

PRONTO xi

Applications Overview



Service Connect

Part of the Asset & Facility
Management application



Trademarks

Pronto Software, Pronto, Pronto Xi, the Pronto interrobang logo, the P interrobang logo, Pronto Woven, Pronto iQ and Pronto Cloud are all registered trademarks of Pronto Software Limited. All other marks are the property of their respective owners. Copyright © 2024 Pronto Software Limited (ABN 47001337248).

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.

Contents

Service Connect

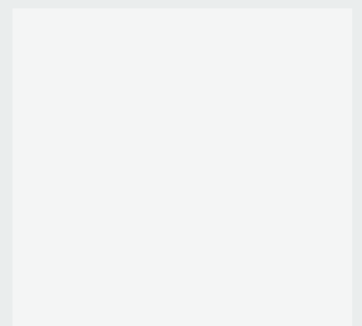
Service call creation and tracking

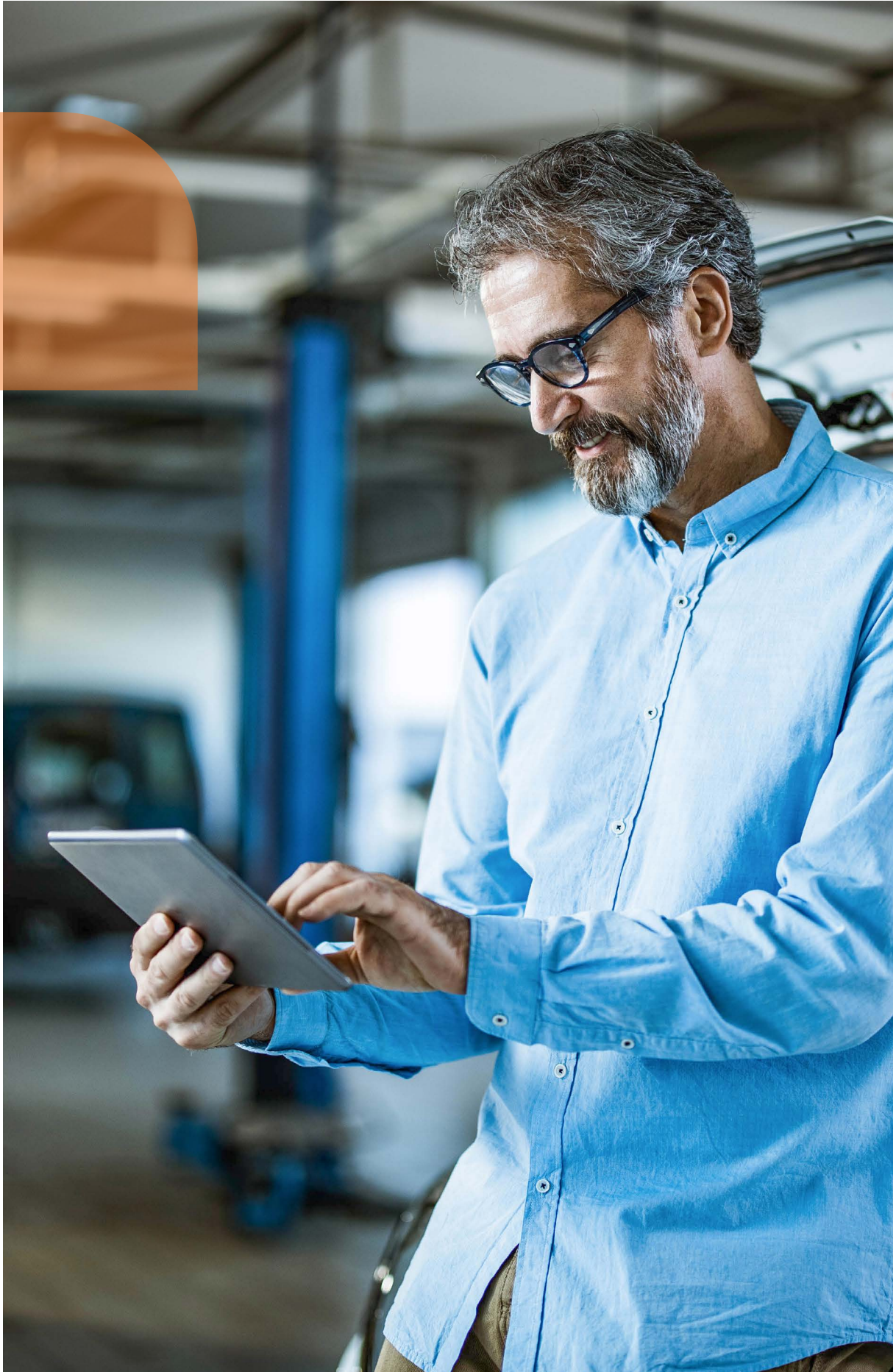
User and call management

5

6

6





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.

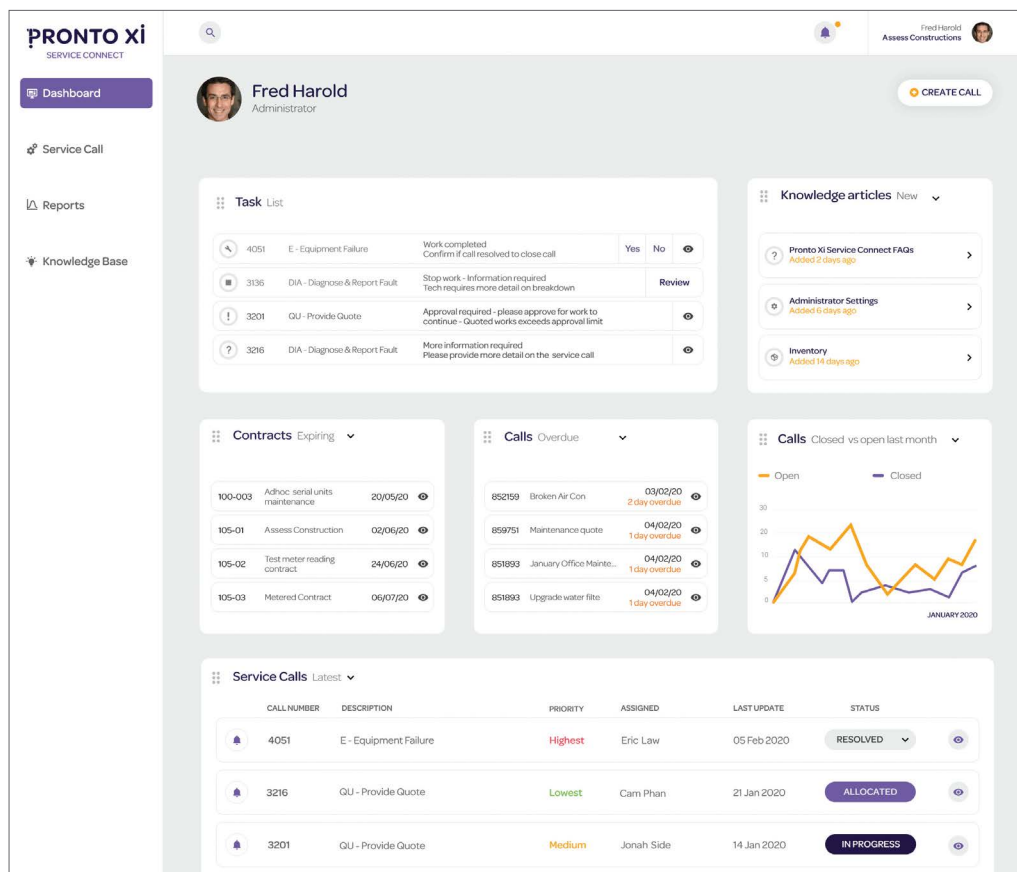
User and call management

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



PRONTO xi

SERVICE CONNECT

Dashboard

Service Call

Reports

Knowledge Base

SEARCH

Service Calls / SERVICE CALL #4051

CREATE CALL

Service Call #4051

Comment

Please provide more information

REPLY

Engineer: Eric Law Today (20 February 2020 at 12:24 pm)

Hi Fred,

The issue has been addressed and resolved. I have also noticed that the unit's filter has about 3 months left, so it would be a good to address that soon.

Thanks,
Eric

Parts Used

Engineer: Eric Law Today (20 February 2020 at 12:18 pm)

PART NUMBER	DESCRIPTION	QTY
8942200	Main Powerboard	1
8982258	Capacitor	2

Equipment Failure Work Transaction

Engineer: Eric Law Today (20 February 2020 at 12:18pm)

Start work: 20 February 2020 at 11:22 am

Stop work: 20 February 2020 at 12:18 pm

Allocated: Eric Law Today (20 February 2020 at 10:50 am)

Equipment Failure

Caller: Fred Harold Today (20 February 2020 at 10:44 am)

Item / Unit location
BUILDING 10

Item / Unit number	Serial number	Fault code
AIRCON	143	E - Equipment Failure

Description
Equipment Failure - The unit has completely failed...

ACCOUNT DETAILS

STATUS
RESOLVED

PRIORITY
Highest

ASSIGNED
Eric Law

LAST UPDATED
05 Feb 2020

CUSTOMER CODE
AC0005
Assess Constructions

CALL TYPE
Cash/Casual

CUSTOMER REFERENCE
AQ2343243

CONTRACT
100-003

ITEM INFORMATION

Item / Unit location
BUILDING 10

Item / Unit number
AIRCON

Serial number
143

Fault code
E - Equipment Failure

Description

View a timeline of important milestones

PRONTO xi

SERVICE CONNECT

Dashboard

Service Call

Reports

Knowledge Base

SEARCH

Filters

Clear Filters X

CONTRACT: 100-003 X

Sort by

CREATE CALL

CALL NUMBER	DESCRIPTION	PRIORITY	ASSIGNED	LAST UPDATE	STATUS
4051	E - Equipment Failure	Highest	Eric Law	05 Feb 2020	RESOLVED
3216	QU - Provide Quote	Lowest	Carm Phan	21 Jan 2020	ALLOCATED
3201	QU - Provide Quote	Medium	Jonah Side	14 Jan 2020	IN PROGRESS
3144	FIX - Repair Urgently	Highest	Harry Lara	16 Dec 2019	FINISHED
3136	DIA - Diagnose & Report Fault	Lowest	Andre Kia	10 Dec 2019	STOPPED
3025	GRP - Quick Repair	Medium	Nathan Patten	04 Dec 2019	CANCELLED

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.

info@pronto.net
1300 PRONTO (1300 77 66 86)

 pronto.net

 Pronto-Software

 ProntoSoftware