



NITOL MOTORS LTD

(SERVICE AND PARTS)



100 TONGI INDUSTRIAL AREA, GARZIPUR

SOFTWARE DOCUMENTARY

(IT DIVISION)

REF : IT CIRCULAR_REF_NML_SE_IT_SOFT_06112012_44

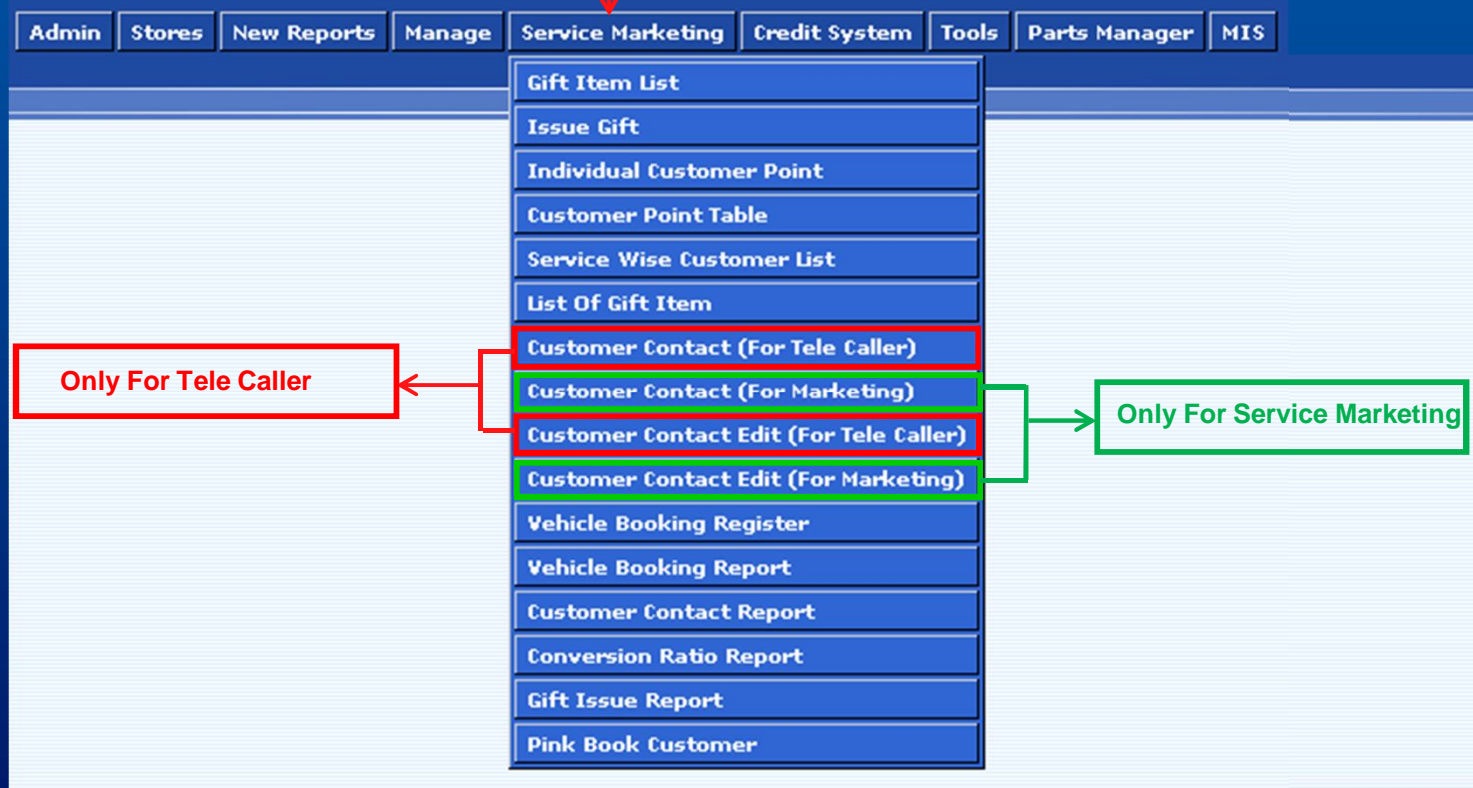
AGENDA

Service Marketing : Customer Contact Entry / Modification and Contact Report



Customer Contact

A. Customer Contact Entry / Modification



The screenshot shows a software menu with the following items:

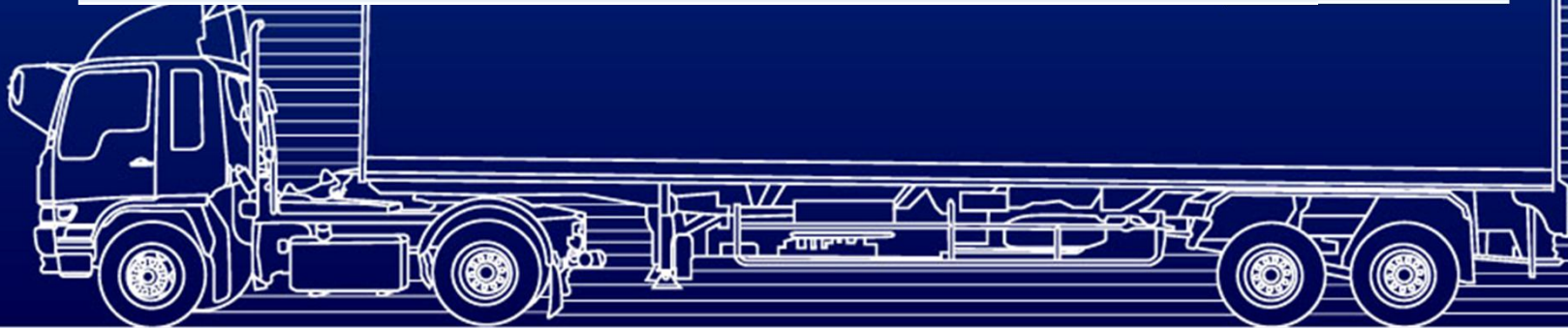
- Admin
- Stores
- New Reports
- Manage
- Service Marketing
- Credit System
- Tools
- Parts Manager
- MIS

The 'Service Marketing' menu is expanded, showing the following options:

- Gift Item List
- Issue Gift
- Individual Customer Point
- Customer Point Table
- Service Wise Customer List
- List Of Gift Item
- Customer Contact (For Tele Caller)
- Customer Contact (For Marketing)
- Customer Contact Edit (For Tele Caller)
- Customer Contact Edit (For Marketing)
- Vehicle Booking Register
- Vehicle Booking Report
- Customer Contact Report
- Conversion Ratio Report
- Gift Issue Report
- Pink Book Customer

Annotations:

- A red arrow points to the 'Service Marketing' menu item.
- A red box labeled 'Only For Tele Caller' points to 'Customer Contact (For Tele Caller)' and 'Customer Contact Edit (For Tele Caller)'.
- A green box labeled 'Only For Service Marketing' points to 'Customer Contact (For Marketing)' and 'Customer Contact Edit (For Marketing)'.



Customer Contact

A. Customer Contact Entry / Modification

1. Type Cust Code and Load

Type Cust Code: 0319025

2. Type No Of Vehicle

No Of Vehicles: 5

3. Select Pipeline

Pipeline: Denting

4. Type Complaint Ref.

Complaint Ref.: 1012

9. Click Add to Cart

7. Select Service Category and Customer Category

Category: S1

Customer Category: General

6. Type CIMS Feed

CIMS Feed: 0201

5. Type Contacted By

Contacted By: Mr. Zakir

8. Select the satisfaction level

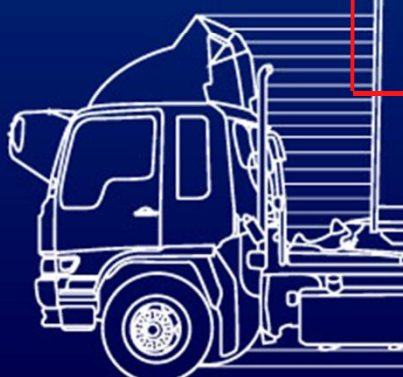
ক্রমিক নং	প্রশ্ন	শ্রেণী	নম্বর	অত্যন্ত সন্তুষ্ট (৫)	সন্তুষ্ট (৪)	সাধারণ (৩)	কিছুটা অসন্তুষ্ট (২)	অত্যন্ত অসন্তুষ্ট (১)
১	আমাদের সেবার সার্বিক মান নিয়ে আপনি কি সন্তুষ্ট?	সার্বিক সেবা	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
২	আমনার পাঠির সমস্যা চিকিত্সকরলে আমাদের পারদর্শিতায় আপনি কি সন্তুষ্ট?/ আমাদের কর্মীদের দক্ষতা নিয়ে আপনি কি সন্তুষ্ট?	কাজের পুনঃস্থান	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
৩	আমনার পাঠির কাজের জন্য আমাদের প্রে সমস্ব লেগেছে তাতে কি আপনি সন্তুষ্ট?	সমস্ব	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
৪	আপনি কি টাটা জেনুইন স্পেশার পার্টস এর সহজনভ্যতা ও দাম নিয়ে সন্তুষ্ট?	স্পেশার পার্টস	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
৫	আমাদের কর্মীদের ব্যবহার ও আন্তরিকতা নিয়ে আপনি কি সন্তুষ্ট?	ব্যবহার	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
৬	আমাদের লেবার চার্জ এর বিষয়ে আপনি কি সন্তুষ্ট?	মূল্য/ধরচ	5	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Delete	CompanyName	Chassis	Category	Pipeline	NoOfVehicles	ContactBy
Delete	Mr. Jakir Bin Kawser	MAT445051BZR30972	S1	Denting	5	Mr. Zakir

10. Click Save

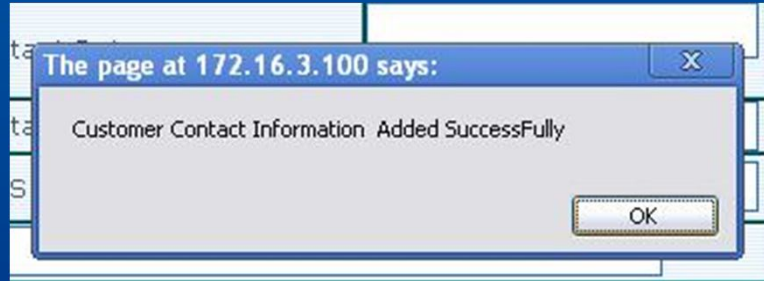
Save

Reset

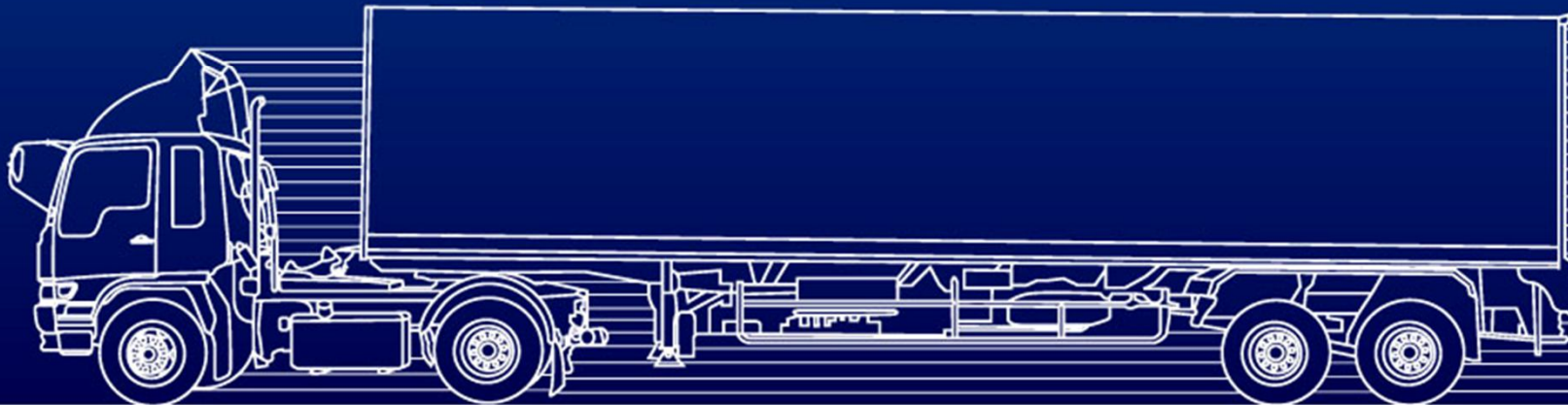
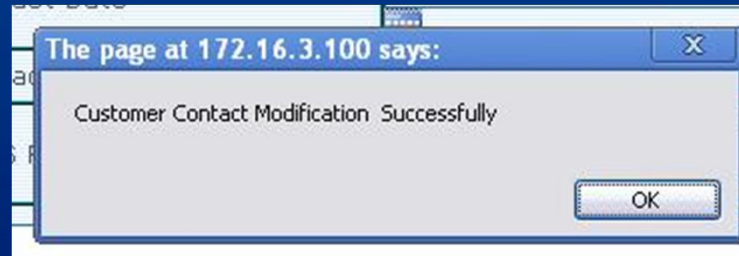


Customer Contact

A. Customer Contact Entry

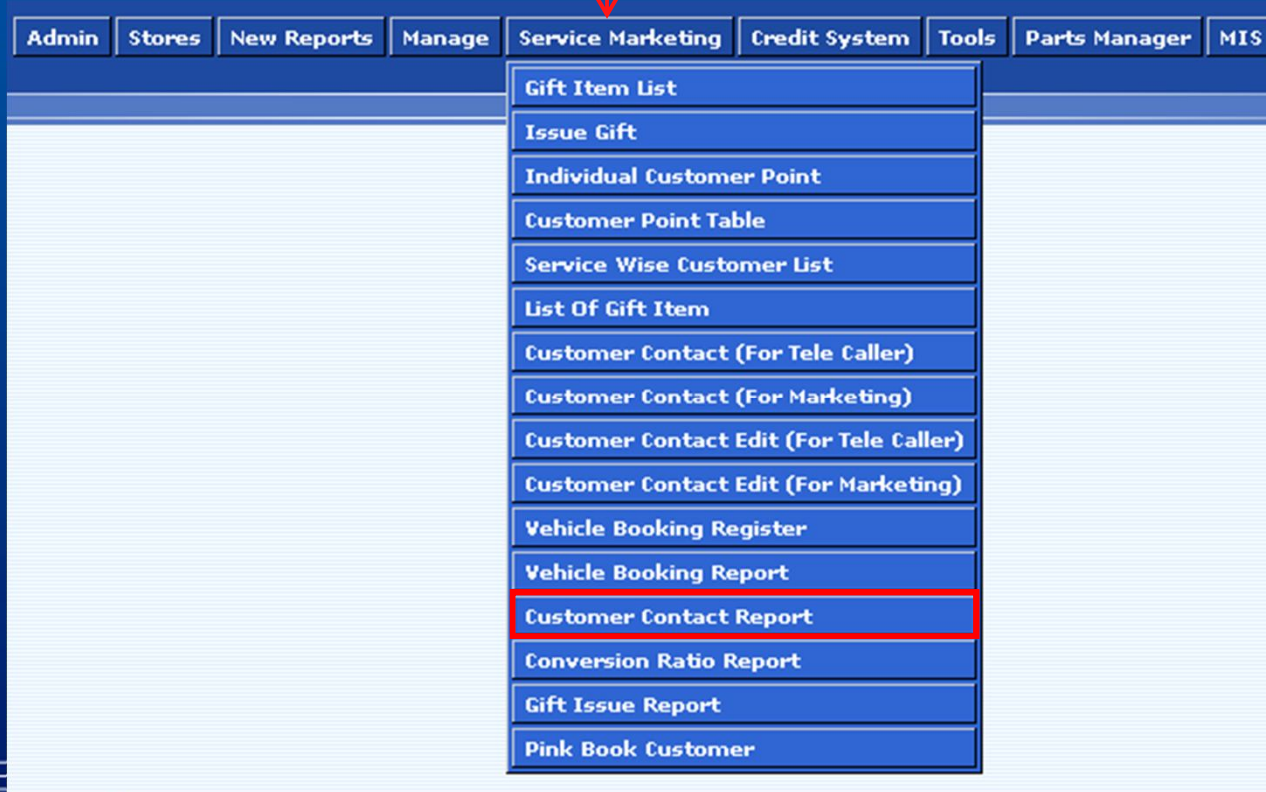


A. Customer Contact Modification



Customer Contact Report

B. Customer Contact Report



The screenshot shows a software interface with a menu bar at the top containing the following items: Admin, Stores, New Reports, Manage, Service Marketing, Credit System, Tools, Parts Manager, and MIS. A red arrow points to the 'Service Marketing' menu item. Below the menu bar, a dropdown menu is open, listing the following options: Gift Item List, Issue Gift, Individual Customer Point, Customer Point Table, Service Wise Customer List, List Of Gift Item, Customer Contact (For Tele Caller), Customer Contact (For Marketing), Customer Contact Edit (For Tele Caller), Customer Contact Edit (For Marketing), Vehicle Booking Register, Vehicle Booking Report, Customer Contact Report (highlighted with a red box), Conversion Ratio Report, Gift Issue Report, and Pink Book Customer.



Customer Contact Report

B. Customer Contact Report

Customer Contact Report

Date Wise ToDays Contact All Customer Status Contacted By Customer Category Owner Customer List

Date Wise

Feedback For : All

- All
- PDF
- Marketing

Date Wise

Feedback For : All

Date From : 01-Nov-12

Date To : 05-Nov-12

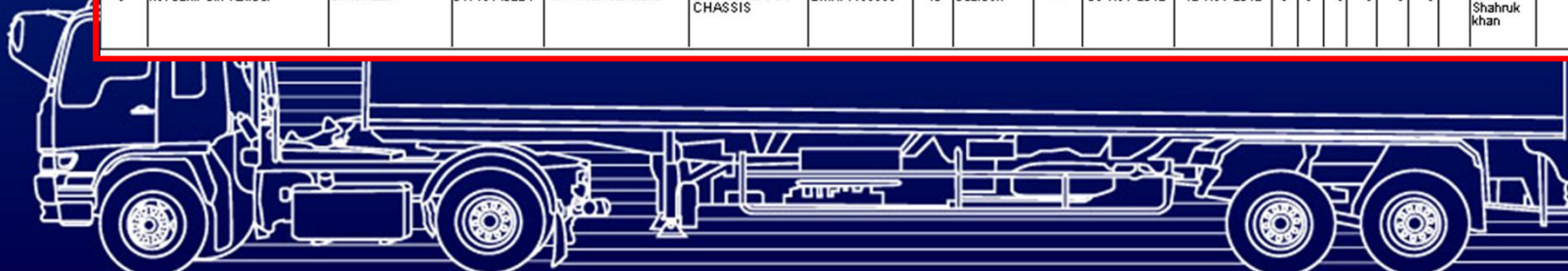
Preview

1. Select Feedback for

2. Select Date Range

3. Click Report

Average Time: 5.00		Average Behavior: 5.00		Average Overall Service: 5.00		Average CSI:														
Average Cost: 5.00		Average Quality : 5.00		Average Spare Parts : 5.00																
SL	Company Name	Contact Person	Mobile	Chassis	Model	RegNo	Tot Veh	Pipeline	Category	Contact Date	NextDate	Q	T	B	C	O	S	CSI	Contact By	Remarks
1	Mr. Jakir Bin Kawser	01713140224	01713140224	MAT4450518ZR30972	LP 1109/42 BUS CHASSIS	DMNA 163399	5	Denting	S1	05-Nov-2012	12-Nov-2012	5	5	5	5	5	5		Mr. Zakir	
2	MIDLAND KNITWEAR LTD.		01713384705	MAT47407248R38965	LPT 809BQ2	DMAU142923	10	Engine	S1	05-Nov-2012	12-Nov-2012	5	5	5	5	5	5		Mr. Jalil	
3	Mr. Jakir Bin Kawser	01713140224	01713140224	MAT4450518ZR30972	LP 1109/42 BUS CHASSIS	DMNA 163399	10	Gearbox	S1	05-Nov-2012	12-Nov-2012	5	5	5	5	5	5		Mr. Shahrukhan	



THANK YOU

