Service Management system

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IT Service Management (YTService)

ITSM is an Information Technology Service Management system, which manages all the IT related services such as servicing a Computer or a Printer into the computerized form. When the customer brings their devices for servicing, the technician check the device and enter the details into the system. The technician also decides whether the device will be repaired locally or has to repair by the service center. Once the service note is generated the customer will receive an SMS from the system and also logged. The customer can use the Service note id for future reference.

The Technician head can check the system for the list of Service issues registered and can allocate it to the service engineers. Once the service is allocated to a particular engineer, he/she will receive intimation in the form of SMS. The details about the device will be mentioned in the SMS such as the Service Note No. and the problem of that device. If the service engineer repairs the system he can have two options for the status of the device while updating into the system such as REPAIRED, NOT_REPAIRABLE. The customer will receive an SMS which states the status of the device and also intimation for taking the device from the IT Shop. This will help the IT Shop/ Service Center to get rid of the Calling the customer and asking them to take the device. It also helps to clear the services easily and effectively.

If the service is for OUTHOSE i.e., for SERVICE CENTER, then the item has to be decided that to which SERVICE CENTER we are going to allocate. Once the allocation process is done then we have to do a courier entry so that the devices we can send by courier. After the courier entry, the service center will receive a SMS with the details of the items inside a courier. The service Center when it repaired/replace the items and send it to the IT Shop, He/she can do the entry in the system stating the status of the device. An automated SMS will go the Customer stating the status of the Item and also informing them to take the item back.

Lastly, the delivery entry has to be performed before giving the item(s) to the Customer with valid information about the Person who receives the item(s).

This system will greatly help the Shop keeper / Manager of the IT Shop to handle the service(s) efficiently and also monitors the working efficiency of the service engineer.

Features:

Courier Details

Service Center Details

Service Engineer Details

Service Entry

In-house Entry

Out House Entry

Item Repaired/Replace entry

YTService Configuration

Reports

Stock In-house

Stock Out-House

Message Logs

Receive/Repaired but not delivered list

Assigned Item List

Courier List

Item Received List

Unassigned Item List

In-house List

Item Repaired List

Service Item List

Sofware requirement

- ✓ Microsoft® Windows® XP, 7 or higher

- ✓ SQL server 2008 express

- ✓ Dot Net framework 3.5 or higher

- ✓ Intel® Pentium® III 500 MHz or compatible or higher

- ✓ 1GB of RAM or higher

- ✓ 3GB Hard disk or higher

- ✓ Monitor

- ✓ Keyboard and Mouse

- ✓ UPS (Uninterruptible Power Supply)

- ✓ Printer

Sample Screen shots