

# AUTOMATED SERVICE

For

## BusinessVision®

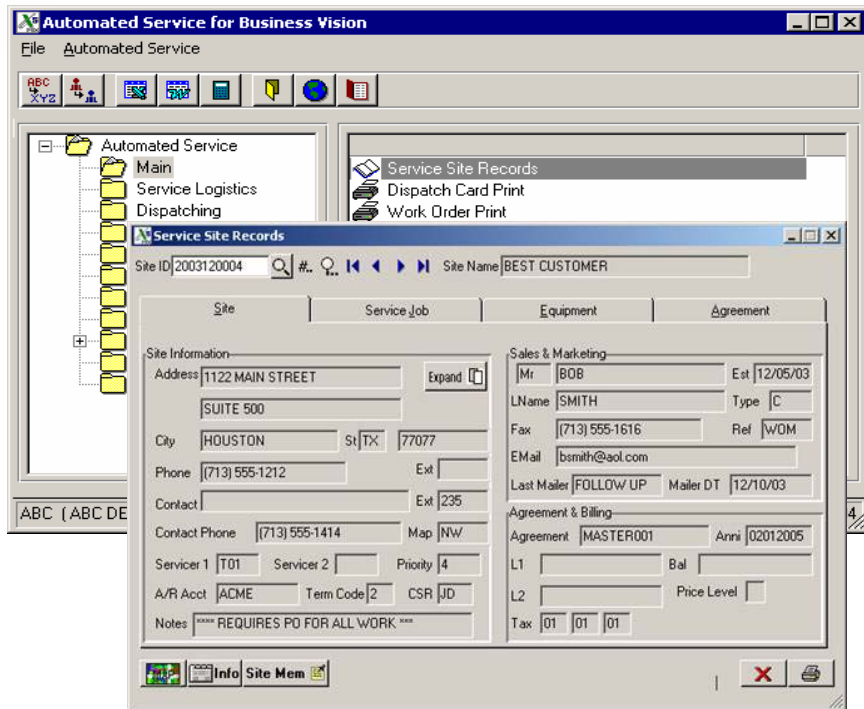
### Field Force Automation Software Solution

- Detailed Service "Site" Information
- Detailed Service Job & Transaction History
- Electronic Document Storage/Retrieval System for Sites, Jobs, Equipment and Contracts
- User Definable Screens and Search Engines
- User Definable Dispatching and Logistic Displays
- User Definable Invoice Format
- Service "Job Costing" Functionality
- Equipment and Warranty Records
- Service Agreement Processing
- One-Touch Site Mapping System
- One-Touch Alpha Paging System
- Unlimited Service Reporting Options
- Integration to the award winning Best Software BusinessVision accounting solution.
- Wireless Technician Point of Service, Online Customer Service, and CRM Systems available to complete the ultimate service solution.



800-256-6853

www.ascent-sys.com



**Automated Service** benefits small service and repair businesses that recognize revenues through service tickets. Since 1988, **Automated Service** continues to provide a complete picture of your service operations by effectively tracking and measuring service profitability and performance while enhancing the ability to provide superior customer service.

Customer site and billing information, service history, service contacts, equipment and warranty records are maintained within **Automated Service**. Once a service request is recorded, the service job is then available to view and manage from the graphical logistics and dispatch system.

**Automated Service** provides a seamless integration to BusinessVision's Accounts Receivable, Order Entry, Inventory, and General Ledger systems. **Automated Service** and BusinessVision combined provide a total business solution for progressive service companies. Utilize the power of **Automated Service** for your operations and BusinessVision for your back-office accounting!

Ascent Business Systems has built a reputation of excellence by solving operational business system challenges for all types of field service companies. **Automated Service** is a dynamic Field Force Automation solution. If you're looking to increase customer satisfaction and profits well into the future, contact Ascent Business Systems or your local BusinessVision Partner.

*See reverse side for list of features*

# FEATURES

# AUTOMATED SERVICE

<b>Customer Service</b>	Immediate access to customer information is mission-critical. <b>Automated Service</b> provides users with instant customer information: site location and supporting information, invoice detail and activity, summarized service history with complete drilldown to parts and labor activity, equipment and warranty information, and service contract information. Link business documents to specific customer sites for instant online browsing and printing. Automated Service supports Internet E-mail and website launching.
<b>Service Logistics</b>	<b>Automated Service</b> empowers users by providing them mission critical information. Click on the calendar and select your workday. Click on a service job and information is instantly available: service site, service history, transaction activity, equipment and warranty information and site map. Select the page button and email or page the job to the appropriate service technician. Point and click "Call Central" functionality allows users to quickly sort and change job tech assignments, dates, time and job status.
<b>Service Agreements</b>	Eliminate wasted administrative time processing and managing service agreements. <b>Automated Service</b> automates preventative maintenance scheduling, repetitive invoicing, and agreement renewals revenue recognition. Detailed agreement information is maintained online: agreement start and renewal dates, type of agreement, revenue and cost to date, deferred revenue schedules, and preventative maintenance schedules. <b>Automated Service</b> supports multiple site assignment to one agreement, multiple pieces of equipment and multiple billing types: master, blocks of time or currency.
<b>Service Invoicing</b>	Service invoicing does not need to be the business "bottleneck." <b>Automated Service</b> includes numerous "service industry" features to streamline the invoicing process. Service invoicing allows: user point and click invoice detail selection from the inventory - labor item table, insert and build invoice comments from previously entered service job notes. The service job entries will automatically create an order in BusinessVision to be invoiced.
<b>Service Accounting</b>	Create new service jobs seamlessly utilizing customer information from BusinessVision. Service job transactions are seamlessly available for BusinessVision's order entry. The customer invoice is created from the order entry. Customer payment history and open invoice reporting are available in BusinessVision. Service job history is easily accessible in Service Site Records along with all corresponding documentation for the service job(s).
<b>BusinessVision</b>	<b>Automated Service</b> provides the system functionality that interfaces your BusinessVision system to support the entire Automated Service process. Seamless integration of customer information, inventory items, sales person, terms codes, sales tax codes and general ledger accounts.
<b>Service Reporting</b>	Service reporting with <b>Automated Service</b> is practically limitless with the variety of reporting options available. Choose various predefined report options from the <b>Automated Service</b> reporting system: Service Site Analysis, Service Job Analysis, Equipment Analysis and more. Utilize industry standard reporting tools such as Crystal Report Writer to build your own service reports.
<b>Training Services</b>	Easy to follow "quick start" training segments are offered on a continued basis and performed utilizing the latest web based training technology. Simply log on to the Internet, enter your class registration number and sit back and learn the power of <b>Automated Service</b> . If an Internet connection is not available, contact your local BusinessVision Partner for assistance.



800-256-6853  
 1880 S. Dairy Ashford  
 Suite 535  
 Houston, TX 77077  
[www.ascent-sys.com](http://www.ascent-sys.com)

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