



## CAPTURESOFT™ SERVICE CALL

### SERVICE CALL - OVERVIEW

**Service Call is a software application that allows your service reps to view and update customer information, and service tickets, on mobile data collection devices while in the field. It is comprised of three separate elements: Service Call for Windows Mobile devices, and Scheduler and Gatekeeper for the office computers.**

### FEATURES

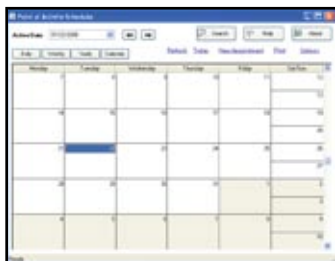
**Service Call** - With Service Call, technicians use handheld devices to view appointments and service their customers without ever touching a piece of paper. They can create an invoice, capture the customer's signature, track job time, enter notes, and even collect payment information. In addition, they can view a customer's history and detailed customer information, add a new customer, or schedule a new appointment. With Service Call, opportunity for error is greatly reduced, double and triple entry of information is eliminated, and productivity is significantly increased. Technicians will be able to use their handhelds to:



SERVICE CALL WORKS ON A VARIETY OF HANDHELDS FROM POPULAR MANUFACTURERS.

- **View Scheduled Service Calls and Customer History**
- **Complete Service Work Orders and Estimates in the Field**
- **Create Invoices and Collect Payment Information**
- **Print Work Orders, Estimates, and Invoices Onsite**
- **Synchronize Estimates and Invoices with a host accounting system**
- **Capture Signatures**
- **Scan Barcodes**

**Scheduler** - With Scheduler, appointments and estimates are created on the office computer and then synchronized to each of the handheld devices. Work orders can be attached to the appointment that identifies the items needed to complete the job. After synchronization, these items appear on the customer's invoice on the handheld.



SCHEDULE TASKS QUICKLY AND EFFICIENTLY FROM THE OFFICE AND SYNC WITH HANDHELDS.

This feature provides an inventory control process, and a method to decrease lost revenue due to non-invoiced parts. With Scheduler, dispatchers can:

- **Schedule Service Calls**
- **Review and Update Service Calls**
- **Synchronize Service Calls with Handhelds to include Customer Information and History, Time of Appointment, and Reason for the Service Call**

### Testimonials

**Jensen Sprinkler**

"This is our third season using the Service Call software. I can't imagine running our business without it. Utilizing the software has made us more streamlined and more efficient."

**Bob Savage Consulting**

"Service Call has allowed me to reduce my overhead by removing the need for a billing person; it has allowed us to get our invoices out the next day rather than the end of the week giving me a faster return on my accounts receivable. It also helps with my inventory."

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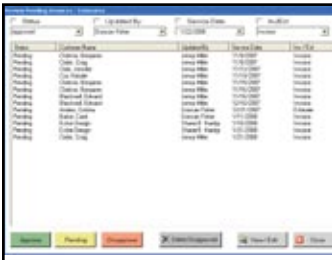




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### FEATURES - CONT.

**Gatekeeper** - Gatekeeper enables management to review and approve customer changes and invoice. This tool ensures a much higher level of accuracy and provides a means to modify information prior to synchronization with the accounting system.



GATEKEEPER PUTS MANAGEMENT IN THE FIELD FROM THE OFFICE.

Naturally, integration virtually eliminates the data entry process and enables your company to manage administrative tasks more efficiently than ever before. With Gatekeeper, managers will be able to:

- **Review, Edit, and Modify each Day's Activities**
- **Ensure the Accuracy of Customer, Invoice, and Payment Information**
- **Eliminate Unnecessary Errors**

### BENEFITS

By implementing Service Call, your company can reduce overhead and consistently receive payment for services rendered in 30 days or less, by cutting down the time it takes to invoice customers. It can significantly improve performance in the field and provide customers with a greater degree of satisfaction. Technicians will find the transition from paper to handheld device easy due to the user-friendly aspect of Service Call. They no longer have to enter information or complete forms on-line and can spend more time with your customers.

### REQUIREMENTS

The mobile portion of Service Call runs on Pocket PC 2003 and Windows Mobile 5 and 6, and most popular devices.



### YOUR FIELD SERVICE SOLUTION

Service Call is an application for your field reps which eliminates redundancy in data entry, provides greater accuracy in invoicing, and reduces overhead due to automation of the entire dispatch and work order process. It was specifically designed to integrate with accounting software, which allows reps to create and change invoices in the field, as well as capture signatures and record time spent on jobs.

### Contact Us

#### GET STARTED WITH SERVICE CALL

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