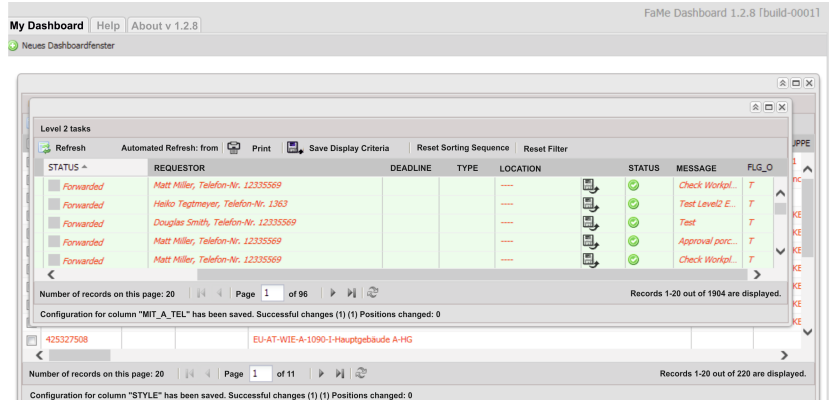# FaMe®
Serviceline

Service Requests

Technicians/Supervisor

Call Center Function

Integration Central Building Management Systems

Evaluation

The FaMe® Serviceline and Self Service function consists of two main parts. The first one handles the submission of requests, the second one supports the processing of support cases by technicians. Requests can be classified by a supervisor and forwarded to the responsible agents.

Service Requests

Service requests can be placed over the Internet, a

smartphone or a tablet PC. A first assignment of the tasks is handled in the background automatically. Photos can be attached while creating the ticket. A unique transaction ID allows tracking the progress of a request. An optional information of the requestor on the status of his request by e-mail or text messaging can be set up. After completion of a request an evaluation can be done. This rating may be associated with a KPI (performance agreement). The service requests can relate to repairs, but also include relocation assistance, special cleaning requests or support for conferences. FaMe offers different interfaces and workflows that can be customized for these tasks.

Technician

The inquiries are classified automatically or via a supervisor and forwarded to the appropriate agent. The technician can retrieve the assigned tickets on a tablet PC, handheld or

smartphone. He can update the status of the ticket. Barcode or RFID functions are also available to optimize the processing.
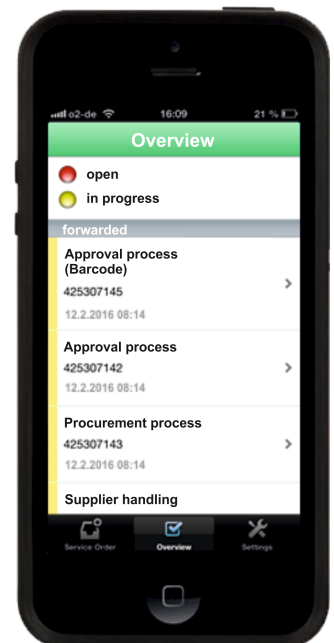
The FaMe® Serviceline works both ONLINE and OFFLINE. If a technician works in an area without online connection. In this case the information is stored locally and updated when a connection to the central database is available. Processing time and consumption of materials or the cost of spare parts can be managed and used for billing.

Call Center

In addition to these functions, there is also an integration with the FaMe® Call Center Module available (see separate description). This module can be used to create tickets that are placed over the phone.

Integration Building Management Systems

Through the FaMe® BACnet / GLT / KNX interfaces tickets can be created automatically, for example, necessary replacement of an air filter or of defective motors. A message from the BMS system will automatically generate a ticket. Monitoring and handling of processing can then be done as described above. For the technician it makes no difference whether the ticket was placed through the call center, the Internet, or has been produced directly from the BMS (Building Management System).

Supervisor

Optionally, an supervisor action can be triggered. The supervisor evaluates the request and decides about further actions, e.g. assigning a task to internal staff or to an external contractor, or combination of a repair task with a maintenance measure to save expenses. FaMe classifies this as "Level2 object". The placement of a request is classified as "Level 1 operation".

If a more complex measure is necessary, a request is categorized as "Level3". This includes issuing a tender or an RFP if necessary. As a rule, Level3 tasks include complex and costly repairs that need to be planned in detail as a project, including assignment to an explicit budget and account.