

REPAIR SERVICE MANAGEMENT

Designed for repair service centers, iQuest streamlines the equipment repair process, from estimate to billing. With iQuest, you effectively track the repair work status, assign resources, manage inventory, and deliver high customer services with increased profits.



Custom Fit Solution

With iQuest you have a tool that can be tailored to your repair business needs through extensive customization. As your repair service business grows, your customized solution adapts flexibly.

Customized Work Flow

Design your own status codes to monitor the repair tickets in your shop. Manage the rule-based email notification for each status change.

Customized Equipment Tracking

Completely customize the way you want to track the customer equipment, in multiple dimensions, with multiple data types. Arrange the fields in your custom order. Set up required fields to ensure of data completeness.

Customized Search Filters

Each user sets up its own filter to search the repair tickets best suited for the role. A technician will view her assigned jobs. The parts manager sees the tickets in need of parts purchase. The business manager can follow up on jobs pending approval. Filter changes can be temporary or permanent.

Customized Ticket Format

Design the repair ticket format with iQuest's most flexible and easy-to-use form design tool. Incorporate your logo, watermark, and company message to create a professional image for printing, fax, and email delivery.

Customized Reports

Select the data fields that you want to query. Filter them in the way you like. Reports are formatted in Excel worksheet, so you can massage them further if needed.

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Field Tested Features

iQuest Repair Service Management is designed by users in the repair service business. Their experience produced a long list of useful features.

Address Customer Concerns

Driven to address the customer concerns, the repair ticket identifies the problem stated by your customer, records the diagnostics, and tracks the repair actions. Everyone benefits from the clear communication.

Equipment Identification

Multiple groups of configurable user-defined fields are available to identify the customer equipment. These fields can be used to analyze the repair trends.

Estimate Management

Produce parts and service estimate for customer acceptance. System tracks when each line item is accepted or declined, and creates supporting audit trail. Service can be in fixed unit charge (e.g. basic diagnostic fee), or hourly rate.

Approval Management

Notify your parts manager to purchase non-stock parts upon customer approval. iQuest will alert you when the parts arrive.

Parts Management

Full-featured inventory management system handles the purchase and stocking of regular and special items. Look up by manufacturing part number or rival item number. Use of temporary part number adds convenience in the ticket entry.

Resource Assignment

Review technicians' workload, and assign repair work efficiently. Each technician can view his/her assignment independently.

Service Management

Log each service action, and track billable versus non-billable hours. Compare actual hours with estimates. Track post-billing rework and follow-up hours. Complete service history available.

Customer Notification

Contact customer for pending repair approval. Email to advise customer of "ready for pick up".

Easy Billing

Review all parts and billable services in one screen for easy billing. Easy-to-use form design tool is available to customize the ticket/invoice format. Fully integrated with iQuest accounting system.

Knowledge Base

Search past repair history to aid diagnostic, estimate, and repair action. High performance keyword search makes the knowledge base very friendly to use.