



Sage Construction SiteStream

Care

Customer call logging, problem resolution, problem analysis, trend analysis, response tracking, diary/appointment system, subcontractor performance, customer contact details, plot specifications and warranties.

SiteStream Care has been designed to assist in responding efficiently to customer problems and queries after the sale is complete. Problems are logged and tracked until resolution and a full plot and customer history can be maintained.

Plot and purchaser details gathered during the Sales progression are easily accessible, together with any customer options and incentives affecting the plot specification.

Maintenance subcontractors can be set-up for automatic allocation to the appropriate problems as they are logged, and there is a facility to make appointments for site visits or inspections.

SiteStream Care allows target response and fix times to be used for call prioritisation and chasing. Reports on job categories, problem types, sites and subcontractors allow the housebuilder

to analyse the nature of problems over a period of time and helps identify whether the cause is design, specification, customer or workmanship related.

Advantages

Easy Access to Customer Records - Fast partial-key searches on customer name and address for immediate logging of calls while talking to customers.

Instant Access to Plot Details - Plot specification details are available quickly to assist with faster identification of solutions and give a more effective response to customer problems.

Efficient Call Logging - Features automatic numbering and date stamping of calls, multiple choice problem categories for fast entry and consistent analysis allowing feedback to the design and construction stages.

Effective Resolution - Response times and cost of resolution are recorded to assist in measuring customer care performance. Common solutions can be easily identified for recurring problems.

- Fast simple logging of calls
- Automatic unique call numbering
- Easy access and confirmation of customer details
- Continuous contact log system
- Call prioritising and Audit Trail
- Call allocation, action and follow-up recording
- Mail merge facility and e-mail links
- Tracks and records individual plot specifications
- Full plot history of customer contacts
- Recording of solutions and time to resolve
- Recording of cost of solutions
- Reporting of outstanding calls
- Analysis of problem categories and types

Note: This information is subject to change without notice.

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