



PROSPECT centre

4.2 Global Service Management System

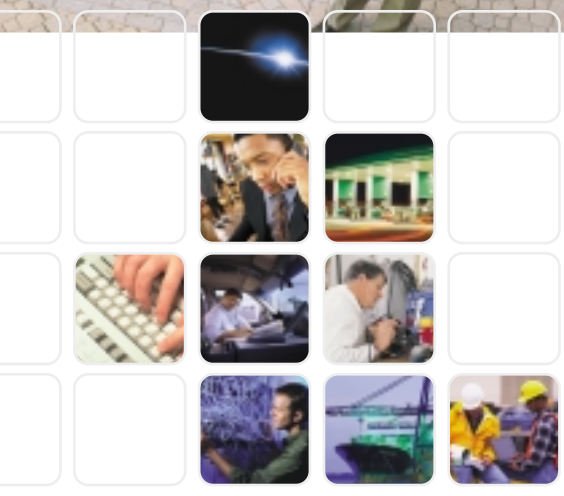
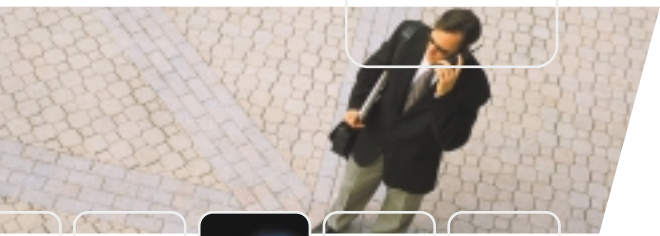


This module handles both new and known (customer) sales prospects. Actions are logged against each prospect and salesman's to-do list generated.

Prospect Centre is a fully integrated sales enquiry and action follow up module giving full access to all sales actions from all salesman. This module has been designed to allow for the registration of both new sales leads and existing customers allowing the service user to monitor sales activity in Prospect Centre. This basic information is added to the database together with other relevant data like the sales source, sales value with hit rate, product required, sic code, expected close date, salesman and next action date. The module has an on-demand 'Salesman to-do list' feature that displays a chosen Salesman's records in next action date order, ascending or descending, defaulting actions up to the present date with the option to change if required. As each action is completed, the user can add date/time stamped action notes with duration and subject and select a next action date in the future.

As more actions are added to each sales enquiry the action status allows the user to reflect the current sales position and a view of all the sales actions by sales lead will show the history of the sales enquiry.

continued overleaf:



Tesseract 'Service Centre' has been successfully implemented in many different industries.



tesseract

Supplying service solutions for over 15 years



Product Brief

Company Overview

Tesseract was formed in 1985 to develop, market, sell and support specialised 'Problem Management Systems' for the Service Industry. Our singular commitment to Service Management ensures that we are in touch with the requirements of our customers not only for today, but for the future. Our development within the field of Service Management leads the way for the next generation of Service Operations.

SERVICE CENTRE, our service management package, has evolved over the last 15 years and can now boast over 350 successful installations in 27 countries.





PROSPECT

centre

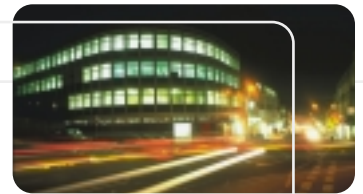
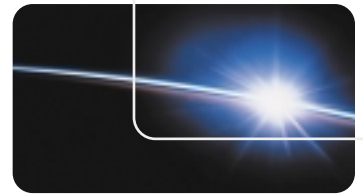
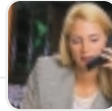
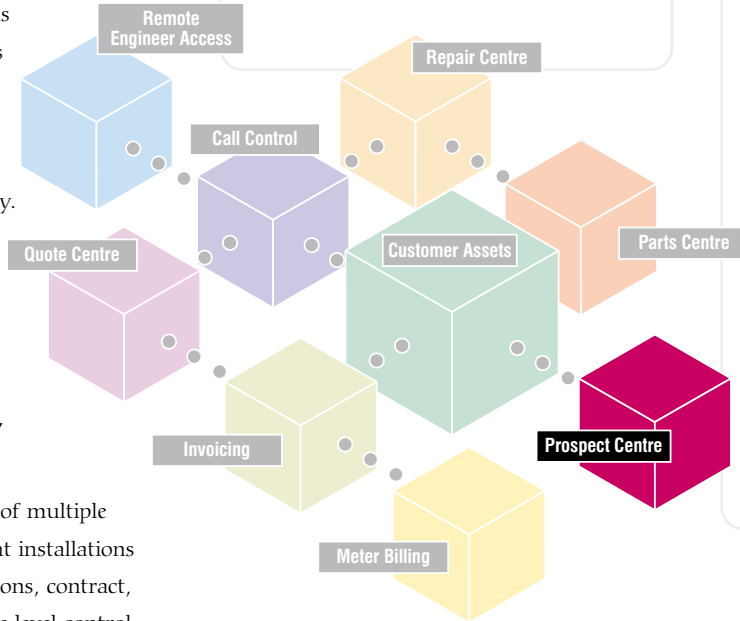
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At any time a sales quotation can also be raised against a sales lead with options to print off standard or customised reports to provide a hard copy to the Prospect. If successful the sales lead together with all the relevant information can be converted into a Sales Order if selling a product or a Service Call if selling services. Standard reports with this module include new leads in the last nn days, to do lists by salesman, sales prospects history and value and prospect history.

SERVICE CENTRE is a modular product and designed to integrate in a range of configurations to meet specific customer requirements.



Product Overview

Customer Assets

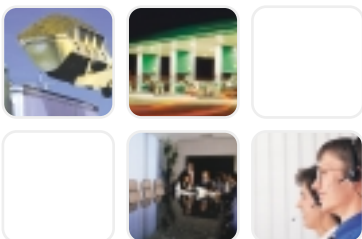
Comprehensive records of multiple site, customer equipment installations with configuration options, contract, sub-contract and service level control.

Call Control

Effective call management in a response-critical environment with call escalation, service diary and parts usage.

Repair Centre

A flexible workshop module including job tracking, escalation, batch book-in/ship-out and workflow; all with bar coding.



Parts Centre

An integrated multi-location stock control system specifically designed for the control of service stock from warehouse to van.

Quote Centre

A contract quotation module allowing for re-quotes based on existing quotations, quotes based on existing contracts and new contract quotations.



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