

Customer Master Notifications



In today's fast-paced world, customers have come to expect quick response times. Make the most of your time by using Customer Master's notification options to ensure your office staff and technicians are aware of pending service orders and trouble tickets. You can even send messages to customers directly from Customer Master.

Trouble Ticket Inbox notifications

Two options are available for notifying staff when a Trouble Ticket has been assigned to them. When the Assigned To field has been completed, an optional e-mail and/or SMS message may be sent to the selected employee. In order to use this feature, the employee's e-mail address and/or mobile phone number is needed at Maintenance-Common-Employee. Additionally, if SMS messaging is used, the service must be activated with a third-party messaging vendor – Message Media. Your MACC Client Relations or Account Manager can provide you with more information about text messaging and Message Media.

Service Order Inbox notifications

Similarly, e-mail or SMS messages are also available for notifying your staff when a service order stage has been assigned to an employee.

Trouble escalation

Trouble escalation can be used to raise the priority of trouble tickets when they have reached pre-established thresholds. For example, a trouble ticket can be raised to a low priority after it's been opened, but not cleared after one hour, medium after two hours, and high after three hours. The criteria is customizable for your company. When the priority is raised, the system can automatically send an e-mail to your staff, notifying them of the urgency of the issue.

Web Messenger

From Customer Master, you can send e-mails and/or text messages on-demand by using the Web Messenger tool. Here, you can select the employee

Key Benefits



- More efficient business processes as notifications can be automated using text and/or e-mail messages
- Quicker response times in meeting customer requests
- Customized settings to meet the exact needs of your company
- E-mails to customers offer an inexpensive method to build stronger relationships

to send an e-mail and/or text, and type in your message. A great example of using this tool is to text your technicians to ask if they can call the office or dispatch center.

Messages to customers

Customer Master can also be configured to send e-mail messages to individual customers. This functionality works with most common e-mail programs. It's a great way to quickly and easily keep in touch with your customers. Contact your MACC Software Support Representative for assistance in configuring Customer Master to send e-mail messages.