Service Connect
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Pronto Xi Service Connect
Stay on track

Share service call information with your customers through an easy-to-use online web portal, freeing up your service centre resources.

An extension of Pronto Xi Service, Service Connect is specifically designed for the service industry. Empower your customers by giving them access to up-to-date service call information – including their own prior history – allowing them to deal with concerns at their leisure.

Key features of Service Connect include:

• Offline capability if the server is unavailable
• Easy deployment to customers
• An intuitive web interface with minimal training requirements
• Secure access through password protection
• A web-based portal accessible from leading browsers
• Seamless synchronisation of key data

Service connect workflow

Pronto Xi Solutions Overview
Manageable customer access
With the Service Connect Call Logging Screen, you can specify the fields a customer fills out and their defaults. All service calls logged via the web portal are fully audited. Back-office staff can track who logs which calls.

Security levels for each customer can be defined, with three levels of access:
- **Customer system administration** – A system administrator can set up users within a customer company, and each user’s access (eg. enquiry or maintenance access)
- **Enquiry access, view-only level** – Users are only able to view service calls and history based on service contracts, units and equipment, etc.
- **Maintenance access** – Users can log new service calls and review information provided on the web portal as per enquiry access

Improved customer service
Improve both service team efficiency and customer service with Service Connect:
- **Service calls can be reviewed at any time**
- **Less call centre administration is needed to support incoming calls**
- **A powerful search capability is built-in**

An open content web framework allows you to use standard or custom pages and layouts to suit your business requirements. This provides easy deployment, scalability and architectural flexibility.
The right call

We’re always ready to adapt Pronto Xi to perfectly fit your unique requirements.

For more information on what we can do for your business, contact us at 1300 PRONTO (1300 77 66 86) or find us at: www.pronto.net