

RCS Service module

RCS Service Module is an effective web based system where the end customer can register mistakes and flaws in a product. The module also has a range of useful functions.

RCS IT presents RCS Service Module

In RCS Service Module your end customers will feel they are in safe hands. The module is integrated with SAP Business One Service Module. Here they can register errors and flaws and attach files in an error report. If your company has more dealers, the end customer can also register, what dealer, they bought at, when they make a service request. Below you can see a list of possibilities and advantages that RCS Service Module gives you.

In RCS Service Module you can

- » Create a number of products
- » Create menus for your product groups
- » Create structured download folders
- » Send out newsletters or make a blog
- » Create user profiles



Good Reasons

1. Your customers can easily make a service requests so that you can attend them with help fast.
2. You can effectively control your website and keep up with your service requests one place.
3. User files to help your customers help themselves- can decrease the workload on your employees.

In RCS Service Module you can (continued)

- » Give access to download of manuals and modules
- » In close future see account balance and invoices on your account
- » Control your website
- » Register errors and flaws and attach files to the error report
- » Register what dealer the product was purchased at
- » Decide which users who can download the different files