

# Customer Relationship Management

## BENEFITS

**Access critical information while working in the field.** Gain real-time, at-a-glance insight into operations and resources, connect with Microsoft Dynamics GP via a wireless connection or wireless fidelity (WI-FI) network connection, and attach photos to service call reports. Find customer locations quickly using a turn-by-turn global positioning system (GPS) integration, including Microsoft® MapPoint®.

**Meet specific business requirements with flexible capabilities.** Extend specific configuration of your internal systems to the remote field to help ensure consistent business processes.

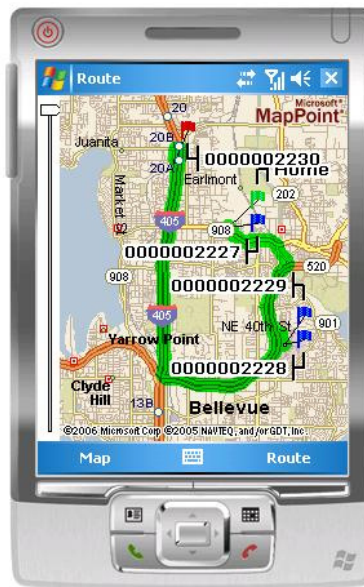
**Quickly understand service urgency and resource status.** Easily match the best resources for each task to help reduce response time, lower costs, increase customer satisfaction, and boost profitability.

**Streamline the work order life cycle.** Enable rapid response to service calls and speed work order processes. Efficient integration and automated processes help eliminate manual tasks, redundant data entry, and unnecessary paperwork.

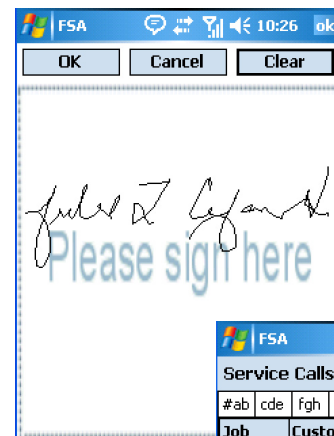
**Expand your service organization.** Field Service Anywhere supports both the Spanish and the French Canadian language.

## Field Service Anywhere in Microsoft Dynamics GP

Follow service calls when you're working in the field to improve response times and first-time ratios and increase profits. Field Service Anywhere in Microsoft Dynamics™ GP enables technicians to use mobile devices and laptop PCs to log, receive, prioritize, and respond to service calls. Automatic data synchronization with Microsoft Dynamics GP helps reduce paperwork and eliminate costly errors, giving your business the competitive edge that builds customer loyalty.



*QUICKLY arrive at the customer location utilizing GPS and Microsoft MapPoint.*



*ELECTRONIC SIGNATURE CAPTURE allows for work order sign-off in the field.*

#	ab	cde	fgh	ijk	lmn	opq	rst	uvw	xyz
2006			Cellular Express	80R			9/5/04		
2090			Holling		50D		9/11/05		
2091			Northern Family		10E		9/16/05		
2092			Vision Inc.		50D		10/2/05		
2128			Dollis Cove		50D		12/16/05		
2129			Associated		10E		12/16/05		
2164			Nova Systems,		10E		1/3/06		
2165			Compu-Tech		10E		1/3/06		
2166			Computer		10E		1/3/06		
2212			Aaron Fitz		10E		7/23/06		
2214			Cellular Express		10E		7/23/06		

*REMOTE ACCESS to service call data provides important information to field technicians.*

## FEATURES

## FIELD SERVICE ANYWHERE

<b>Remote Service Call Capabilities</b>	Log, receive, and follow service calls, as well as access critical customer data in real time—all from the field.
<b>Smooth Integration with Microsoft Dynamics GP</b>	Connect with Microsoft Dynamics GP via a wireless connection or a WI-FI connection over the Internet via a virtual PC connection.
<b>Real-Time Access to Mission-Critical Data</b>	Field technicians have access to critical data, including customer names and addresses, open service calls by technician, customer history, installed equipment and serial numbers, service contract information, inventory items and prices, and truck stock inventory.
<b>Online/Offline Mode</b>	Work online for real-time access to business-critical data. You can also work offline and synchronize your data later, depending upon your business preferences or wireless signal.
<b>Scalability</b>	Scale to over 1,000 remote users to accommodate changing service management needs.
<b>Expense Capture</b>	Online expense forms enable technicians to track and log expenses, which helps to reduce redundant data entry and paperwork and expedite accounting processes.
<b>Signature Capture</b>	Customers can sign off completed work orders electronically, helping to reduce paperwork.
<b>Online/Offline Auto Switch for Data Security</b>	If there's trouble with your online connection, Field Service Anywhere automatically switches to offline mode and stores data locally. When the wireless connection is restored, data automatically synchronizes with Microsoft Dynamics GP servers.
<b>Work Order Management from the Field</b>	Easily assign work orders to a technician who may already be in a specific geographic area. The technician can accept, reject, or reassign the work order.
<b>Multiple Technician Assignment</b>	Assign multiple technicians with minimal effort.
<b>Remote Printing Capabilities</b>	Print hard-copy documents in the field by connecting to portable printers or printers onsite.*
<b>Photo and Recording Attachment</b>	Get the information you need to respond to service calls quickly by attaching pictures and recordings of the service issue.
<b>Laptop PC Compatible</b>	Connect to Microsoft Dynamics GP from a laptop PC to access the information you need in real time—whether you're at your desk or in the field.

\*Pocket PCs and Smart Devices require third-party software to enable onsite printing.

For more information about Field Service Anywhere in Microsoft Dynamics GP, visit [www.microsoft.com/dynamics/gp](http://www.microsoft.com/dynamics/gp).