



TRouble TICKET



Field Force Automation: Trouble Ticket

Automate to win

A well-trained, highly motivated & efficiently connected field force is critical to the growth and success of a company. To stay ahead of the competition, traditional paper and telephone-based systems need to be replaced with wireless solutions that enable access to key information directly from the field.

Unique Computer Systems provides field force automation tools for several verticals including property management, equipment management & maintenance services. Essentially our solutions are designed to help any company with employees in the field who need to be connected to enterprise systems.

More informed, More agile

The Handheld Trouble Ticket System allows field technicians to download their latest list of tasks. The system ties into your existing CRM or database and provides up-to-date information on their tasks.

Field technicians can gather data, view trouble ticket status, select job materials and personnel to be deployed to complete the task, and enter data about the work completed while still at the problem location.

This makes the field service force better

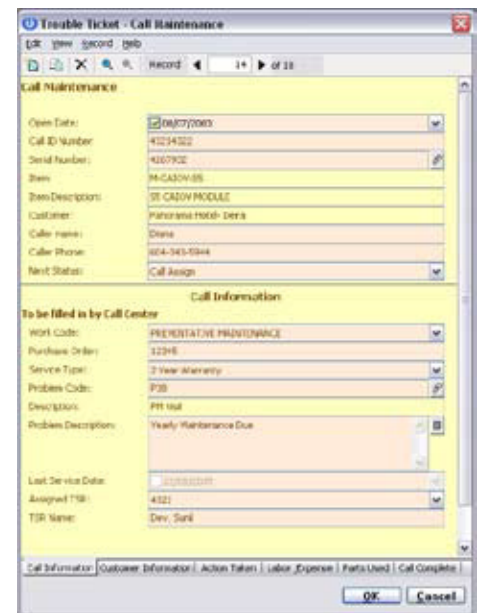
informed and more agile and in turn, more responsive and efficient.

Features

- "Always-on" access to critical enterprise data
- Dynamic Job Dispatch
- Time and Activity recording
- On-the-spot task status update via GPRS
- Readily available information on equipment, material and personnel
- Automatic Update and instant reporting for management
- Task life-cycle tracking
- Comprehensive administrative system for task and technician management

Benefits

- Eliminate paperwork
- Measured increase in productivity & efficiency
- Reduction of errors due to data entry inaccuracies and task duplication
- Reduced administrative costs and procedures
- Higher customer satisfaction rating
- Provides the field force with a competitive edge



Unique Computer Systems FZE is an application development, systems integration and solutions consultancy providing online and mobility products and solutions.

With a focus on business processes and usability, Unique Computer Systems FZE assists its customers to step effortlessly through the evolutionary process of designing, deploying, managing, analyzing and enhancing their applications.

Unique Computer Systems provides a complete three-tier application system for several verticals including customer service, property management, data collection etc. Essentially our solutions are designed to help any company with employees in the field who need to be connected to enterprise systems.

Our products include PharmaWorx (Pharmacy Field Sales Automation), SalesWorx (Field Sales Automation), InvenTrax (Inventory Management), TouchPoint (Mobile Survey), TroubleTicket (Field Service Automation).

For more information about TroubleTicket and other Unique Computer Systems FZE products, email info@ucssolutions.com or visit www.ucssolutions.com



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