PRONTO Xi

Applications Overview

Service Connect

Part of the Asset & Facility Management application

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Disclaimer

This document contains statements related to our current and future developments that may constitute forward-looking statements. They are subject to changes and may be available in a Pronto Xi 780 service pack or future release of Pronto Xi. All diagrams, drawings, product screenshots and any other types of visualisations in this document, use demo or synthetic data created for display purposes only.

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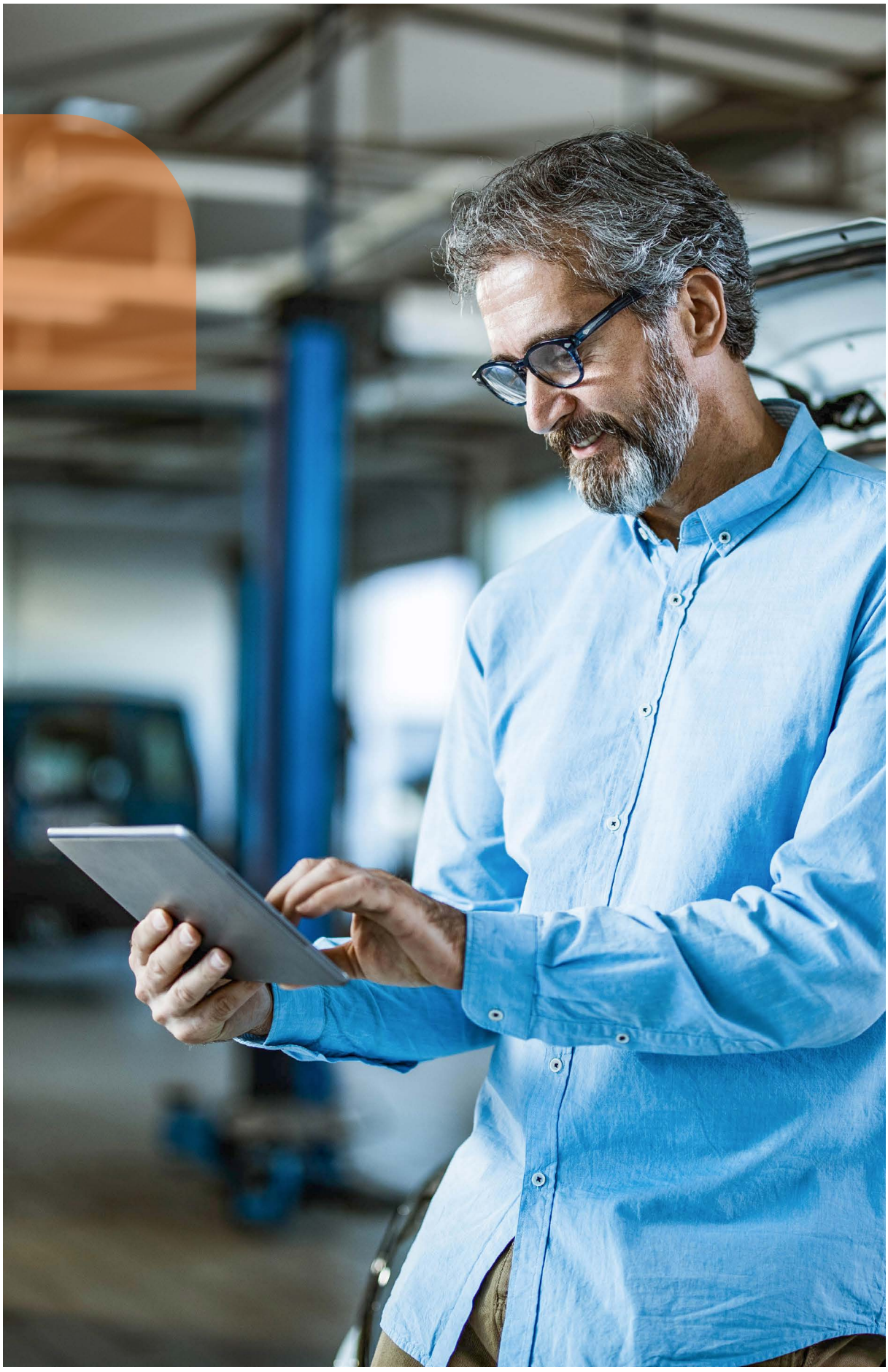


Service Connect

Inform your customers on the progress of service calls with Service Connect's easy-to-use online web portal — and free up service centre resources

An extension of Service, Service Connect gives your customers access to up-to-date service call information, including history and conversations. It's an engaging service experience that empowers you to increase customer satisfaction. The benefit? They remain informed every step of the way.

Key features of Service Connect include:

- quick deployment to customers
- an intuitive, modern web interface accessible from any device
- the ability to raise and track current and past service calls
- full integration with Service
- seamless synchronisation of key data
- easy customisation options to support your business processes

Service call creation and tracking

Your customers want to feel looked after. With Service Connect, they can create and track service calls in real time, allowing them to plan work-around ETAs, start direct conversations with service staff and navigate chats in an easy-to-follow timeline. They can also apply filters to find the information they need, helping them to remove distractions and act quickly.

Customers simply scan items using a device camera or upload images to receive detailed information up-front. In turn, this allows your staff to deliver faster call resolutions.

With convenient access to the Service Connect portal on any device, customers no longer need to phone your staff to obtain progress updates. This means your team can focus on completing the service call satisfactorily, helping your business to achieve service excellence. Invoices can also be easily accessed by your customer's accounting teams, ensuring timely payments.

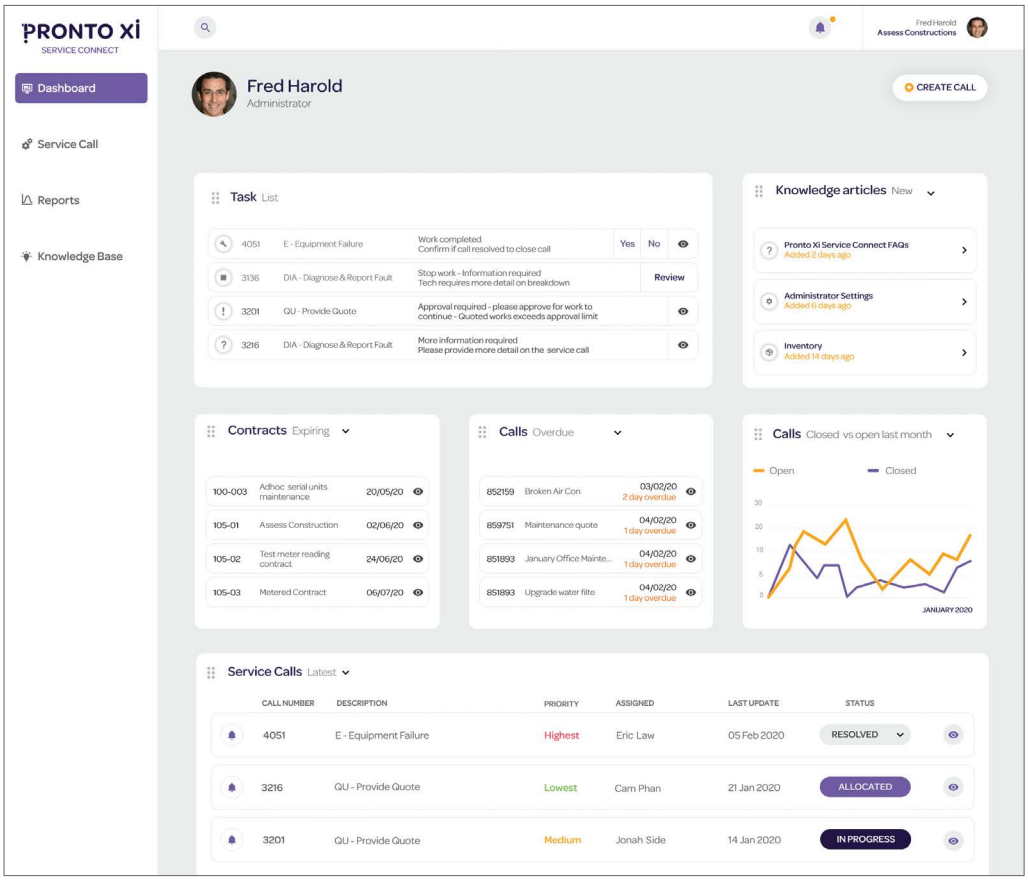
User and call management

Manage service calls end-to-end when you use Service Connect in conjunction with Pronto Xi's Resource Management and Mobile Service modules. The portal encourages your staff to spend less time managing a call or locating disparate information and more time resolving the problem.

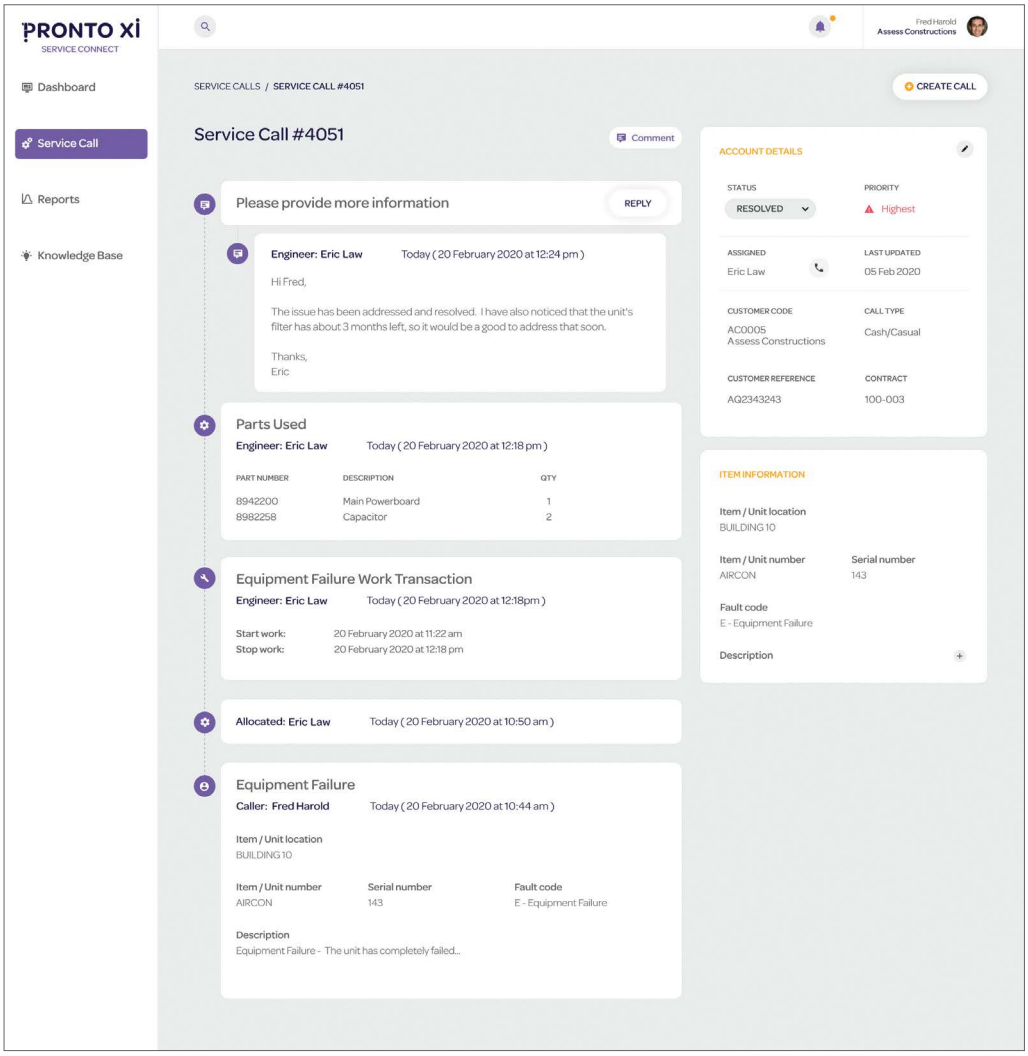
All service calls logged via the Service Connect are fully audited, allowing back-office staff to track the calls and their histories.

Service Connect enables you to associate different user types with specific roles and functions, such as:

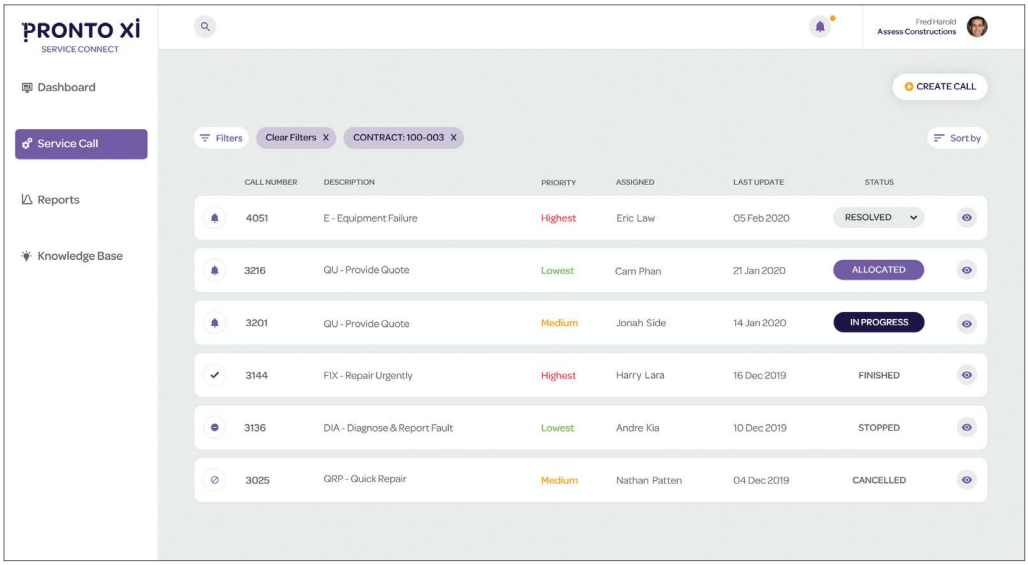
- **Service desk administrators and executive users** — These roles manage your service desk, have access to all call information and can change details on calls. Administrative users can also set up advanced configurations for forms and data fields
- **Customer users** — Your customers get a limited access account. They can see any calls their company raises and manage the work accordingly



View call information via the Service Connect Dashboard



View a timeline of important milestones



See the status of individual service calls

About us

PRONTO SOFTWARE

We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 45 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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