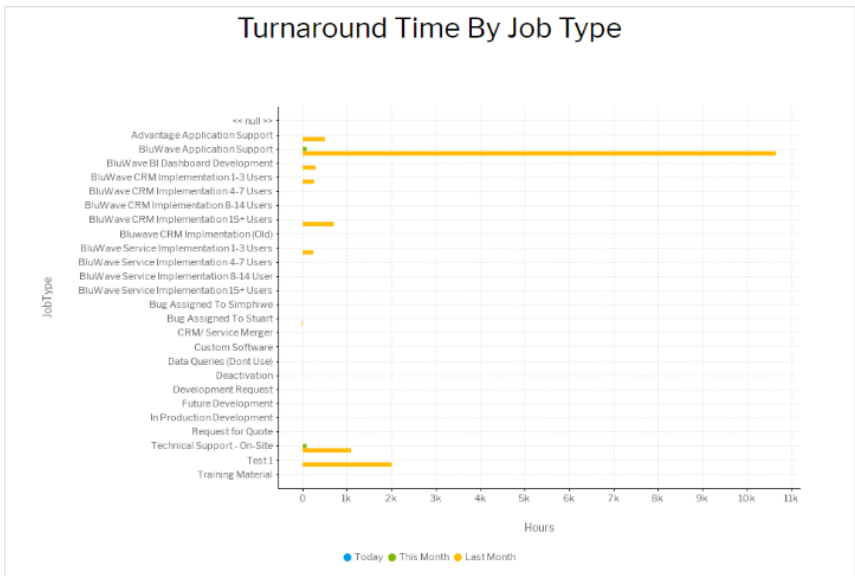
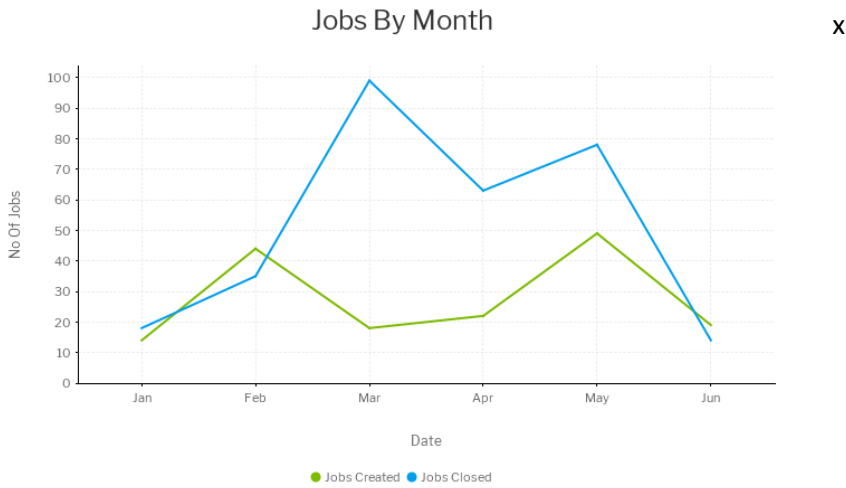


Open Jobs  
**166**

Closed Jobs  
**307**

Opened This Week  
**15**

Closed This Week  
**9**



Avg. Resolution Time  
**4 Days 11:22:45**

Job Type	Avg. Resolution Time
Advantage Application Support	4 Days 00:08:03
BluWave Application Support	2 Days 19:09:11
BluWave BI Dashboard Development	2 Days 03:48:48
BluWave CRM Implementation 15+ Users	-00:00:09
BluWave CRM Implementation 4-7 Users	34 Days 22:21:46
BluWave Service Implementation 1-3 Users	1 Day 11:40:46
BluWave Service Implementation 4-7 Users	3 Days 01:30:46
Bug Assigned To Simphiwe	40 Days 00:17:59
Bug Assigned To Stuart	22 Days 10:08:04

