



Tele Portal for Service Request / Warranty registration

In the consumer durable market, warranty repairs and service requests are two important measurement parameters which spell out the performance of a product and customer satisfaction. Many a times it is the difficulty in registering with a company and locating the service center that become the biggest problem.

Webyfy has designed an IVR system for the customer of a specific brand to have a single system for warranty registrations, service requests etc. The callers can be appropriately routed to the specific menus and provided for or get information. The caller details and service requirement / product specifics can be sent to the respective service centers. They in turn will contact the customers for in-situ repairs or as stipulated.

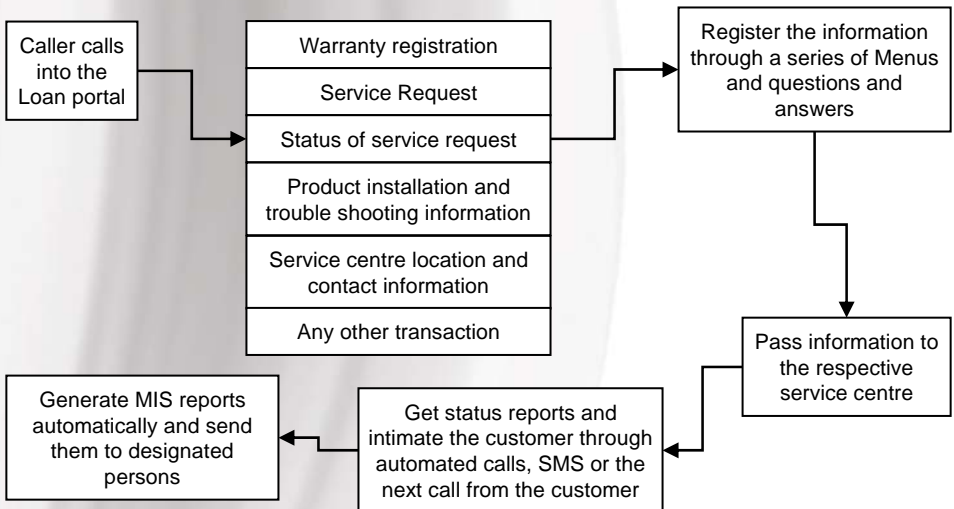
A company needs to have only one such facility in a geographical location catering to a large population. This enhances the effectiveness by consolidating all service information and monitoring the effectiveness of the service centers centrally. The data for customer satisfaction measurement automatically evolves.

The system is designed to cater to the following functionalities:

1. Accessible over the telephone 24 X 7 with out any interruption in the language selected by the caller. (No restriction in the number of languages that can be used.)
2. Register the new products to avail warranty.
3. Register for any warranty repairs or any other service requests.
4. Get information about the operation of the equipment.
5. Get information about the service centers and their contact details.
6. Request a demo of the product or assistance to make the product operational.
7. Status of the service or repair request posted.
8. Automatically send the caller information along with specifics of the request to the service center demarcated according to defined geographical boundaries.
9. Get information about the status of request and intimate the customer either on the next call from the customer or by SMS or an automated call to the customer.

The process flow (on the reverse page) gives the details of the process to register a service request for an appliance selected from a group according to a specific hierarchy. This is a part of the large Tele-Portal system and is provided to give an idea about how the entire system works.

Schematic of a Tele-Portal for Service Request / Warranty registration





Service Request for Appliance Repair/ Service



Prompt: Welcome Message
Welcome to the Service center

Prompt: Language selection
To continue in English press 1, for Malayalam press 2 and Hindi press 3

Response : Choose Language

1. Malayalam
2. English
3. Hindi

Prompt: centre visit
The address is MERA 100, Chalakuzhy, Trivandrum. Coming down from Medical College on chalakuzhy road, the office is in the lane adjacent to Kamala Tourist home. Ph: Num is 0471 401 8863 . Working hours 9 am to 7 pm.

Response : Site visit

1. s. centre
2. Site visit

Prompt: Is site visit?
If you are planning to bring the appliance to our service center press 1. If you want our service engineer to visit you press 2

Exit Call

Prompt: Select Product type
Select the type of appliance to be serviced. For microwave ovens press 1 Refrigerators press 2, Air conditioners press 3,

Response : Product type

1. Microwave ovens
2. Refrigerators
3. Air conditioners

Response: M Oven model

1. Normal type
2. Convection
3. Convection & heater

Prompt: Select M oven model
Select the model of microwave oven. For Normal press 1, convection type press 2 convection & heater press 3

Response : Fridge Model

1. Below 200 litres
2. Between 200 & 320
3. Above 320 litres

Prompt: Select Fridge model
Select the model of refrigerator For models below 200 litres press 1, between 200 to 320 litres press 2 and above 320 litres press 3

Prompt: Select A/c model
Select the model of air conditioner For up to 2 tons press 1, above 2 tons press 2

Response : A/c Model

1. 2 tons and below
2. Above 2 tons

Prompt: Is it under warranty
If the appliance is under warranty press 1, If it is under AMC press 2 and if it is out of warranty and \ does not have AMC press 3

Response : Is it under warranty

1. Under warranty
2. Under AMC
3. None

Process: Process to update & generate ID
Process to update the system, and generate the Complaint ID

Prompt: ID number
Your service request ID is 12355. Our rep: will contact you soon. Our service centre number is 1567890. Thank you

Response: Contact Time

1. Any time of the day
2. Before 9 am
3. After 5 pm
4. only on Sundays

Prompt: Contact Time
Select a time of day for our rep: to visit. For Any time of the day press 1, In the morning before 9 am press 2, After 5 pm press 3 only on Sundays press 4,

Exit Call