



Hello, Maliha

MAIN MENU

- Dashboard
- HR & Admin
- Inventoroy
- Sales
- Warrenty & Service
- Complaint / Issue
- Prepare Job Card
- Tachnician Movement
- Spare Parts Requisition
- Tools Requisition
- Service Bill
- Setting
- Technician Info

Dashboard



\$ 80,005

45% This Week



\$ 80,005

45% This Week



\$ 80,005

20% This Week



\$ 80,005

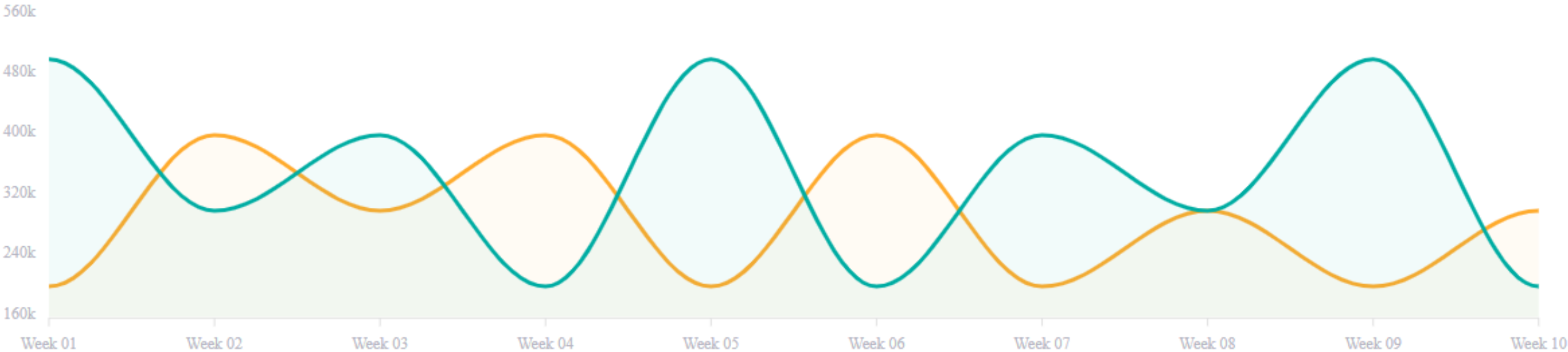
65% This Week

Market Overview

Lorem ipsum dolor sit amet, consectetur

☐ BTC ☐ XRP ☐ ETH ☐ ZEC

Weekly (2021)



## Dashboard

## Dashboard

Personal Information &gt;

Related Information &gt;

Leave &gt;

Attendance &gt;

Setting &gt;



0,005

📈 45% This Week



\$ 80,005

📈 45% This Week



\$ 80,005

📈 20% This Week



\$ 80,005

📈 65% This Week

## Client Handling Details

- » Client calls sales man or hotline number ( direct to service manager)
- » Service Manager receives complain from client and checks for warranty status
- » The Service Manager prepares Job card for a technician. Rules for assigning are as follows:
  - Each and every technician must have one complaint
  - Each technician can have a maximum of 3 complaints
  - Each Technician must receive a new Job card every day
- » Technician updates their movement or next visit through the technician page
- » Tools Requisition: If technician needs to check device thoroughly
- » Spare Parts Requisition: If any parts are damaged, then new parts are provided from inventory
  - If spare parts under warranty policy or faulty reason, no charge is applicable for the client

- » Service Bill will be generated against complain
  - If Service Bill is  $\leq 5000$  than bill amount received without work order
  - Else, an offer letter is sent with a list of spare parts, service charge and VAT
  - Total Bill is in four parts:
    - Technician Wages
    - Spare Parts Cost
    - Conveyance Bill
    - Delivery Cost
- » One Client, multiple branches
- » Any change in client details can be made by whoever handles the client file. Can be Service Manager or Sales Manager.





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Complaint List

+ Create

Issue No	Date	Customer Name	Mobile	Description	Status	Action
GL-5678	10-02-2023	Motiur Rahman	01909302126	AC at the room is not working...	Processing	<div></div> View
GL-5679	16-02-2023	Sabit	01909302126	It is not possible to work over...	Done	<div></div> View
GL-5680	15-02-2023	Bayzid	01909302126	AC at the room is not working...	Processing	<div></div> View

Showing 1 to 15 of 87 entries





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Add New Complaint

Date : 02-12-2022

Search :

Customer Name : Motiur Rahman

Complaint Date : 16-02-2023

#	Item Code	Item Name	Serial No.	Sale Date	Installation Location	Warrenty	Action
<input type="checkbox"/>	GL-5678-SL-5287	Car spare parts	GL-5678	10-02-2023	North South Room South Side	No	<div>View</div>
<input checked="" type="checkbox"/>	GL-5678-SL-5287	Ac	GL-5679	16-02-2023	North South Room South Side	Yes	<div>View</div>
<input type="checkbox"/>	GL-5678-SL-5287	Windshiedld wiper	GL-5680	15-02-2023	North South Room South Side	Yes	<div>View</div>

Complaint Details :

Write Something...

Submit