

# *Care Center Management*

*Care Center Management* is designed to organize the office work of Distributors, Care Center & ITZ Cards Distributors in an efficient manner. It helps a lot in managing office work more smartly. It covers mainly:

- **Dealer Register**
- **Customer Register**
- **Address Book / Enquiry Register**
- **Call Register**
- **ITZ Card Register**
- **STB Register**
- **POS Material Register**
- **And gives the complete Management Information System (MIS)**

## **Dealer Register :**

It maintains details of all the dealers. It maintains dealer details like Dealer Id., Dealer Name, Group, Address Details, Contact Details etc. It also maintains name of Sales Executive handling that Dealer. You can also maintain Sales Executive Register which stores address and contact details of all Sales Executives.

You can also keep track of dealer signage. That means dealer wise list of signage of our company & Competitors Company.

So you can get:

- Dealer Register
  - o Group wise
  - o Sales Executive wise.
  - o City wise
- Dealer Signage Report i.e. Statically Analysis of Signage Material between all Companies
- Addresses on Label Sheets & Envelope
- Birthday & Anniversary Register

## **Customer Register :**

It maintains details of all the customers. It maintains customer details like Customer Name, Customer Type, Dealer Name, Address Details, Contact Details etc. It also maintains Instrument Details like STB No., VC No., SAF No., STB Make, Model No., Purchase Date, Installation Date, Last Activation Details etc. It also maintains details about Child Connection, if any.

You can also maintain Renewal register that maintain the activation details & package renewal details like Rec. No., Tran. No., Amount, Renew Date, For Month and also Print the Receipt of the same.

So you can get:

- Customer Register
  - o Dealer wise
  - o Customer Type wise i.e. Individual, Commercial, Corporate etc.
  - o City wise
  - o Purchase Month wise
- Renewal Register
- Renewal Receipt
- Addresses on Label Sheets & Envelope
- Birthday & Anniversary Register

## **Address Book / Enquiry Register :**

It maintains various details of the person or the company whom you know and need to contact as and when required. You can bifurcate all the details in different categories i.e. Enquiry, Business etc. that will help a lot in managing various people's details. You can maintain details like name, office address, residential address and phone numbers. You can also maintain fax number, pager number, mobile numbers and e-mail address. Further more you can maintain the activities with which the person or the company related. Also make the hard copy (printing on paper) of it as and when you required.

So you can get:

- Enquiry Register
- Contacts Register
- Addresses on Label Sheets & Envelope
- Birthday & Anniversary Register

## **Call Register :**

It maintains the complete details of New Installation / Complaint registered by customer. it maintains details like Customer Name, Contact details & Instrument details, New Installation / Complaints and its description, CRM Call No., Booking Date & Time, Whether call is chargeable or not, Date & Time Suggested by Customer etc. You can also maintain AMC Register and when any complaint booked, it shows for whether that customer covers under AMC or not.

It also maintains name of Engineer assigned to that Call. You can also maintain Engineer Register which stores address and contact details of all Engineers.

Then after Engineer / admin staff updates the call with details like Co-axial cable used, Whether Joint and connectors are used or not, Signal Strength, Signal Quality, Channels Tuned, OB Process Details, Verifier Key No., Customer Feedback & Remarks etc.

So you can get:

- Call Register
- Pending Call Register i.e. Date wise, Engineer wise, Dealer wise, Call Type wise etc.
- Completed Call Register i.e. Date wise, Engineer wise, Dealer wise, Call Type wise etc.
- Job Card Print
- Updated Job Card Print
- And many more....

## **ITZ Card Register :**

It maintains the complete details of ITZ Cards. ITZ Blank Cards Stock, ITZ Activated Cards Stock, Date wise activation register, Date wise - Dealer wise Sales Register etc. It maintains complete details Denomination wise and Card Serial No. wise.

So you can get:

- Denomination wise ITZ Blank Cards Stock
- Denomination wise ITZ Activated Cards Stock
- Date wise, Denomination wise Blank Cards Inwarded
- Date wise, Denomination wise ITZ Cards Activated
- Date wise, Denomination wise, Dealer wise ITZ Card Sold
- Dealer wise ITZ Sales Ageing Report
- And many more....

## **STB Register :**

It maintains the complete STB Register. STB Purchased, STB Sold & Stock of STB. It maintains STB No. along with VC No. wise stock of STB. You can get:

- STB Stock i.e. STB No. – VC No. wise
- Date wise STB Purchased
- Date wise – Dealer wise STB Sold

## **POS Material Register :**

It maintains POS Material Register where you can keep track of what marketing materials come from ZO and what marketing materials you have given to Dealer.

So you can get:

- Marketing Materials Inwarded
- Marketing Materials given to Dealer i.e. Material wise, Date wise, Dealer wise