

GoBiz Service encapsulates the entire service process from the first time a customer requests service to building a relationship with each customer over time. Communication is critical in a service environment. GoBiz Service gives you the edge by providing you with fast, easy ways to keep everyone in synch in your fast-paced environment.

Get your service people to the right place at the right time.

GoBiz specifies the most appropriate person according to skill, geography, availability and customer preference. You'll have all job-associated contact information at your fingertips. GoBiz can help you streamline scheduling and boost productivity.

- ➔ Skill database for categorizing technician skills and customer call requirements and zone database for specifying work locations for a technician and match it with a customer location.
- ➔ Technicians and especially outside contractors are able to set their availability on a week-by-week basis, which is factored into the technician assignment process.
- ➔ A Dispatcher's Home Page keeps all the vital information they need at their fingertips so they can quickly take in new calls at the same time they monitor technician response to already assigned calls.
- ➔ Calls that are unconfirmed are highlighted in red when they are with 24 hours of the customer's service date. Streamlined call intake process with minimal keystrokes and rapid technician assignment based on skill, geography, customer preference and tech availability.

Help sales and service communicate better to improve your customer service.

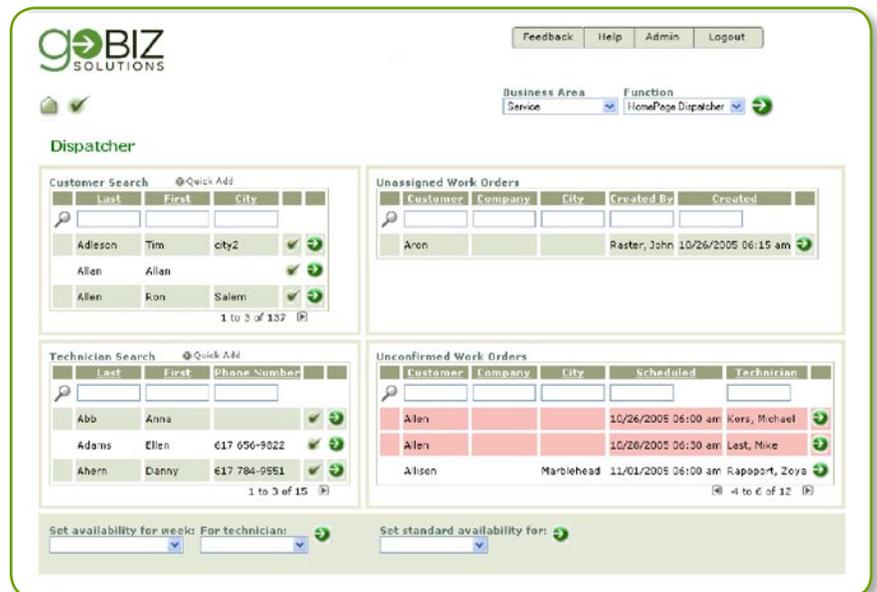
- ➔ With GoBiz, customer information is securely managed online, and shared by those on the road, in the sales office, or among your accounting staff. So your employees can work as a team and track and manage all customer information including previous service and billing history. And so nothing slips through the cracks, notifies employees of customer requests and schedules.
- ➔ At the completion of a call technicians can remotely report all service activity including resolution, labor, materials and payment. Management and Sales can view at a glance the entire history of a customer including their service history, internal notes, and any items owed to a customer.

Communicate better with your customers and be more responsive.

GoBiz makes providing better customer service more convenient for you. Subcontractors can log in to check schedules to stay on top of their own project responsibilities. And a strict security system ensures everyone sees only what they should and protects company information.

Give subcontractors the ability to work together with you in critical areas such as schedule review and responsibilities.

Attach important documents to a work order or a customer record.



Dispatcher's Home Page

Be sure your billing is handled correctly and your company as profitable and efficient as it can be.

GoBiz streamlines your billing process, providing detailed tracking of information such as parts and labor for each service call. Service people can generate and update orders from the field and provide customer invoices, or receipts as needed.

Requirements:

You can purchase GoBiz Service by seat by month and the only requirement for each user within your organization is a computer running Microsoft Internet Explorer.

Call Intake Screen

Call Reporting Screen

To get your small business going more efficiently and profitably, visit us online at www.gobizsolutions.com, email us at moreinfo@gobizsolutions.com, or call us at **1-800-98-GoBiz** (1-800-984-6249).

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