

Track trouble tickets and service orders with Map-It



Reduce truck-roll expenses and identify geographic trends in your business with Customer Master's Map-It feature.

Instantly know the location of trouble tickets and service orders

MACC's Map-It feature uses geolocation technology to improve employee efficiency and to identify geographic trends in the location of service orders and trouble tickets. The feature allows Customer Master users to instantly see a map of their company's service territory with open trouble tickets or pending service orders. The feature is launched directly from Customer Master for easy access by all associates. Besides Customer Master, all that is required to use Map-It is an Internet connection.

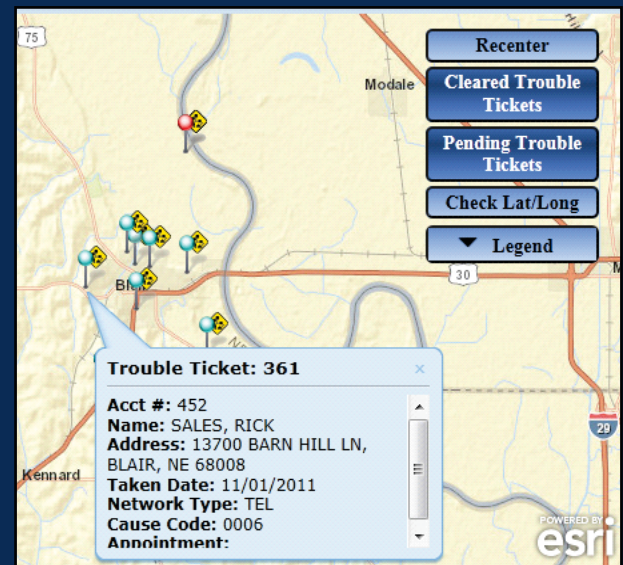
Spend less time and money on truck rolls

Map-It instantly identifies locations where a technician is needed as trouble tickets or service orders are created in Customer Master. With trouble tickets and service orders clearly marked on a highly-detailed map, managers and dispatchers can direct technicians to nearby customer locations where work is required. By dispatching technicians based on their proximity to the locations where their help is needed, companies will spend less money on fuel, reduce the amount of time technicians spend traveling, and provide faster service to their customers.

Create location-based reports

The Map-It reports show the location of trouble tickets or new service orders over set periods of time. These reports allow management to identify and react to trends. For example, a great deal of new service orders in close proximity to each other could indicate

Key Benefits



- Instantly see snapshots of trouble tickets and service orders on highly-detailed maps
- Save fuel and spend less time traveling to your customers' homes and businesses
- Provide even better customer service thanks to reduced technician response time
- Identify geographic trends in your business with reports generated by Map-It

success for a marketing campaign in a specific community or neighborhood. Another example of applying a Map-It report is tracking the location of trouble tickets over a few months to identify sections of plant that require attention.

Start using Map-It today

For additional details, and to begin using the Map-It feature at your company, contact your MACC Client Relations Manager or National Sales Representative.