

Zervicio

A new paradigm in after-sales service delivery



Zervicio @Fingertips



Zervicio the **universal** app enabling after sales service,
at your fingertips for any brand, any home appliance,
any gadget & any industrial product

... Simplifying life for every customer.

Zervicio @The Reason

The real work gets started after the complaint request (Ticket) reaches the service team -

- Lookout for the right “Engineer/technician” to fix the issue.
- To super charge the productivity of the “Engineer/Technician , that is , the personnel for the physical delivery of service.

Zervicio @Importance

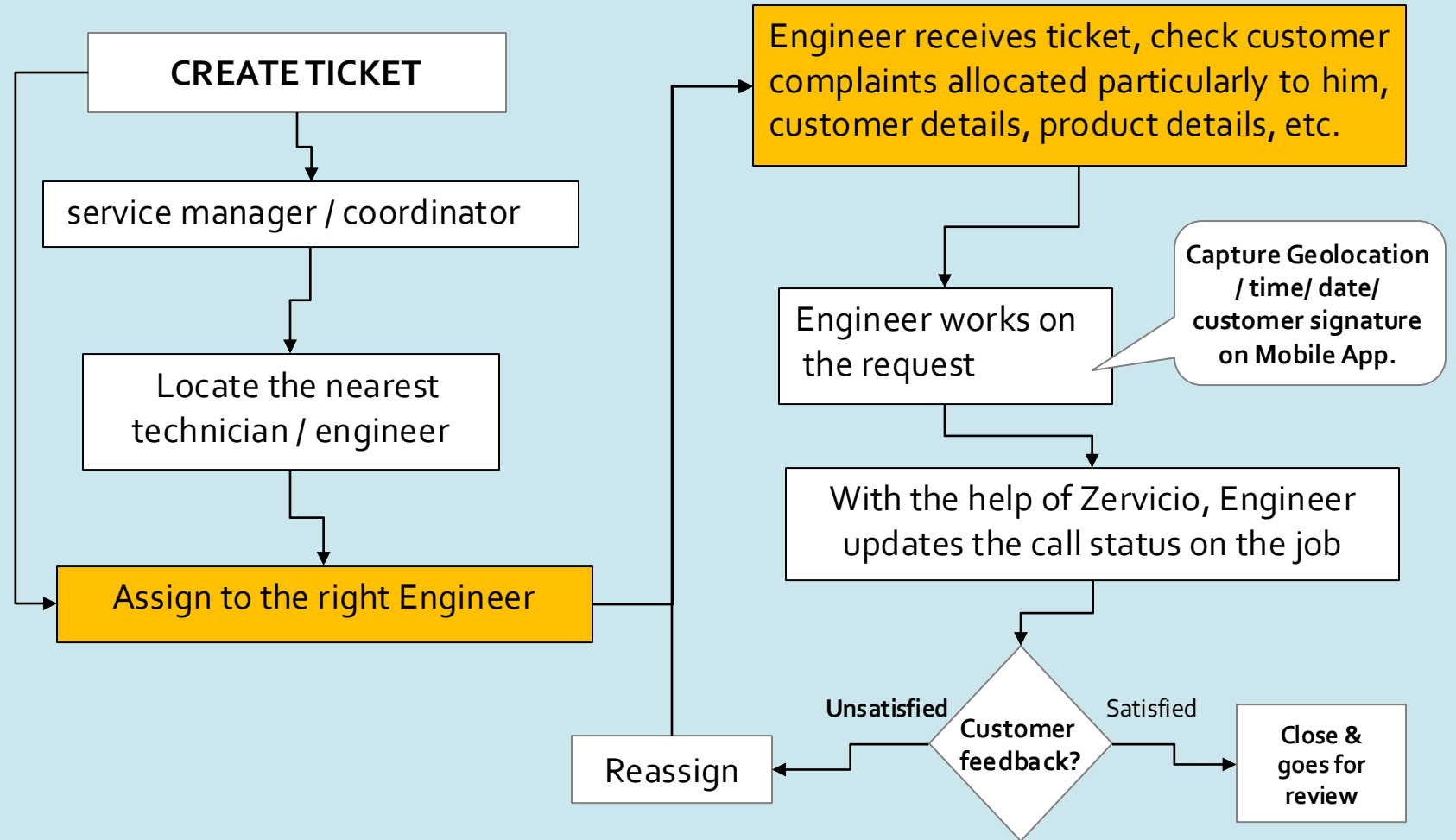
- Beside customers , our most critical stakeholder is the “Engineer/technician”.
- Zervicio - helps in connecting to the right dot - locating the right service technician for the solution.
- Providing an intelligent mechanism to the personnel for the delivery of service.



Zervicio @How

- By keeping the engineer well informed and on time.
- Granting the rights to the engineer to track the request and to update the status using web/mobile app.
- Provide mechanism to monitor, manage and control .

Zervicio @Flowchart



Optimize service pattern



Empowered Engineer/Technician

Zervicio @The Answer

- Saves time and resources
- Brings customer satisfaction with feedback mechanism
- Provide on the job updation provision
- Automatic update on real time for each status change
- Optimize service pattern
- Mobility & Traceability
- Ensuring the delivery of services
- Generate MIS reports

Zervicio @Service Teams

- Monitor, manage and control the process
- Prioritize customer requests
- SLA management provision
- Review engineer/technician
- Seek customer feedback
- Evaluate MIS reports

Zervicio @Benefits

- Instant Response
- Dedicated channel
- Reduce delay in work
- Real time updation
- Quick service & feedback mechanism
- Add value to customer's originally purchased product
- Direct contact with the engineer/technician
- Traceability
- Service at the door step without delay

Zervicio @WebVersion

- Available in **three** versions
 - Open cloud , Private Cloud and On-Premise
- Already delivered 25,000 customer service experiences in industry verticals of power, fitness & electronics.



Zervicio @MobileApp

- Available for service teams - with generic & white labelled skins
- Makes it easier to access the data on the go, from anywhere and anytime.

Zervicio @Contact

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