



Tracking Genie Training Module



# What is Tracking Genie?

Tracking Genie is an innovative and cost-effective provider of world-class vehicle tracking solutions. Established in the year 2007, we are an ISO 9001:2008 certified company. We provide robust hardware along with cutting-edge web and mobile applications to help our customers manage their single or an entire fleet of vehicles.

With our well-defined processes that support and deliver world-class services, we also have a flexible model for the design, development, deployment and maintenance of customized vehicle tracking solutions, based on our customers' precise needs and expectations.



## Contd... What is Tracking Genie?

Our passion lies in helping businesses find new ways to grow, increase their everyday efficiency and delight their customers with much-improved services. Using our innovative and intelligent vehicle tracking solutions, their management can now have a complete picture of what's happening out there in the field, and use that knowledge to further improve their operations. We transform the complex and ever-growing piles of paper with raw data into simple, easy-to-understand information.



# Need of Tracking Genie

Maximise Return of investment on commercial vehicles by tracking and properly controlling operations.

Driver behaviour analysis and management.

- Overspeeding

- Halts

- Idling

- Night driving

Protect Vehicle theft

Live tracking

Vehicle Maintenance Alerts

Increased Productivity by avoiding unauthorised stops and breaks, timely delivery

# Positioning Systems

The GPS (Global Positioning System) is a "constellation" of approximately 30 well-spaced satellites that orbit the Earth and make it possible for people with ground receivers (like tracking genie) to pinpoint their geographic location. The location accuracy is anywhere from 100 to 10 meters for most equipment. Accuracy can be pinpointed to within one (1) meter with special military-approved equipment. GPS equipment is widely used in science and has now become sufficiently low-cost so that almost anyone can own a GPS receiver.

1. GPS-USA (Global Positioning System)
2. GLONASS-Russia
3. Galileo- European Union
4. Beidou-China
5. INRSS- INDIA

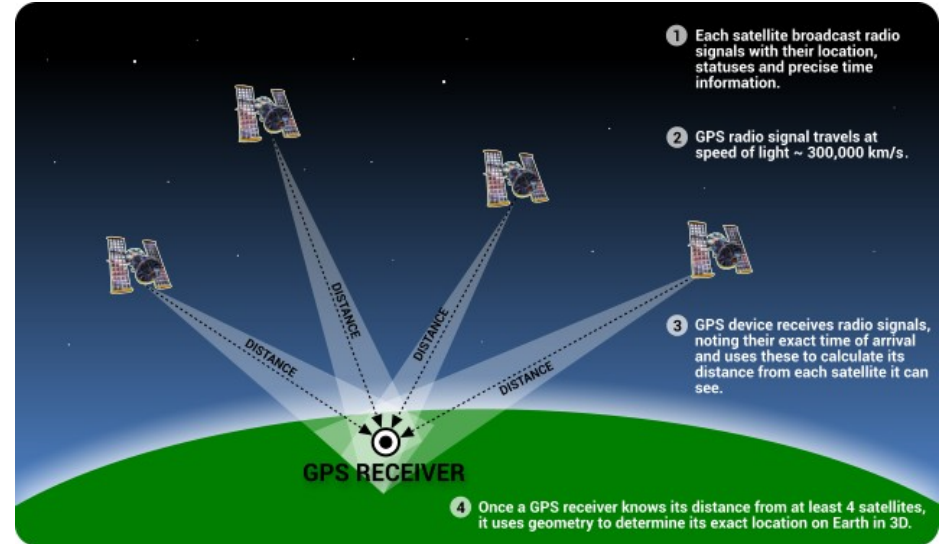


# What is GPS

GPS or Global Positioning System is a network of orbiting satellites that send precise details of their position in space back to earth. The signals are obtained by GPS receivers, such as navigation devices and are used to calculate the exact position, speed and time at the vehicles location.

GPS is well-known for its military uses and was first developed by the US to aid in its global intelligence efforts at the height of the Cold War.

Ever since the early 1980s, however, the GPS has been freely available to anyone with a GPS receiver. Airlines, shipping companies, trucking firms, and drivers everywhere use the GPS system to track vehicles, follow the best route to get them from A to B in the shortest possible time.





# HOW GPS WORKS

- 1 GPS satellites broadcast radio signals providing their locations, status, and precise time  $\{t_1\}$  from on-board atomic clocks.

- 2 The GPS radio signals travel through space at the speed of light  $\{c\}$ , more than 299,792 km/second.

- 3 A GPS device receives the radio signals, noting their exact time of arrival  $\{t_2\}$ , and uses these to calculate its distance from each satellite in view.

- 4 Once a GPS device knows its distance from at least four satellites, it can use geometry to determine its location on Earth in three dimensions.



## GPS

IS A CONSTELLATION OF 24 OR MORE SATELLITES FLYING 20,350 KM ABOVE THE SURFACE OF THE EARTH. EACH ONE CIRCLES THE PLANET TWICE A DAY IN ONE OF SIX ORBITS TO PROVIDE CONTINUOUS, WORLDWIDE COVERAGE.

To calculate its distance from a satellite, a GPS device applies this formula to the satellite's signal:

$$\text{distance} = \text{rate} \times \text{time}$$

where **rate** is  $\{c\}$  and **time** is how long the signal traveled through space.

The signal's travel **time** is the difference between the time broadcast by the satellite  $\{t_1\}$  and the time the signal is received  $\{t_2\}$ .



The GPS Master Control Station tracks the satellites via a global monitoring network and manages their health on a daily basis.

Ground antennas around the world send data updates and operational commands to the satellites.



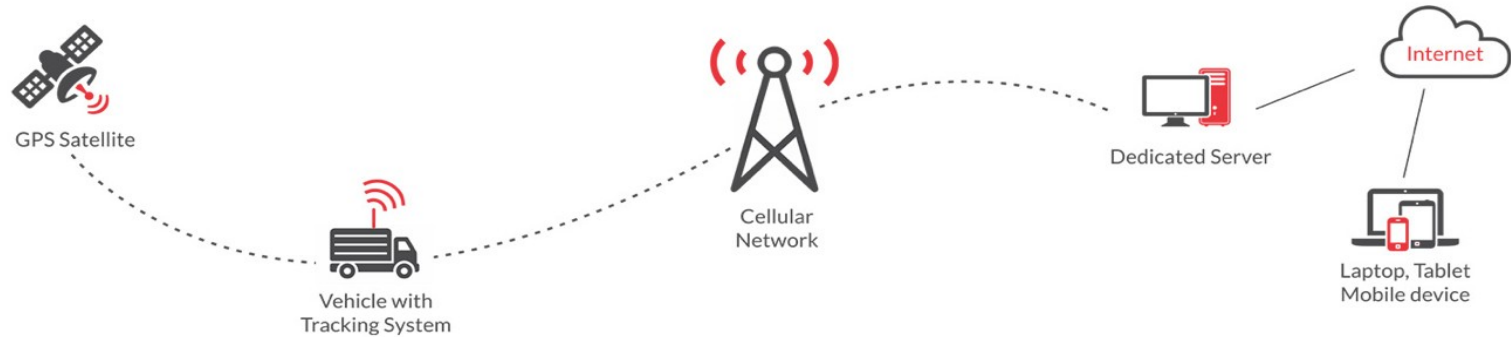
The Air Force launches new satellites to replace aging ones when needed. The new satellites offer upgraded accuracy and reliability.

How does GPS help farmers? Learn more about the Global Positioning System and its many applications at

[WWW.GPS.GOV](http://WWW.GPS.GOV)



# How Tracking Genie Works



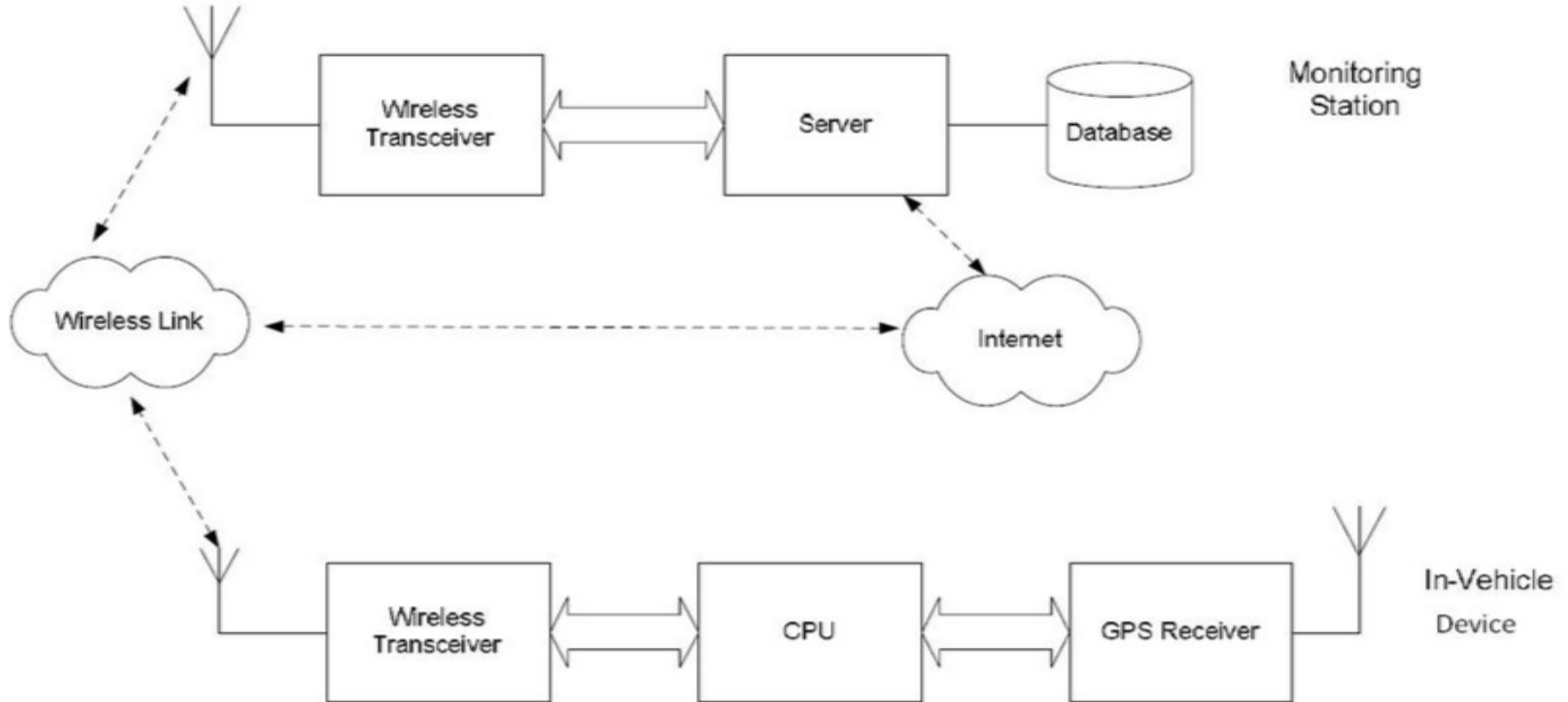




# System Design and Implementation



# System Design and Implementation





# System Design and Implementation

Overall system is partitioned into two major design units: In Vehicle-Unit (IVU) and Tracking Server/Monitoring Station (TS).

IVU is installed into the vehicle. It is responsible for capturing the current location of vehicle, speed of vehicle, ignition status, GPS antenna status, total kilometer run, fuel status, input power and vehicle main battery status.

IVU is also responsible for transmitting this information to TS located anywhere in the world.



# System Design and Implementation

## **GPS Receiver IVU:**

IVU uses GPS receiver to capture the live parameters of the vehicle.

This data provided by GPS is not in human understandable format.

This raw data needs to be processed so that it can be converted into useful information.

Algorithm in the device is required to perform the necessary calculations to achieve this goal.



# System Design and Implementation

## **Algorithm in device :**

The raw data provided by the GPS receiver is captured by the Algorithm in the device and processed to extract the required information.

Algorithm in the device is also responsible for monitoring the other customized parameters of the vehicle.

Algorithm in the device holds all the required information that is to be transmitted to remote TS.

It also controls data transmission module to exchange information with remote TS.

It actually acts as a bridge between GPS receiver, vehicle, and remote TS.



# System Design and Implementation

## **Data Transceiver:**

When all required information is extracted and processed, it needs to be transmitted to remote TS.

TS is responsible for providing this information to the end user or application.

Wireless network used to transmit vehicle's information to remote TS.

Existing GSM network is selected to transmit vehicle's information to remote TS, since it has wide coverage.

It is also less expensive approach as compared to deploying our own network for transmission of vehicle's information.





# System Design and Implementation

## **Server:**

Server is responsible for all the backend processing.

Information received using the transceiver is processed by server.

Administrator interacts with the servers to fetch the information.



VTs usage (Industry Wise)



# VTS usage (Industry Wise)

## **Logistics, Courier & Rent-A-Car Services:**

Every minute of an hour is valuable for these industries; quickly dispatching the closest driver to the delivery location can make all the difference.

Through 2-way communication, a GPS tracking system allows both dispatchers and drivers to see which vehicle is closest to the next pick-up/drop location.

## **Emergency Services:**

Emergency services including police, ambulance, fire engines etc take the help of GPS tracking to reach the destination point as soon as possible.

Through the most feasible route by avoiding all unwanted stops/deviations/traffic blocks with the help of a control center at the headquarters.

## **Educational Institutions:**

Who's not worried about their kids till they reach back at home from school?



## Contd... VTS usage (Industry Wise)

### **Construction:**

Infrastructure companies make use of GPS tracking to track & monitor gigantic trailers & heavy equipment so as to know where all the assets are, all the time.

Detailed information on idled engine times make it easy for the site managers to take decisions wisely on overtime claims.

### **Restaurants, Catering Services & Product Distribution:**

Restaurants keep more accurate delivery times and offer the food as hot as it is.

With real-time GPS route planning and dispatching, product distribution is done more easily and quickly.

### **Personal Tracking:**

User can use this device for personally tracking his vehicles.

User can check that his driver taken the right path or not, can check fuel consumption, how



Devices



# Devices

There are four devices available:

TG Ultra

TG Ultra Plus

TG Lite Plus

TG Super





## Contd... Devices

### TG ULTRA:

TG Ultra is designed for customers that simply need 24X7 location information (Tracking) of their fleet or vehicle.

Hardware Specification	Software Specification
Internal GPS & GSM antenna	30 days historic data
Battery Backup	Multi-Vehicle view on map
Current Location	Live Tracking
Geo Face Alerts	



## Contd... Devices

### TG ULTRA PLUS:

TG Ultra+ comes with all the features of TG Ultra in addition capability of remotely stopping the vehicle with a simple SMS command or by pressing a button from the Tracking Genie mobile app.

Hardware Specification	Software Specification
Internal GPS & GSM antenna	30 days historic data
Battery Backup	Multi-Vehicle view on map
Current Location	Live Tracking
Remote Shutdown	Geo Face Alerts



## Contd... Devices

### TG LITE PLUS:

TG LITE Plus is designed for customers advanced features of Tracking and Remote Immobilization that keeps the track of various features of vehicles like ignition, air condition etc.

Hardware Specification	Software Specification
Internal GPS & GSM antenna	30 days historic data
Battery Backup	Multi-Vehicle view on map
Current Location	Live Tracking
3 Digital input	Remote Shutdown



## Contd... Devices

**TG LITE PLUS ( Continue... ):**

Hardware Specification	Software Specification
Inbuilt Memory	Ignition ON/OFF Alerts
SOS Alert	Geo Fence Alert
Overspeed Alert	



## Contd... Devices

### TG SUPER:

TG Super is designed and well suited for customers that needs additional features other than of TG Ultra and TG Lite like Fuel Monitoring, Camera or RFID based access and more.

Hardware Specification	Software Specification
External GPS & GSM antenna.	30 days historic data
Current Location	Multi-Vehicle view on map
5 Digital Input	Fuel Monitoring Support
2 Digital Output	Camera Support



## Contd... Devices

**TG SUPER ( Continue... ):**

Hardware Specification	Software Specification
SOS	Remote Shutdown
Battery Back-up	Ignition ON/OFF Alerts
Inbuilt Memory	Geo Face Alerts
Overspeed alerts	





## Comparison Devices

<http://www.trackinggenie.com/product/compare>



# Comparison Devices

Name	TG Ultra	TG Ultra Plus	TG Lite Plus	TG Super
<b>GENERAL</b>				
Subscription To Online Software	1 Year	1 Year	1 Year	1 Year
GPS & GSM Antenna	Internal	Internal	Internal	External
Historical Data	30 Days	30 Days	30 Days	30 Days
Digital Input	0	0	3	5
Analog Input	0	0	0	1
Digital Output	0	0	0	2
Current Location	Yes	Yes	Yes	Yes



## Contd... Comparison Devices

Name	TG Ultra	TG Ultra Plus	TG Lite Plus	TG Super
<b>GENERAL</b>				
Remote Shutdown	No	Yes	Yes	Yes
Replay Tracking	Yes	Yes	Yes	Yes
User Log	Yes	Yes	Yes	Yes
Sub User Creation	Yes	Yes	Yes	Yes
Live Tracking	Yes	Yes	Yes	Yes
Fuel Monitoring	No	No	No	Yes
Multi-Vehicle View On Map	Yes	Yes	Yes	Yes



## Contd... Comparison Devices

Name	TG Ultra	TG Ultra Plus	TG Lite Plus	TG Super
Harsh Breaking	No	No	No	Yes
Sudden Acceleration	No	No	No	Yes
<b>ALERT</b>				
Battery Disconnect	SMS/EMail	SMS/EMail	SMS/EMail	SMS/EMail
SOS	No	No	SMS/EMail	SMS/EMail
No Data transmission from 24 hours	SMS/EMail	SMS/EMail	SMS/EMail	SMS/EMail
Overspeed Alert	No	No	SMS/EMail	SMS/EMail
Ignition ON/OFF Alerts	No	No	SMS/EMail	SMS/EMail



## Contd... Comparison Devices

Name	TG Ultra	TG Ultra Plus	TG Lite Plus	TG Super
Geo Fence In	SMS/EMail	SMS/EMail	SMS/EMail	SMS/EMail
Geo Fence Out	SMS/EMail	SMS/EMail	SMS/EMail	SMS/EMail
Vehicle Maintainance	SMS/EMail	SMS/EMail	SMS/EMail	SMS/EMail
<b>REPORT</b>				
Graphical Fleet / Vehicle Status	Yes	Yes	Yes	Yes
Raw Data	Yes	Yes	Yes	Yes
Overspeed	Yes	Yes	Yes	Yes
SOS Alarm Report	No	No	Yes	Yes



## Contd... Comparison Devices

<b>Name</b>	<b>TG Ultra</b>	<b>TG Ultra Plus</b>	<b>TG Lite Plus</b>	<b>TG Super</b>
History Report	Yes	Yes	Yes	Yes
Digital Input Report	No	No	Yes	Yes
Log Report	Yes	Yes	Yes	Yes
Device Battery Drain Report	No	No	Yes	Yes
Low Battery Report	Yes	Yes	Yes	Yes
Photo Gallery Report	No	No	No	Yes





## Contd... Comparison Devices

<b>Name</b>	<b>TG Ultra</b>	<b>TG Ultra Plus</b>	<b>TG Lite Plus</b>	<b>TG Super</b>
Fleet Summary	Yes	Yes	Yes	Yes
Geo Fencing IN/OUT Report	Yes	Yes	Yes	Yes
Halt Report	Yes	Yes	Yes	Yes
SMS Utilization Report	Yes	Yes	Yes	Yes
Fuel Consumption Chart	No	No	No	Yes
History Report Station Wise	Yes	Yes	Yes	Yes
Station Entry/Exit Report	Yes	Yes	Yes	Yes



## Contd... Comparison Devices

Name	TG Ultra	TG Ultra Plus	TG Lite Plus	TG Super
Fuel Filling Report	No	No	No	Yes
Route Deviation Report	No	No	Yes	Yes
<b>SPECIAL FEATURE</b>				
Camera	No	No	No	Yes
Headphone/ Microphone	No	No	No	Yes
Smart Card	No	No	No	Yes



# Usage of Input, Output and Other ports



# Usage of Input, Output and Other ports

There are two input types a follow:

- Digital I/P

- Analog I/P

There are two output types a follow:

- Digital O/P

- Analog O/P

# Contd... Usage of I/P, O/P and Other ports

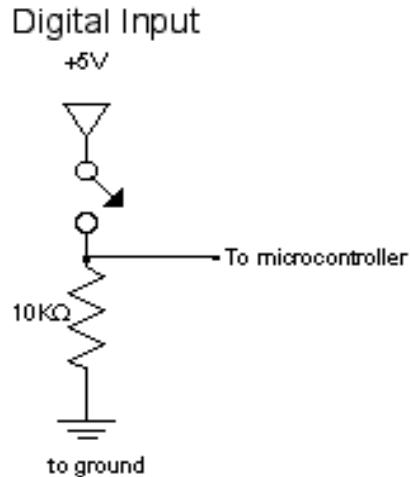
## Digital Input:

Digital inputs have two states: off and on.

If voltage is flowing, the circuit is on.

If it's not flowing, the circuit is off.

To make a digital circuit, you need a circuit, and a movable conductor which can either complete the circuit, or not.



# Contd... Usage of I/P, O/P and Other ports

## Digital Output:

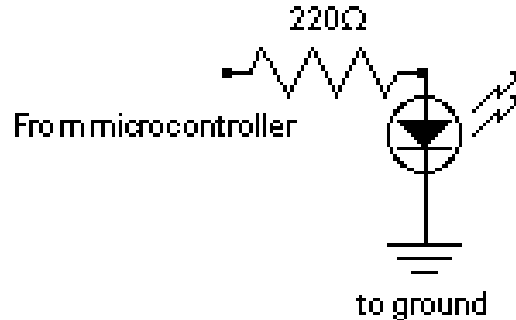
The simplest control you can use over an electrical device is digital output.

In this case, you would either turn something off, or on.

Digital outputs are often used to control other electrical devices, through transistors or relays.

The diagram below is a digital output controlling an LED.

## Digital Output





# Contd... Usage of I/P, O/P and Other ports

## Analog I/P:

Digital input signals are used to represent items that only have two (2) states, such as... ON (binary 1) or OFF (binary 0) states.

Similarly, Digital output signals are used to control items that again only have two states, such as.. START or STOP a device.

So, a digital signal is something like telling if a door is open or not.

But, **Analog signals** are variable, they have multiple states. Analog input signals can represent such items as temperature or level or rate of flow.

Analog output signals are also variable and can be used for such things as opening a valve to a desired position.

Then, an analog signal is something like telling how much the door is open (or closed).



## Contd... Usage of I/P, O/P and Other ports

Usage of different I/P and O/P in tracking genie devices:

**Digital Input Usage:**

To check ignition is ON/OFF.

A/C is ON/OFF.

Headlight is ON/OFF.

Wearing a seatbelt or not.

Window Open/Close

Dicky Open/Close.

SOS button pressed or not.

**Digital Output Usage:**

To start/stop a vehicle

**Analog Input Usage:**

Fuel level information ( for older vehicle ).

**Analog Output** is not used in Tracking Genie devices.





# Customer Relationship Management



# Customer Relationship Management

<http://crmtrackinggenie.com/index.php?main=index> is the site used to manage Customer relationship management ( CRM ).

Customer relationship management ( CRM ) is use for following:

## **Enquiry entry:**

Mode of enquiry can be online, telephonic, through email, personal meeting, requirement of existing customers.

Only online enquiries can be added automatically, Otherwise salesperson needs to enter the details related to the enquiry.

Entry of follow ups for meeting with customers.

Comment / feedback of client.

Overdue enquiries list.

List of follow ups.

List of enquiries.

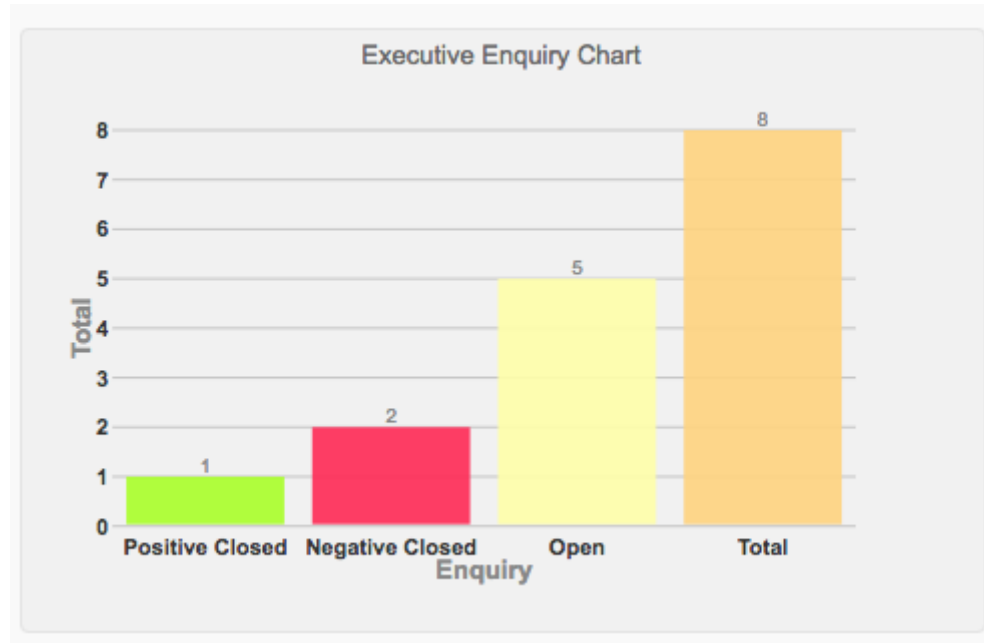
Entry of customer details related to an enquiry.



# Customer Relationship Management

## Executives enquiry chart:

In this details about the enquiry for a particular employees is shown on dashboard.





# Customer Relationship Management

**List of Follow up on Dashboard:** You can see list of latest follow ups on dashboard by clicking on view more, you will see list of all follow ups:

## Follow Up

Customer Name	Executive Name	Follow Up Date Time	Due On
Hymalaya Heavy Lifter pvt ltd	Yogesh	10/05/2017 03:22 PM	Today
MADAR KHAN	Yogesh	10/05/2017 04:14 PM	Today
Nilesh Patel	Ajeet	10/05/2017 11:10 AM	Today
Michael	Akshay	10/05/2017 12:42 PM	Today
MINERAL MINING AND INDUSTRIES	Narendra	10/05/2017 04:22 PM	Today
Aiju Thomas	Akshay	10/05/2017 04:43 PM	Today
Pawan Mansinghani	Akshay	10/05/2017 03:41 PM	Today
Subhendra kumar	Akshay	10/05/2017 11:21 PM	Today
MAhesh	Akshay	10/05/2017 11:48 PM	Today
Dhruv	Akshay	10/05/2017 11:48 PM	Today
<a href="#">View More</a>			



# Customer Relationship Management

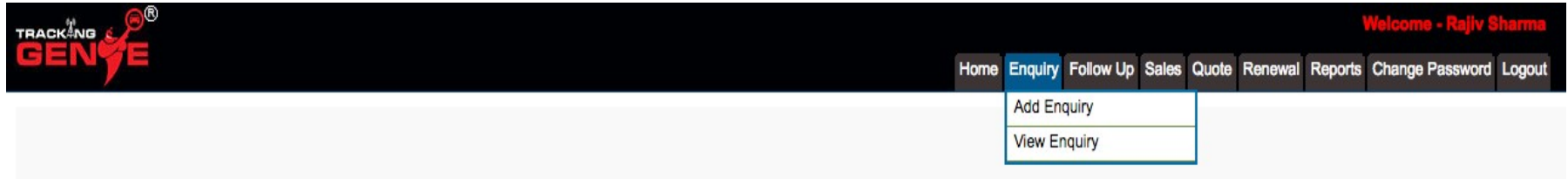
**List of overdue Enquiries & Follow ups on Dashboard:** You can see list of overdue enquiries & follow ups on dashboard by clicking on view more, you will see full list:

Overdue Enquiry & Follow up			
Enquiry No.	Customer Name	Follow Up Date	Late
TG/17/ENQ/12449	Jyotendra	13/02/2017	86 days
TG/17/ENQ/12503	SHASHIKANT ACHYUT JOSHI	14/02/2017	85 days
TG/17/ENQ/12507	anurag	14/02/2017	85 days
TG/17/ENQ/12530	mILIND	14/02/2017	85 days
TG/17/ENQ/12668	xavier	17/02/2017	82 days
TG/17/ENQ/12720	naves	18/02/2017	81 days
TG/17/ENQ/12665	Divya kumar Goyal	20/02/2017	79 days
TG/17/ENQ/12025	Ola cab	20/02/2017	79 days
TG/17/ENQ/12495	Antaryami Barik	21/02/2017	78 days
TG/17/ENQ/12714	vineet tandon	21/02/2017	78 days
<a href="#">View More</a>			



# Customer Relationship Management

**Enquiry tab:** By clicking on enquiry tab you will see two links as shown in image:





# Customer Relationship Management

**Enquiry tab:** When you click on add enquiry. The following page will open:

**Enquiry Information**

**Customer Information**

Enquiry No

TG/18/ENQ/1247

Enquiry Date

10/05/2017

Name \*

Date Of Birth

Age

Landmark

Sex

Select Gender

Address(Off.)

City \*

Email

Phone(Off.)

Mobile \*

+91-

Availability(Time At):

Res.

Sel

Office

Sel

Customer Source\*

Select Source

**Product Information**

Product Name \*

Select Product

Quantity\*

+

Comment By Client/Executive

Comment By Executive

Add Follow up

Negative Close



# Customer Relationship Management

**Add Enquiry:** Fields marked with red star are mandatory fields. The form contains following fields:

**Enquiry No:** Auto Generated

**Enquiry Date:** By default today's date.

**Name:** Name of customer ( Mandatory field ).

**Date of Birth:** date of birth of customer.

**Landmark:**

**Sex:** Gender of customer( value given in the dropdown list ).

**Address( Office ):** address of customer's office.

**City:** City of customer ( Mandatory field ).

**Email:** Email Id of customer.

**Phone( Office ):** Phone of customer's office.

**Mobile:** Mobile number of customer.

**Availability Time:** Customer's availability time at office as well as at residence.





# Customer Relationship Management

**Customersource:** Source of information for customer find the values in dropdown list. It's mandatory field.

**Product Name:** Enter the product from drop down list in which customer has shown interest. It's mandatory field.

**Quantity:** Enter the quantity required by the customer. It's mandatory field.

**Comment By Client/Executive:** This field contains the comment given by client.

**Comment By Executive:** This field contains the comment given by executive.

**Buttons Add Follow Up & Negative Close:** Explained in next slide.



# Customer Relationship Management

**Add Follow Up button:** Follow up means what action a sales will take on the given enquiry. By clicking on Follow Up button a form will open as shown in image:

Add Follow up


Negative Close

Followup Information

Follow Up Mode \*

-----Select Mode----- ▾

Follow Up Date \*

10/05/2017 

Time\* 12:51

PM ▾

Executive \*

Rajiv ▾

Enquiry Type

-----Select Type----- ▾

Comments by Client/Executive \*

Submit

Reset



# Customer Relationship Management

**Add Follow up fields:** Fields marked with red star are mandatory fields. The form contains following fields:

**Follow Up Mode:** This will show how sales person contact with the customer. Values are Telephone, Email and Personal Meet.

**Follow Up Date:** Mandatory field shows the date of follow up.

**Executive:** Select the executive from the list.

**Comments by Clients/Executives:** Comment about the follow up.



# Customer Relationship Management

**Negative Close button:** Negative close means that customer will not purchase any product just fill the reason and submit the form.

Add Follow up Negative Close

Enter Reason\*

Submit Reset



# Customer Relationship Management

When you click on view enquiry in enquiry tab as shown in slide 46 you will see the following page:

**Enquiry Status**+ Add Enquiry

Enquiry No:

Customer Name:

Executive Name: 

----- Select Executive -----

Mobile No:

Start Date:

End Date:

Search

Show All

☒ Positive Closed.

☐ Negative Closed.

☐ Junk Enquiry.

☐ Open Enquiry.

Enquiry No	Enquiry Date	Customer	Mobile	Executive	Customer Source	Campaign	Follow-Up	Status	Add Quote
1247	10/05/2017	Ashok singla	7814002345	Ajeet	Google		0	Open	<a href="#">Add Quote</a>
1246	10/05/2017	sunil kumar	9490404900	Ritu	Google		0	Open	<a href="#">Add Quote</a>
1245	10/05/2017	Bhoma ram	8780088576	Akshay	Google Adword	Car Tracking System	0	Open	<a href="#">Add Quote</a>
1244	10/05/2017	MAHIPAL GURJAR	8860381890	Santosh	Existing Customer		2	Open	<a href="#">Add Quote</a>
1243	10/05/2017	supreeth	9916565556	Ritu	Google		0	Open	<a href="#">Add Quote</a>
1242	10/05/2017	Rama Furniture Industries	9649909410	Ritu	Existing Customer		1		<a href="#">Add Quote</a>
1241	10/05/2017	HAREESH NAIDU P	9490825026	Akshay	Google		0	Open	<a href="#">Add Quote</a>
1240	10/05/2017	Virendra Singh	9828158444	Prateek	Personal Reference		1		<a href="#">Add Quote</a>
1239	10/05/2017	Eshak	9844024240	Sadiya	Google		1	Open	<a href="#">Add Quote</a>



# Customer Relationship Management

## Enquiry Status:

**Positive closed** means the enquiry is successful and order has been taken. ☒ Positive Closed.

**Negative closed** means the enquiry is not successful. ☐ Negative Closed.

**Junk Enquiry** means the information provided by the customer is not correct. May be the enquiry is just for fun. ☐ Junk Enquiry.

**Open Enquiry** means the order neither finalized nor canceled. ☐ Open Enquiry.

## Fields in enquiry filtering:

Enquiry No

Customer Name

Executive Name

Mobile No

Start Date

End Date



# Customer Relationship Management

When you click on follow up of the list shown in image on slide 53. You'll see the following page:

## Executive Follow Up Details

Enquiry No. : TG/18/ENQ/1264      Enquiry Date : 2017-05-11

Customer Name : Deepak Singh

Phone(Off.) : 8888484178

Availability(Time At) : (Res.)

Email Address : deepak.singh@orcastudio.co

Client Comment : provide demo

Address(Off.) :

Mobile No : 8888484178

Availability(Time At) : (Off.)

Executive Name : Akshay Puraswani

Add Follow up

Positive Close

Negative Close



# Customer Relationship Management

When you click on **follow up tab** as shown in slide 46 you will see the following page:

## View Follow Up

Enquiry No:	<input type="text"/>	Follow up Mode:	<input type="text"/>	Executive Name:	----- Select Executive ----- ▾	
Mobile No:	<input type="text"/>	Start Date:	<input type="text" value="10/05/2017"/>	End Date:	<input type="text" value="10/05/2017"/>	
					<input type="button" value="Search"/>	<input type="button" value="Show All"/>

☒ Positive Closed.

☐ Negative Closed.

☐ Follow up attended or Executive Comment.

☐ No action taken by Executive.

S.No.	Enquiry No	Enquiry Date	Customer Name	Mobile	Executive	Follow date & Time	Follow-Up Mode	Performa Invoice	Add Quote	Create Demo
1.	TG/17/ENQ/13690	09/03/2017	Himalaya Heavy Lifter pvt ltd	02227816901	Yogesh	10/05/2017 03:22 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
2.	TG/17/ENQ/13661	09/01/2017	MADAR KHAN	9821734307	Yogesh	10/05/2017 04:14 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
3.	TG/18/ENQ/274	13/04/2017	Nilesh Patel	9968194680	Ajeet	10/05/2017 11:10 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
4.	TG/18/ENQ/574	27/04/2017	Michael	0040722(35685	Akshay	10/05/2017 12:42 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
5.	TG/18/ENQ/439	20/04/2017	deepak	9649903636	Sadiya	10/05/2017 12:15 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
6.	TG/18/ENQ/586	27/04/2017	MINERAL MINING AND INDUSTRIES	9413319060	Narendra	10/05/2017 04:22 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
7.	TG/18/ENQ/577	24/04/2017	Aju Thomas	7411775927	Akshay	10/05/2017 04:43 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
8.	TG/17/ENQ/13755	10/03/2017	RAJEESH	9947544400	Akshay	10/05/2017 11:29 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
9.	TG/17/ENQ/13992	16/03/2017	Pawan Mansinghani	7021788038	Akshay	10/05/2017 03:41 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>





# Customer Relationship Management

When you click on **Add Performa** of **Performa Invoice** from the given list shown on previous slide. You'll see following image:

## Add Performa Invoice

### Performa Order Information

Performa order No

TG/17-18/PINV/205

Customer Name\*

Hymalaya Heavy Lifter pvt ltd

Date

10/05/2017

Phone No

Mobile No\*

02227816901

Address\*

MASJID

Product Detail \*

----- Select Product -----

Quantity

Description :\*

Hardware Price

Software Price

Hardware Price

Software Price

+

VAT/CST

Service Tax

Select

Select

Discount Amount

Net Amount

Submit

Reset



# Customer Relationship Management

## Fields in **Performa Invoice**:

**Performa Order No:** AutoFill

**Customer Name:** Autofill with the name of customer.

**Date:** Autofill with today's date.

**Phone No:** Autofill

**Mobile No:** Autofill

**Address:**

**Product Detail:** it has following sub-fields:

**Select Product:** Select the product required by customer from dropdown list.

**Quantity:** Quantity required by customer.

**Hardware Price:** Enter Hardware price associated with the selected device.

**Software Price:** Enter Software price associated with the selected device.

**Plus Sign:** By clicking on plus sign you can add multiple Product Detail.

**VAT/CST:** Select VAT / CST from dropdown and enter the percentage of VAT/CST.

**Service TAX:** Enter the percentage of Service TAX.



# Customer Relationship Management

You can check the previously created performa invoices:

11.	<a href="#">TG/17/ENQ/14278</a>	26/03/2017	Subhendra kumar	9402173317	Akshay	10/05/2017 11:21 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
12.	<a href="#">TG/17/ENQ/14836</a>	05/04/2017	DAYAL ROY	9932248644	Akshay	10/05/2017 11:40 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
13.	<a href="#">TG/17/ENQ/14502</a>	30/03/2017	MAhesh	9702752189	Akshay	10/05/2017 11:48 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
14.	<a href="#">TG/17/ENQ/14153</a>	22/03/2017	Dhruv	9699997100	Akshay	10/05/2017 11:48 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
15.	<a href="#">TG/17/ENQ/14162</a>	23/03/2017	MD Shahid	7000874200	Akshay	10/05/2017 11:48 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
16.	<a href="#">TG/17/ENQ/13911</a>	12/03/2017	vishal	7567980181	Akshay	10/05/2017 11:55 PM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
17.	<a href="#">TG/17/ENQ/14114</a>	21/03/2017	prashant kumar dehury	8456814232	Akshay	10/05/2017 12:01 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
18.	<a href="#">TG/18/ENQ/447</a>	20/04/2017	Dharamvir	7404385155	Akshay	10/05/2017 12:15 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
19.	<a href="#">TG/18/ENQ/221</a>	12/04/2017	VIPUL JAISWAL	9893565655	Akshay	10/05/2017 12:23 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
20.	<a href="#">TG/17/ENQ/14752</a>	03/04/2017	PRAHALLAD TRIPATHY	9938680356	Akshay	10/05/2017 12:24 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
21.	<a href="#">TG/17/ENQ/14581</a>	31/03/2017	nilesh	8850495752	Akshay	10/05/2017 12:33 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
22.	<a href="#">TG/17/ENQ/14741</a>	02/04/2017	MURULI GOGOI	8752831946	Akshay	10/05/2017 12:33 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
23.	<a href="#">TG/18/ENQ/617</a>	25/04/2017	Dhanraj Nanesh	9363057566	Akshay	10/05/2017 12:33 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
24.	<a href="#">TG/18/ENQ/309</a>	14/04/2017	Harish khan	9617225588	Akshay	10/05/2017 12:33 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
25.	<a href="#">TG/17/ENQ/13189</a>	25/02/2017	Bablu	9541301444	Akshay	10/05/2017 12:33 AM	Telephone	2 & New	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
26.	<a href="#">TG/18/ENQ/296</a>	14/04/2017	navendu kumar	9334685212	Akshay	10/05/2017 12:33 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
27.	<a href="#">TG/18/ENQ/680</a>	27/04/2017	Souvik Bhattacharjee	8420376603	Akshay	10/05/2017 12:41 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>
28.	<a href="#">TG/18/ENQ/459</a>	21/04/2017	Sunil kumar	7023084684	Akshay	10/05/2017 12:41 AM	Telephone	<a href="#">Add Performa</a>	<a href="#">Add Quote</a>	<a href="#">Create Demo</a>



# Customer Relationship Management

By clicking on **2 & new** from the list you'll see the following image:

## Performa Invoice Status

S.No	Performa No	Enquiry No	Performa Date	Customer	Executive	Total Amount	H/w Tax Amt	S/w Tax Amt	Discount (Rs.)	Net Amount	Cancel Performa	Print	PDF
1	TG/16-17/PINV/2076	TG/17/ENQ/13189	25/02/2017	Bablu	Akshay	6546	804.17	150	0	7500	Cancel		
2	TG/16-17/PINV/2075	TG/17/ENQ/13189	25/02/2017	Bablu	Akshay	6502	797.79	150	0	7450	Canceled		



# Customer Relationship Management

If a customer demands for a demo of any device. You can allow him to see the demo for given time period:

24 Hours

48 Hours

72 Hours

96 Hours

120 Hours

When you click on create demo link of list shown in slide 51. Select the time period from the dropdown list and submit. A Demo link for specified time will be Emailed to customer.

A screenshot of a web form for creating a demo link. The form is enclosed in a light blue border. It contains a label "Activation Hours:" followed by a dropdown menu. The dropdown menu is currently open, showing the selected option "24 Hours : 1 Day" and a blue arrow icon. Below the dropdown are two buttons: "submit" and "Close".

Activation Hours: 24 Hours : 1 Day



submit Close



# Customer Relationship Management

**Sales Tab:** When you click on sales tab. Following page will open:

## View Sales Order

Sales No:	<input type="text"/>	Enquiry No:	<input type="text"/>	Customer Name:	<input type="text"/>	Mobile No:	<input type="text"/>		
Sales Start Date:	<input type="text"/>		Sales End Date:	<input type="text"/>		Executive Name:	<div>----- Select Executive ----- ▾</div>	<button>Search</button>	<button>Show All</button>

S.No	Sales No	Sales Date	Enquiry No	Qty	Enquiry Type	PO No	PO Date	Customer Source	Customer Name	Mobile	Executive	Net Amount
1	TG/17-18/ENSALE/199	11/05/2017	TG/18/ENQ/1007	1	Renewal		11/05/2017	Existing Customer	GOPAL BAIRWA	9928056156	Santosh	3400
2	TG/17-18/ENSALE/200	11/05/2017	TG/18/ENQ/964	1	Renewal		11/05/2017	Existing Customer	KALU RAM KUMAWAT	9829252957	Santosh	3370
3	TG/17-18/ENSALE/201	11/05/2017	TG/18/ENQ/574	1	Sales		11/05/2017	Google Adword	MUNESHWAR PRASAD	9911904010	Sadiya	6000
4	TG/17-18/ENSALE/202	11/05/2017	TG/17/ENQ/14709	12	Renewal		11/05/2017	Existing Customer	Pradeep Rath i & Sons	9435018900	Niket	12420
5	TG/17-18/ENSALE/203	11/05/2017	TG/17/ENQ/14714	5	Renewal		11/05/2017	Existing Customer	Sandeep Rath i & Sons	9435018900	Niket	16675
6	TG/17-18/ENSALE/204	11/05/2017	TG/18/ENQ/1042	1	Renewal		11/05/2017	Existing Customer	MAHIPAL SINGH	9928255931	Niket	3150
7	TG/17-18/ENSALE/205	11/05/2017	TG/18/ENQ/975	2	Renewal		11/05/2017	Existing Customer	Bharat Sewa	9314722944	Niket	4600
8	TG/17-18/ENSALE/206	11/05/2017	TG/17/ENQ/14779	1	Renewal		11/05/2017	Existing Customer	USHA ANJUM KHAN	9829200326	Niket	3150
9	TG/17-18/ENSALE/207	11/05/2017	TG/18/ENQ/1047	1	Renewal		11/05/2017	Existing Customer	Kailash Singh	7507295888	Niket	2070
10	TG/17-18/ENSALE/195	10/05/2017	TG/18/ENQ/885	1	Renewal		10/05/2017	Existing Customer	BHANWAR LAL MEGHWAL	9414870235	Santosh	3400



# Customer Relationship Management

You can search a sales by entering different details as you done for follow up and enquiry.

You can open full detail of a sale by clicking on **Sales No** of any sales.

When you click on **sales no** you'll see the detailed page as shown in next slide.



# Customer Relationship Management

Enquiry No. : TG/18/ENQ/1007      Enquiry Date : 04/05/2017      Status : Positive Closed

Customer Name :	GOPAL BAIRWA	Address(Off.) :	S/O RAM JI BAIRWA KESHAVPURA TEH- BASSI JAIPUR.
Phone(Off.) :		Mobile No :	+91-9928056156
Availability(Time At) :	(Res.)	Availability(Time At) :	(Off.)
Email Address :		Executive Name :	Santosh Negi
Client Comment :			
Product Info :	Product Name TG-Lite Plus	Quantity 1	

Quote Information Not Found

Sales Order No. : TG/17-18/ENSALE/199      Sales Order Date : 11/05/2017

Enquiry No. :TG/18/ENQ/1007

Purchase Order No. :

Customer Name :GOPAL BAIRWA

Phone No. :

Performa Invoice No. :TG/17-18/PINV/207

Address :S/O RAM JI BAIRWA KESHAVPURA TEH- BASSI JAIPUR.

Shipping Address :

Specific Requirements :

Enquiry Date :04/05/2017

Purchase Order Date :11/05/2017

Promise Delivery Date :11/05/2017

Mobile No. :+91-9928056156

Billing Address :

Product Info :

Product Name	Quantity	Hardware Rate	Software Rate	Hardware Amount	Software Amount
TG-Lite Plus	1	0	2956.5	0	2956.5
Total Amount:				0.00	2956.50
Service Tax @14%:				XXXX	413.91
SB CESS Tax @0.5%:				XXXX	14.78
KK CESS Tax @0.5%:				XXXX	14.78
Discount :					0.00
Net Amount :					3400.00





# Customer Relationship Management

**Renewal Tab:** when you click renewable tab. You'll see two links, as shown below:

Expired Devices.

Due Renewal.

When you click on **Expired Devices** link. You'll see the page shown in next slide.

You can search a expired devices by entering different details as you done previously.



# Customer Relationship Management

## Expired Devices Report

Vehicle No:	<input type="text"/>	IMEI No:	<input type="text"/>	Customer Name:	<input type="text"/>
From Date:	<input type="text"/>	To Date:	<input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Show All"/>

S.No	Customer Name	Vehicle No.	IMEI No.	Installation Date	Subscription Type	Expired Date	Mobile No.	Address	Add To Enquiry
1.	TATA POWER ULTRA LITE	MH01CG9315	358899052715029	02-02-2017	1 month	02-03-2017	1234567891	" The Tata Power Company Limited, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019, Maharashtra, India extn 2305 Mobile: 8097008146"	Add
2.	TATA POWER ULTRA LITE	MH47J3224	358899052707299	03-12-2016	1 month	03-01-2017	1234567891	" The Tata Power Company Limited, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019, Maharashtra, India extn 2305 Mobile: 8097008146"	Add
3.	Jabalpur City Transport Services Limited	MP20PA0449 SDT	355488020515594	10-08-2016	3 month	10-11-2016	9109919790	Chief Executive Officer Jabalpur City Transport Services Limited, Jabalpur Phone No.:- 0761-4014501 Fax :- 0761-2624200 E-mail-jctsl_2006@yahoo.co.in	Add
4.	Jabalpur City Transport Services Limited	MP20PA0668 SDT R	004021924300	10-08-2016	3 month	10-11-2016	9109919790	Chief Executive Officer Jabalpur City Transport Services Limited, Jabalpur Phone No.:- 0761-4014501 Fax :- 0761-2624200 E-mail-jctsl_2006@yahoo.co.in	Add
5.	Mission Director - National Health Mission	RJ14PB2046	12032661	18-06-2016	1 month	18-07-2016	9887283641	NHM Swasthya Bhawan ,Tilak Marg Jaipur 302005	Add
6.	Jabalpur City Transport Services Limited	MP20PA0741 MNT	041028753948	13-06-2016	3 month	13-09-2016	9109919790	Chief Executive Officer Jabalpur City Transport Services Limited, Jabalpur Phone No.:- 0761-4014501 Fax :- 0761-2624200 E-mail-jctsl_2006@yahoo.co.in	Add
7.	TATA Communication	DL9CQS4371 DELHI LOCATION	869103028001974	10-06-2016	1 month	10-07-2016	8080978446	VSB,Bangla Sahib Road,New Delhi-110001 INDIA brijesh.Pandey@tatacommunications.com 84B AMBA BHAVAN 5TH FLOOR	Add



# Customer Relationship Management

When you click on **Add** link of **Add To Enquiry** column in the list given on previous slide. You'll see all the details. If a new enquiry has been arrived then you click on Add Enquiry to add this new enquiry. You can see the detailed page on next slide.



# Customer Relationship Management

Executive Name:

Rajiv Sharma

Customer Name : TATA POWER ULTRA LITE

Email :

Address : " The Tata Power Company Limited, Dharavi Receiving Station, Near Shalimar Industrial Estate, Matunga, Mumbai 400 019, Maharashtra, India extn 2305 Mobile: 8097008146"

City : 713

Expiry Date : 02-03-2017

Vehicle No. : MH01CG9315

Chasis No. : MH01CG9315

IMEI No. : 358899052715029

Last Data : No Data

Company Name : K.S TECHNOSOFT

Username. : TATAPOWERULTRA

Mobile No. : 1234567891

State : 21

subscription type : Monthly

Engine No. : MH01CG9315

Vehicle Make : MH01CG9315

Installation Date : 02-02-2017

Followup Date : 11-05-2017



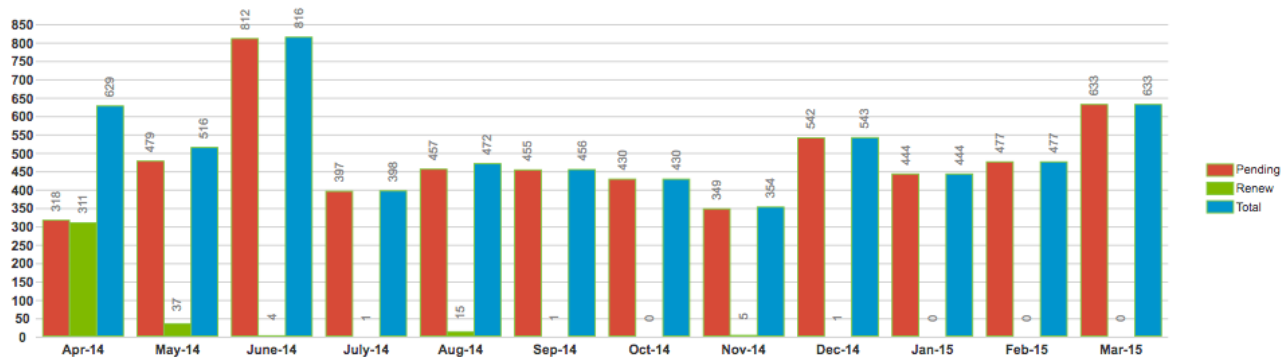
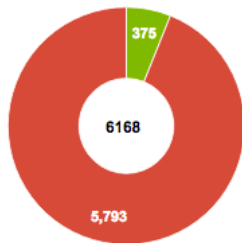
Add to Enquiry



# Customer Relationship Management

**Due Renewal:** When you click on **due renewal** link of **renewal tab**. You will see the month wise report as shown in following two images:

Financial Year : 2017-2018





# Customer Relationship Management

In the table column 1st indicates first week and so on.

Month	1st			2nd			3rd			3+			Total		
	Total	Renew	Pending	Total	Renew	Pending	Total	Renew	Pending	Total	Renew	Pending	Total	Renew	Pending
APR-17	335	101	234	205	157	48	48	29	19	41	24	17	629	311	318
MAY-17	367	18	349	72	10	62	53	5	48	24	4	20	516	37	479
<b>Total</b>	<b>702</b>	<b>119</b>	<b>583</b>	<b>277</b>	<b>167</b>	<b>110</b>	<b>101</b>	<b>34</b>	<b>67</b>	<b>65</b>	<b>28</b>	<b>37</b>	<b>1145</b>	<b>348</b>	<b>797</b>
JUNE-17	623	2	621	122	2	120	35	0	35	36	0	36	816	4	812
JULY-17	285	0	285	55	0	55	29	0	29	29	1	28	398	1	397
AUG-17	293	0	293	85	2	83	46	10	36	48	3	45	472	15	457
SEP-17	322	0	322	53	0	53	43	0	43	38	1	37	456	1	455
OCT-17	279	0	279	66	0	66	66	0	66	19	0	19	430	0	430
NOV-17	240	5	235	50	0	50	27	0	27	37	0	37	354	5	349
DEC-17	283	1	282	139	0	139	96	0	96	25	0	25	543	1	542
JAN-18	235	0	235	116	0	116	62	0	62	31	0	31	444	0	444
FEB-18	264	0	264	101	0	101	63	0	63	49	0	49	477	0	477
MAR-18	390	0	390	127	0	127	93	0	93	23	0	23	633	0	633
<b>Total</b>	<b>3916</b>	<b>127</b>	<b>3789</b>	<b>1191</b>	<b>171</b>	<b>1020</b>	<b>661</b>	<b>44</b>	<b>617</b>	<b>400</b>	<b>33</b>	<b>367</b>	<b>6168</b>	<b>375</b>	<b>5793</b>



# Customer Relationship Management

**Reports Tab:** Following are the parts of reports tab:

- Junk Enquiries

- Enquiry without sales

- Non reply: Demo Request

- Periodic Performance Chart

- Pending Renewal




# Complaint Management System





# Complaint Management System


<http://support.trackinggenie.com/> is used for complaint management.

SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

## Welcome to the support center


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.



### Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

Open New Ticket



### Check Ticket Status

We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

Check Status

Copyright © osTicket.com. All rights reserved



# Complaint Management System

**Open new ticket:** Whenever a client have any problem he can generate a token for the complaint. By clicking on **Open new ticket** button given on home page:  
When a client clicks on Open new ticket button a page shown on next slide will be opened:



# Complaint Management System

Please fill in the form below to open a new ticket.

<b>Full Name:</b>	<input type="text"/>
<b>Email Address:</b>	<input type="text"/>
<b>Attach File</b>	<input type="button" value="Choose file"/> No file chosen
<b>Telephone:</b>	<input type="text"/> Ext <input type="text"/>
<b>Help Topic:</b>	<input type="button" value="Select One"/>
<b>Subject:</b>	<input type="text"/>
<b>Tracking Genie User Name:</b>	<input type="text"/>
<b>Vehicle No:</b>	<input type="text"/>
<b>Message:</b>	<div></div>

Please specify your User Id or Vehicle No or IMEI No to help our support executives resolve the issue.

Please answer the following question to help us to resolve your problem


<b>Vehicle Make :</b>	<input type="text"/>
<b>Is vehicle regularly moving, if no since when vehicle has not moved?</b>	<input type="text"/>
<b>Did the vehicle went through any repair in recent past?</b>	<input type="button" value="---Select---"/>
<b>Did the vehicle went for regular servicing in last few days?</b>	<input type="button" value="---Select---"/>
<b>Did vehicle met any accident in recent past?</b>	<input type="button" value="---Select---"/>
<b>Are the GSM and GPS socket property tightened?</b>	<input type="button" value="---Select---"/>
<b>Have you sent restart command?</b>	<input type="button" value="---Select---"/>

**Captcha Text:**   Enter the text shown on the image.



# Complaint Management System

A client can check status of ticket by filling the information in **Check Ticket Status**:  
Fill the information related to ticket as shown in image:



### Check Ticket Status

We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:



# Complaint Management System

When you click on check status after filling the information. Following window will open:

Home  New Ticket  My Tickets  Log Out					
Showing 1 - 5 of 5 All Tickets			View Open  View Closed  Refresh		
Ticket #	Create Date	Status	Subject	Department	Email
53975	05/09/2017	Open	New installation-37542212	Technical	aman.kumar.khurana1@gmail.com
51963	02/04/2017	Closed	Device not updating the location on ...	Support	aman.kumar.khurana1@gmail.com
50612	12/08/2016	Closed	Location issue	Support	aman.kumar.khurana1@gmail.com
47203	07/23/2016	Closed	(Pending for Kyc)New ...	Support	aman.kumar.khurana1@gmail.com
45670	05/26/2016	Closed	New installation-355488020196201	Support	aman.kumar.khurana1@gmail.com



# Complaint Management System

When you click on a particular ticket number you will see details related to the that ticket as shown below:

[Home](#) [New Ticket](#) [My Tickets](#) [Log Out](#)

**Ticket #53975**

<b>Ticket Status:</b> open	<b>Name:</b> Aman kumar khurana
<b>Department:</b> Technical	<b>Email:</b> aman.kumar.khurana1@gmail.com
<b>Create Date:</b> 05/09/2017 3:43 pm	<b>Phone:</b> (992) 889-8888
<b>TG Username:</b> AKHURANA	<b>Vehicle No:</b> RJ14GH8160

**Subject:** New installation-37542212

**Ticket Thread**

**Tue, May 9 2017 4:43pm**  
Ticket created by staff

**Tue, May 9 2017 4:25pm - Nilesh Bhati**  
Dear Sir/Madam  
Greetings of the day!  
  
VTS device no 37542212 is successfully installed in vehicle/chassis no RJ14GH8160 at 30, Macheda, Jamna Puri, Jaipur, Rajasthan 302032, India .  
  
TECHNICIAN NAME :Gajendra  
DEVICE CODE:573851  
VEHICLE TYPE/MAKE:Bharat Benz Truck  
DATA CHECK : YES  
RELAY CONNECTION: YES/24 VOLT  
INSTALLATION DATE & TIME : 09-05-2017 13:56:01



# Mobile Apps



# Mobile Apps

You can download the mobile app for android phones from playstore.

You can search the play store by writing

**TGenie** or **TrackingGenie**.

When you download and install **TGenie** app.

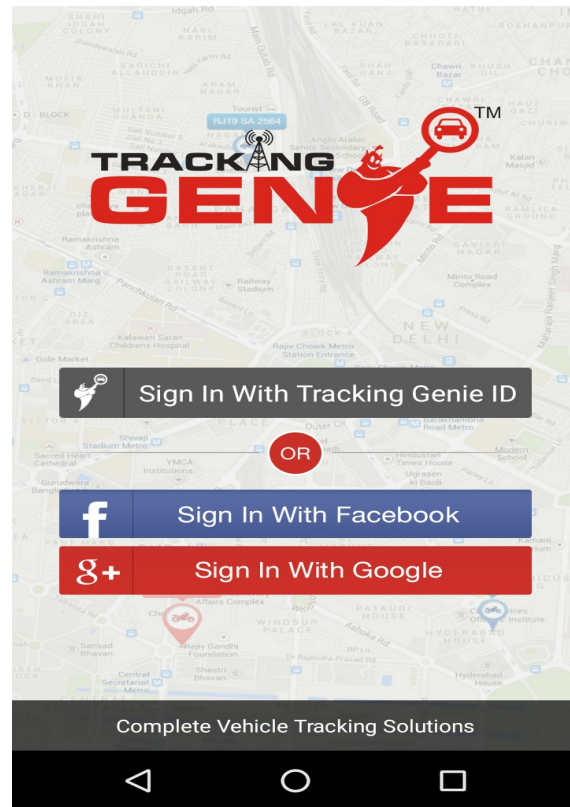
You'll see first page as shown in image.

You can sign in with:

Tracking Genie ID

Facebook

Google

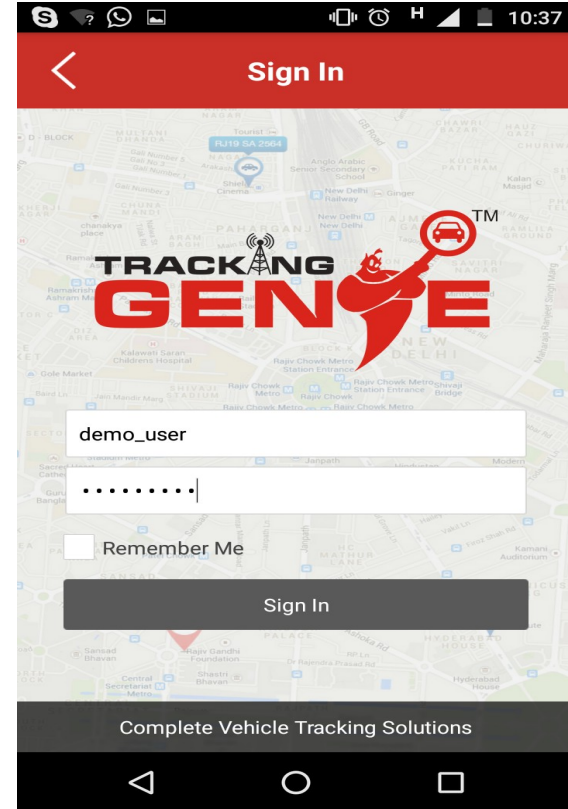






## Contd... Mobile Apps

When you click on **Sign IN with Tracking Genie ID** button.  
Screen as shown in image will open.  
Enter your username and password to login.





## Contd... Mobile Apps

When you login screen as shown in image will be open.

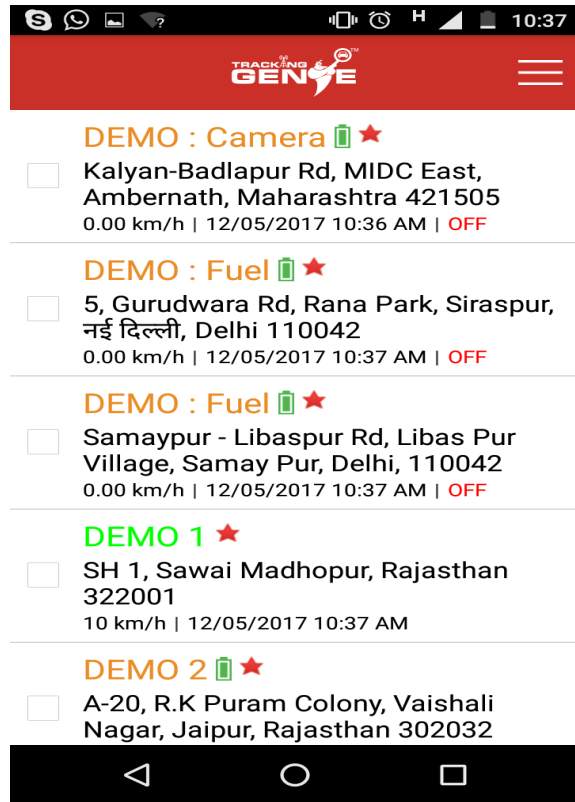
This page contains list of devices installed for this client.

Different color in the list shows the status of the vehicle:

**Red Color** shows that vehicle is not running.

**Green color** means vehicle is running.

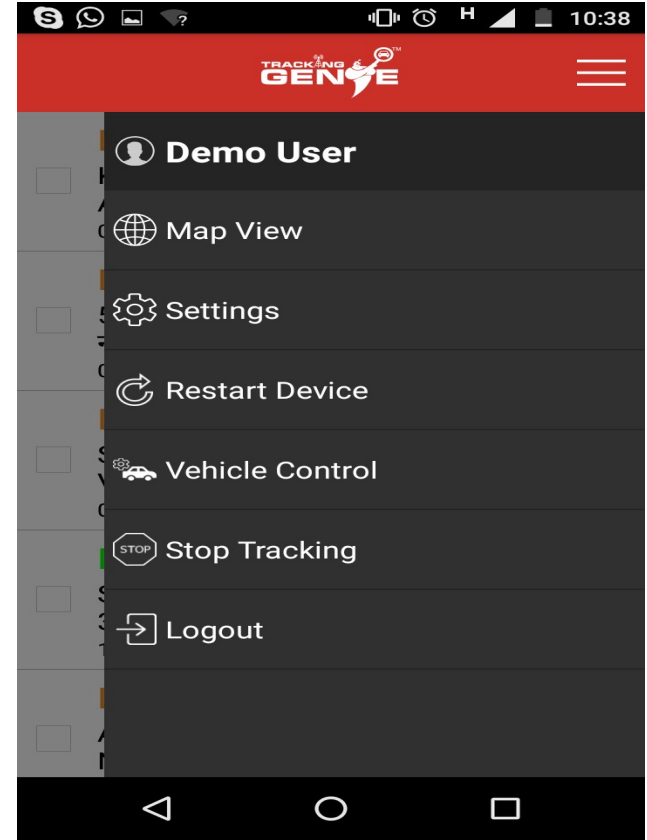
**Gray color** shows that the device is expired.





## Contd... Mobile Apps

When you click on menu icon present in TOP right corner of previous image.  
You'll see screen as shown in image.  
There are different menu Items which we'll understand in next slides.



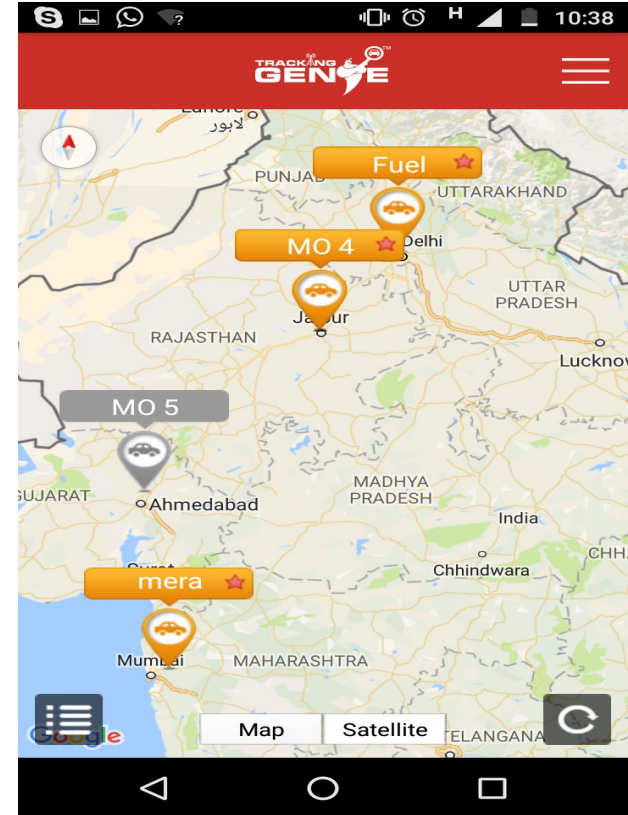


## Contd... Mobile Apps

When you click on **map view** from the menu list.

You'll map view with annotation of different devices with their location on the MAP.

The screen will look like the one shown in the image.





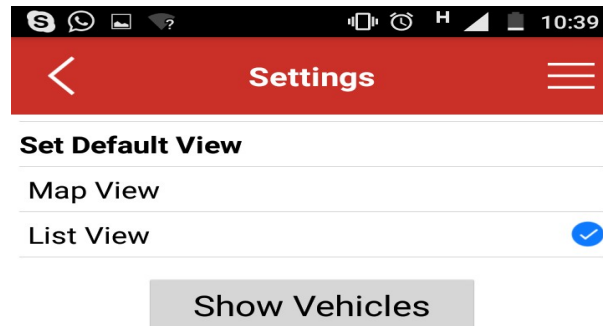
## Contd... Mobile Apps

When you click on **settings** from the menu list.

A screen similar to the image will be open.  
There are two views in which you can see your devices.

Map View

List View





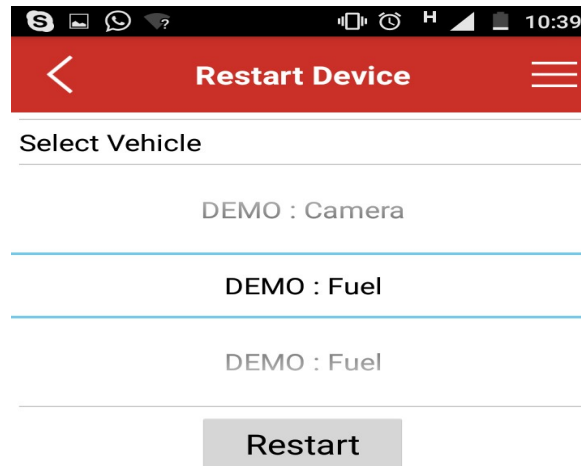
## Contd... Mobile Apps

When you click on **Restart Devices** from the menu list.

Select the device which you want to restart.  
You can see list of devices as shown in the image.

After selecting the device. Press the restart button.

The device will be restarted.



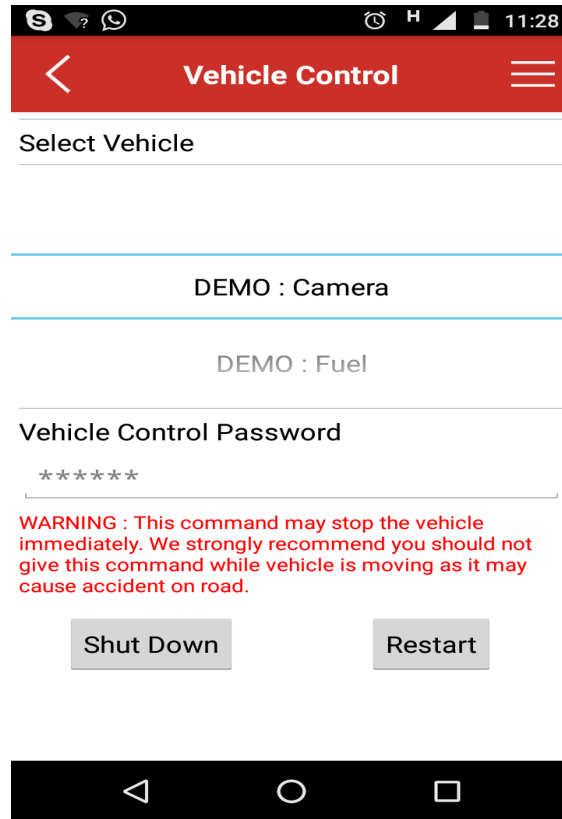


## Contd... Mobile Apps

When you click on **Vehicle Control** from the menu list.

Screen will open as shown in following image.

You can **Shutdown** or **restart** a device, By entering the **Vehicle Control Password**.





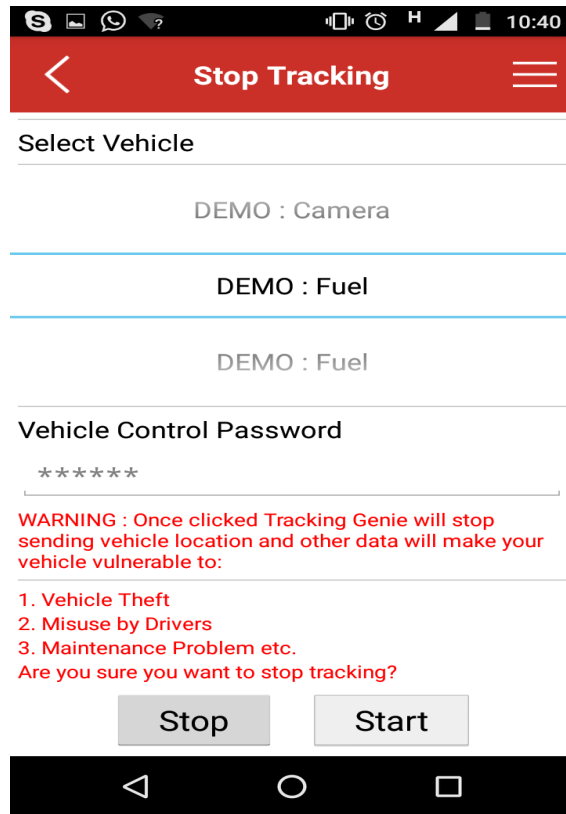
## Contd... Mobile Apps

When you click on **Stop Tracking** from the menu list.

Screen will open as shown in following image.

You can stop tracking your vehicle by entering the vehicle control password.

And click on Either **Stop** or **Start** button.







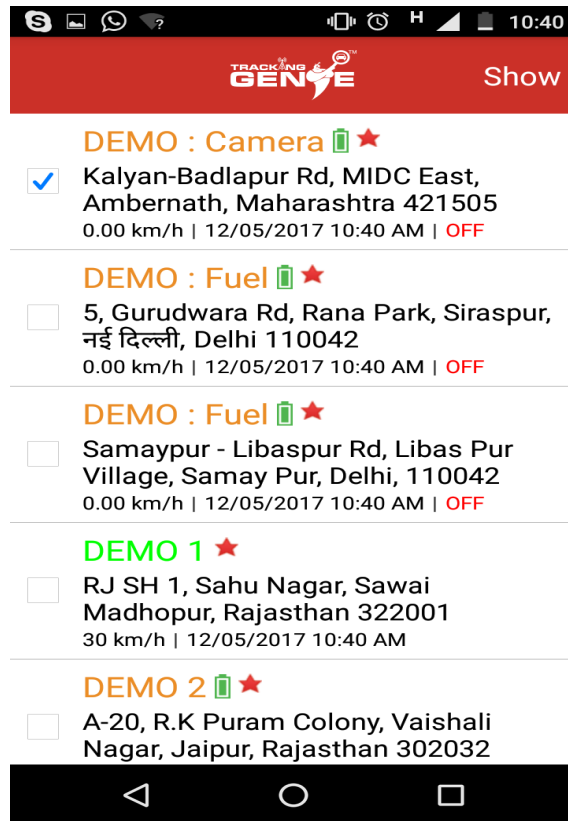
## Contd... Mobile Apps

When you close the menu. You'll see the list as shown in slide 82.

You can see detail related to a particular device.

By clicking on the checkbox, The **menu icon** on top right corner will be changed with **Show** link.

Please refer the image.





## Contd... Mobile Apps

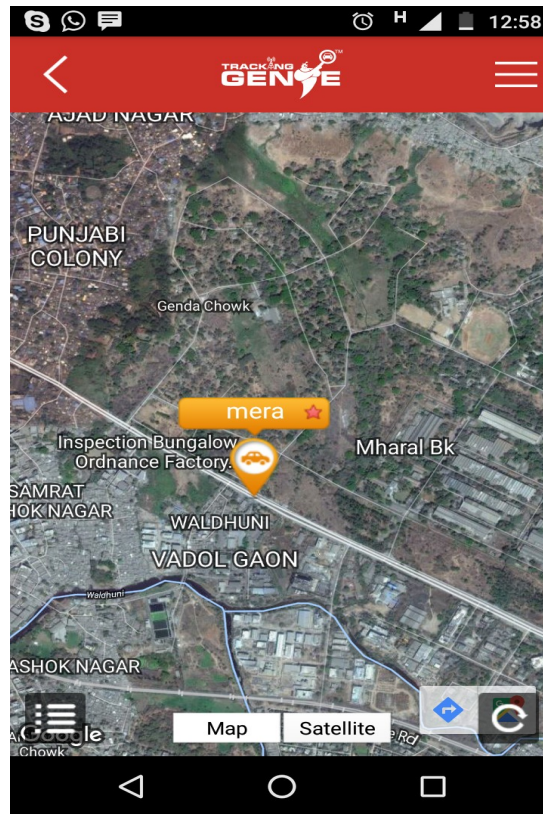
When you click on the **Show** button. A icon is placed on the MAP with the location of the device.

You can change the view of the there are two options:

Map

Satellite

When you click on satellite view the map will change as shown in image.





## Contd... Mobile Apps

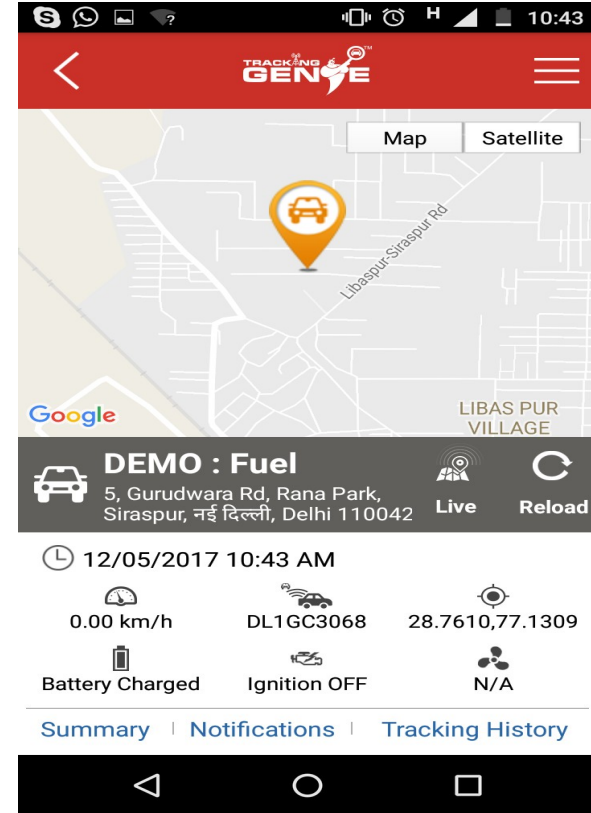
When you click on MAP annotation.  
A detailed page related to that device with  
map View and other details will get  
opened.

Other details are as follow:

- Summary

- Notifications

- Tracking History





## Contd... Mobile Apps

When you click on **Summary** link at bottom of the screen shown in previous slide. Following screen will get opened.





## Contd... Mobile Apps

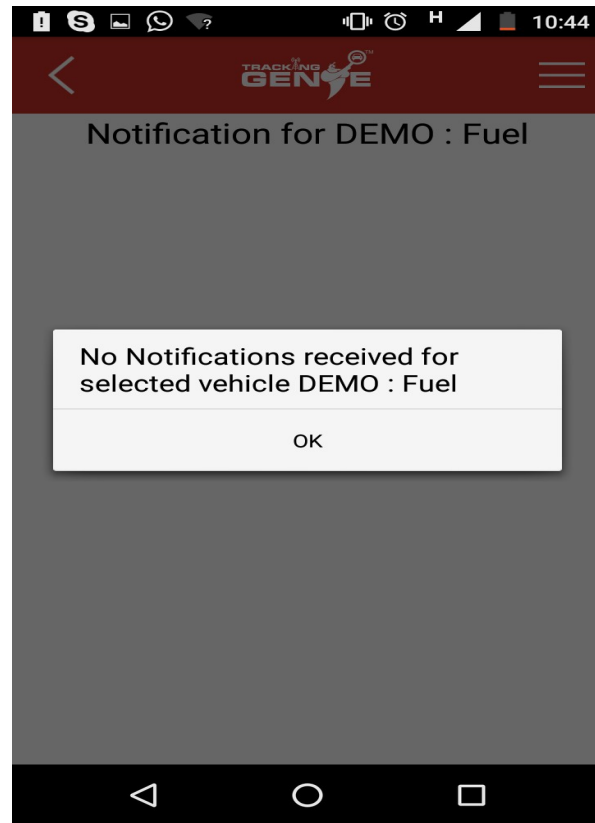
When you click on **Notifications** link. There can be two situations as follow:

- There will be no notification

- There will be list of notifications

Screen with no notification for that particular device is shown on this slide.

Screen with notifications for that particular device is shown on next slide.

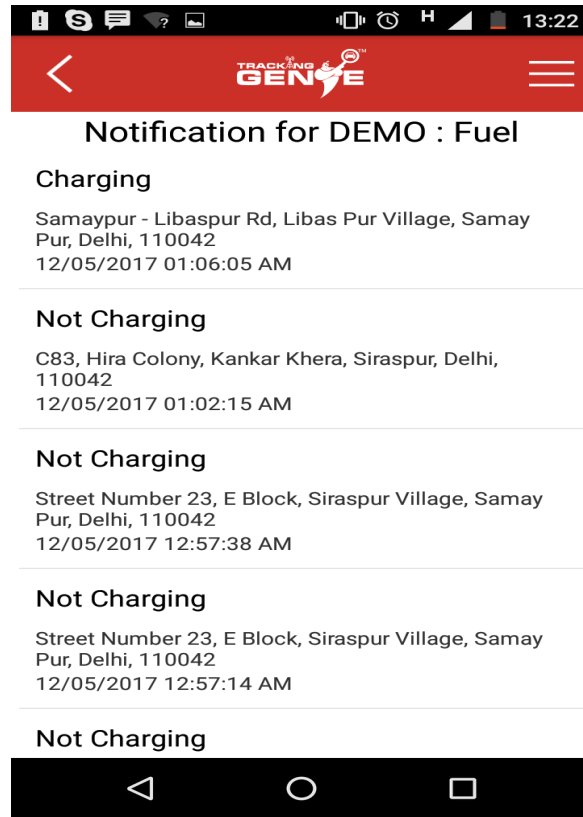




## Contd... Mobile Apps

A history of notifications can be kept in a listview.

All the details related to that device notifications are shown as you can see in the screen.



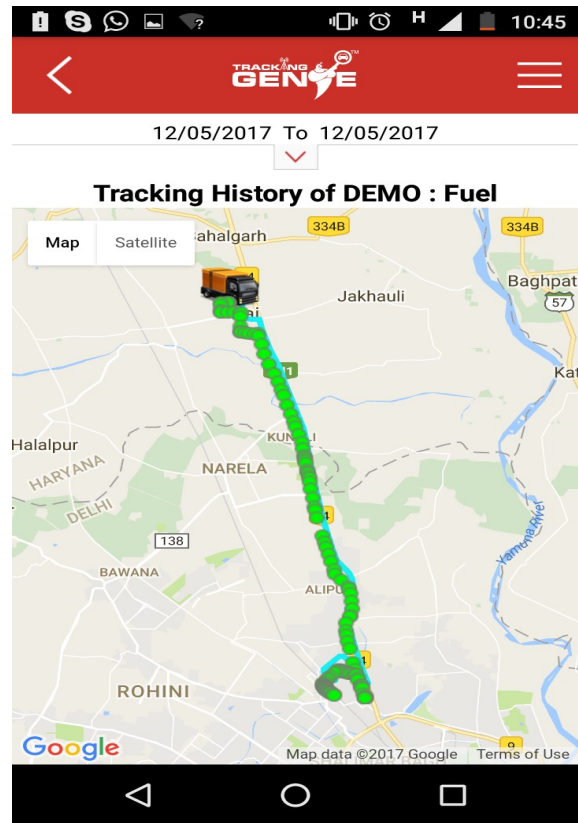


## Contd... Mobile Apps

When you click on **Tracking History** link at bottom of the screen.

A Map with path is opened as shown in image.

You can select start date and end date in which you wants to show the path travelled by that particular vehicle.





# Sales Pitch





# Sales Pitch

Take the details of client like name, location, contact no. and mail Id.

Introduce them about our company & USP's.

Ask in which vehicle he/she wants to install the device? Is it personal or commercial one?

Ask about his requirements what solution client is looking for?

As per his requirements suggest him the best suited device brief him about the features and reports.

If the client asks us about the functionality of our GPS device then we explain it's working.

If the client is corporate give example of our big clients whom we are serving from long.



## Contd... Sales Pitch

If the client is individual, ask about the specification of his/her vehicle it helps to suggest him the best device.

If the client is asking for the dealership then ask him to share his company profile, if any, with us and brief him about all the devices as well as our company profile tell him the terms & conditions of becoming a dealer.

If the client asks about fuel device then suggest him TG Super with fuel sensor how the device work what accuracy it gives.

At last we mail the demo credential, our official brochure which has the details of our products, companies and clienteles with the best rates.



# Top 20 Complaints



# Top 20 Complaints

Unable to login in android app.

Login details request.

Not receiving overspeed alerts.

Not receiving daily emails.

Received no data sms.

No current location.

Incorrect location.

Difference in KM run.

Not receiving images from camera.

Incorrect fuel consumption report.

Required VC password /SMS formats.



## Contd... Top 20 Complaints

VTs reflecting future data on map.

Client visited for VTs physical inspection/ renewal.

Receiving battery disconnection alerts.

Geofence and route deviation.

Notification and alert settings.

Data skipping in replay and tracking History.

How to do SMS recharge.

VTs reflecting old location which is slowly updating on map.(old data or past data issue)

Warranty inquiries, Renewal inquiries.

Thank You