

Field | Sales Force Handling & Tracking Modules

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- a. **Maintenance Team:** It helps management to communicate with the staff in the field, whereas will facilitate field force to fetch information from data base and update management relating to their activities. Instead of manual “Information Sheet”, maintenance staff will use their cell phones or tablets, enabling them:
 - i. Incorporate signature of customers with regard to completion of work.
 - ii. Customer may be able to endorse his remarks in the mobile app with regard to work done or any job left incomplete.
 - iii. Maintenance team member shall be able to generate a spare-part request once working on site.
 - iv. Performance Support: Monthly performance report that show each support member with status wise open/closed/partial close
- b. **Sales Force Tracking Modules:** Through GPS employees will be tracked and their locations will be mapped at google map, enabling management to monitor the sales & management force movement. The system is strong enough to:

- i. Update the movement of the staff on specified interval basis (15 minutes; 30 minutes etc,).
- ii. Management shall be able to ascertain that how long an individual has worked at a certain place.
- iii. A worker log will be stored in the system; same can be retrieved subsequently; even after one month or so, in case required.

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