Autotrack On Demand Warranty Tracking

AUTOTRACK

First Time Login

Warranty Status Update

Product Name: Weighting Scale with Android
Purchase Date: 12/Jan/2015
Purchase Shop: ALC-TECH (M) Sdn Bhd
Location: Manjalara Kepong, Kepong
Sales Agent: Christopher Tan
Phone: +603-62801650
url: www.alcaidc.com

Warranty Info:
21/Feb/2015 - Battery Issue
09/May/2015 - Screen Broken

Introduction

With the advancement of technology and popularity of mobile device for individual. Today self-service product become trend for the corporation in order to reduce distribution cost. This is also introduced to the new corporate culture, Bring Your Own device (BYOD) and Use Your Own Device (UYOD).

Common Problem on warranty Tracking.

For today better service and quality maintaining, most of the corporate would like to improve their product quality by capturing user feedback data. In line with Big Data arena, customer feedback will be one of the most valuable asset for the corporation. Customer on-time feedback, customer periodically feedback and routine feedback becoming one of the key factor in order for next version of product to be launch for their new and existing customer.

What Autotrack warranty tracking can do for you?

Autotrack On Demand warranty tracking design base on latest Microsoft SQL technology with C sharp programming. End user will get it from apps store and download it into their mobile phone, the feedback action start once they login to the apps. Data will be transfer wirelessly and user can browse the request data online. Once the End user finish the questionnaire record will immediately post back to the hosting server.

What is inside Autotrack on Demand warranty tracking?

Autotrack On Demand warranty tracking comes in 2 separate software, Autotrack warranty tracking Management Studio and Autotrack Attendance warranty client (Mobile Apps).

Autotrack Warranty Tracking Management Studio work?

Autotrack Warranty Tracking Management Studio is running at the back-end PC to allow administrator user to manage their data. Autotrack Warranty Tracking Management Studio have a function to link to user database via text file of Customer master from customer exiting Inventory/POS program with customer master information and current information.

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This back-end program allow user to have a clear view on the existing customer master information, make a detail plan on customer behavior as well as customer usage on the item they purchased.

Autotrack warranty tracking terminal client is a client program running on the mobile computer, android phone or Desktop. It depends on the type of devices you select. Minimum level of customization will be done once only base on customer preference for the first time. Once the user starts for routine the process, it should be able to reduce the man power use for tracking back customer behavior on the warranty issue. The terminal use recommended come with 3G or higher connection. Customer Relationship manager will determine the process and classify the warranty base on the feedback records. Online update the receiving data directly after user scan the barcode or RFID with the terminal. Pre-requisite for the Autotrack Attendance Marking is every customer carry their own smart phone with 3G connection during warranty claim hour.

Features

Windows and android base application

User friendly design

With Login user security

**Two-way communication (Mobilecomm Needed)

Clear indicator and user action

Support different brand of Mobile phone

Adjustable to common screen size

Using standard windows control

1D or 2D barcode capturing

3G enable

Text file transfer integration

Suitable hardware: Samsung, Huawei, Sony, XiaoMi.

ALC WARRANTY CARD

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