



service centre **five**

...a host of benefits across the whole board

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*supplying service solutions
for over 20 years*

Application Programme Interface (API)

**API, an abbreviation for Application Programme Interface,
allows information to be transferred electronically to and from
Tesseract's Service Centre, via any third party system.**

As IT systems are working together and infact overlap with each other,
the Tesseract API will allow your existing systems to gain access to the
Tesseract Service Management System in real time!

- **A customer of yours has their own Help Desk but can send you service calls electronically - Tesseract**
- **API can handle this and return call status**
- **You receive email requests for service - Tesseract API can handle this and send back an email update**
- **Meter readings arrive electronically - Tesseract API handles this and updates for invoicing**
- **Customer assets and contracts are received electronically - Tesseract API will process all of this data**

In fact any function or process that is handled by Tesseract can be interfaced to any third party system within the Tesseract API and data passed between systems.

**For more information please
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