



MECHTRACE.COM - ENHANCING SERVICE EXCELLENCE

Your comprehensive solution for efficient service
management and customer satisfaction.

www.mechtrace.com





Features

Overview of Mechtrace.com

Leveraging Advanced Technology for Service Management Revolution



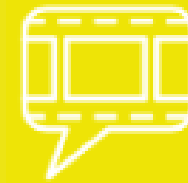
Service Ticket Issuance

Efficiently generate and manage service tickets to streamline customer requests and task assignments.



Technician Tracking

Real-time monitoring of technician locations and assignments for optimized task allocation and response times



Troubleshooting Guides & Videos

Access Comprehensive troubleshooting resources including guides and videos for quick issue resolution



E-commerce Portal for Spare Parts

Seamlessly order spare parts through an integrated e-commerce platform for expedited repairs and maintenance.



Customer Feedback Integration

Incorporate customer feedback seamlessly to enhance service quality, satisfaction, and loyalty.



Service Management

Service Ticket Issuance

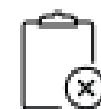
Efficiently Create and Manage Service Tickets



Priority Based on Urgency

Enables prioritization of service tickets according to urgency levels

The screenshot displays the 'Support Tickets | New' form in the Mechtrace web application. The form is organized into two main columns. The left column contains fields for 'Complaint', 'Assigned User', 'Technician', 'Customer', 'Address', 'Mobile', 'Alternate Mob.', 'Deadline', 'Scheduled Date', 'Close Date', and 'Material Required'. The right column contains fields for 'Priority', 'Support Team', 'Type', 'Tags', 'Work Description', 'Timesheet Project', 'Created on', 'Deadline', 'Scheduled Date', 'Close Date', 'Duration (Days)', 'Ticket Closed', 'Tags', 'Customer Rating', and 'Customer Feedback'. The form is set against a light blue background with a sidebar menu on the left and a top navigation bar. The sidebar menu includes options like 'Discuss', 'Support', 'Dashboard', 'Tickets', 'Tickets Map', 'AMC', 'Calendar', 'Contacts', 'CRM', 'Sales', 'Website', 'Employees', and 'Expenses'. The top navigation bar shows various system links like 'Getting Started', 'E-WayBill System', 'E-Invoicing', 'Odoo', 'RoaDo Dashboard', 'ITC Invoice Portal', 'Mechtrace', 'Login | NEW ODOO', 'Xerox WorkCentre 5...', and 'Imported'. The bottom of the screenshot shows a Windows taskbar with the search bar, task icons, and system tray information including temperature (26°C), weather (Mostly cloudy), and time (3:23 PM 7/8/2024).



Seamless Communication

Facilitates smooth interaction between customers and technicians.



Service Efficiency

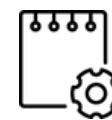
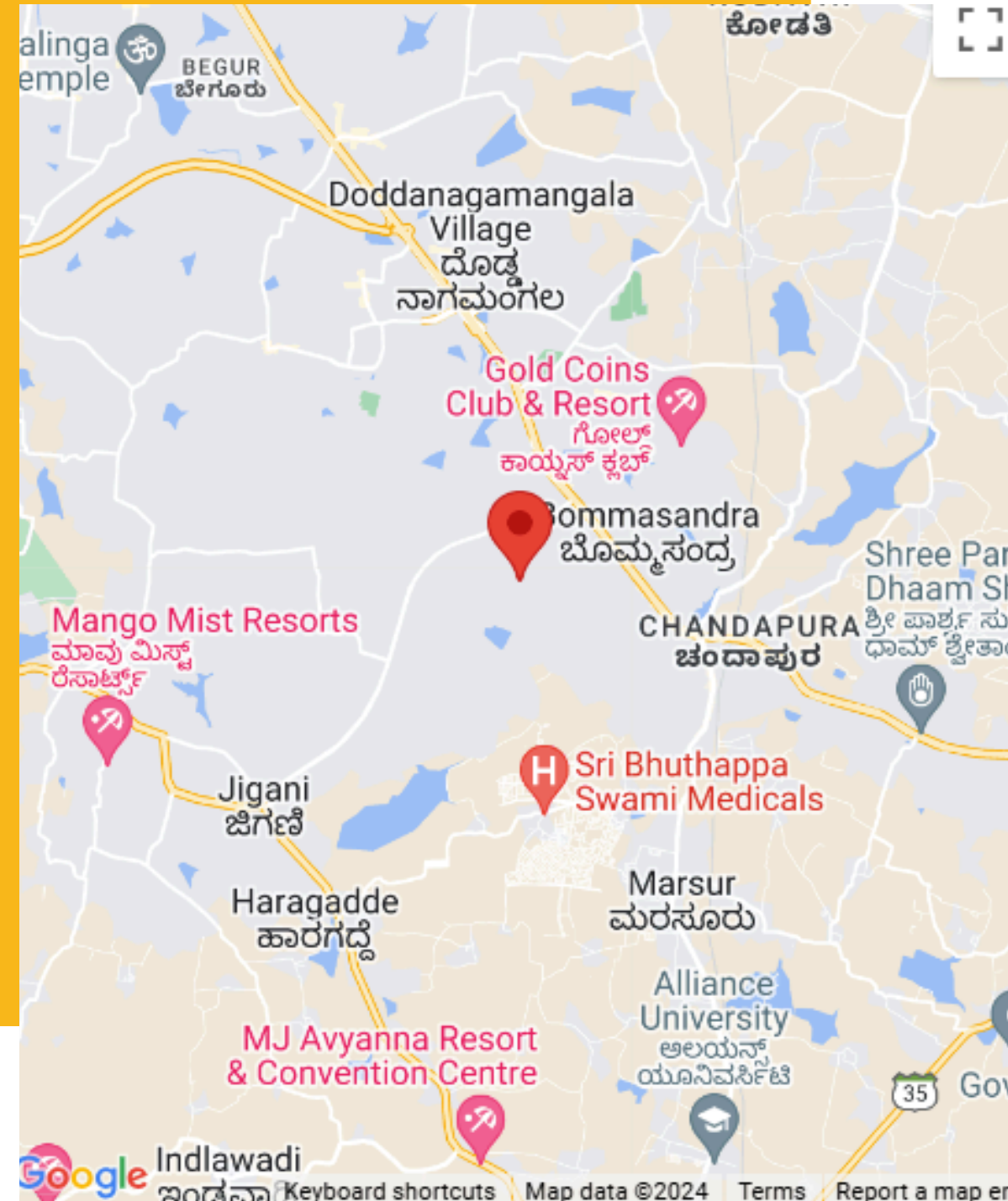
Technician Tracking

Enhancing Service Efficiency Through Real-time Location Monitoring



Improve Response Times

Enable quicker responses by directing the nearest technician to the service location.



Optimize Scheduling and Dispatch

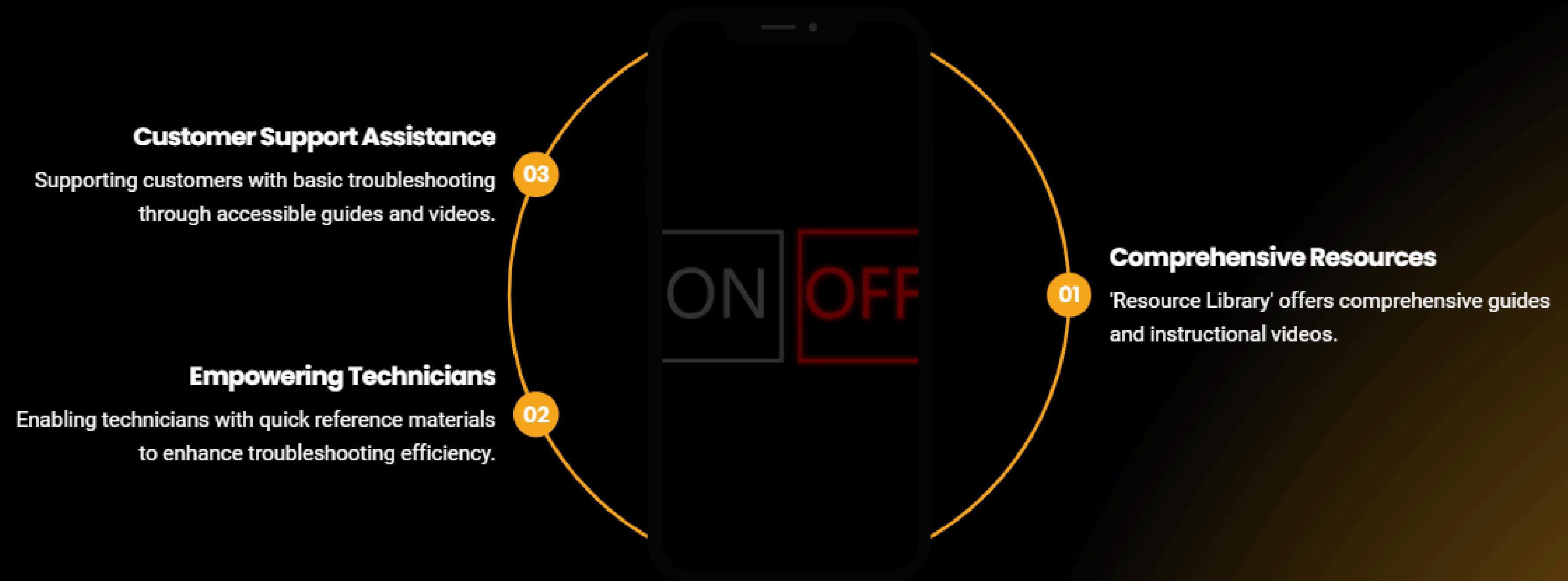
Efficiently assign tasks based on technician locations and availability.



Support Enhancements

Troubleshooting Guides & Videos

Enhancing Support Capabilities with Resource Library

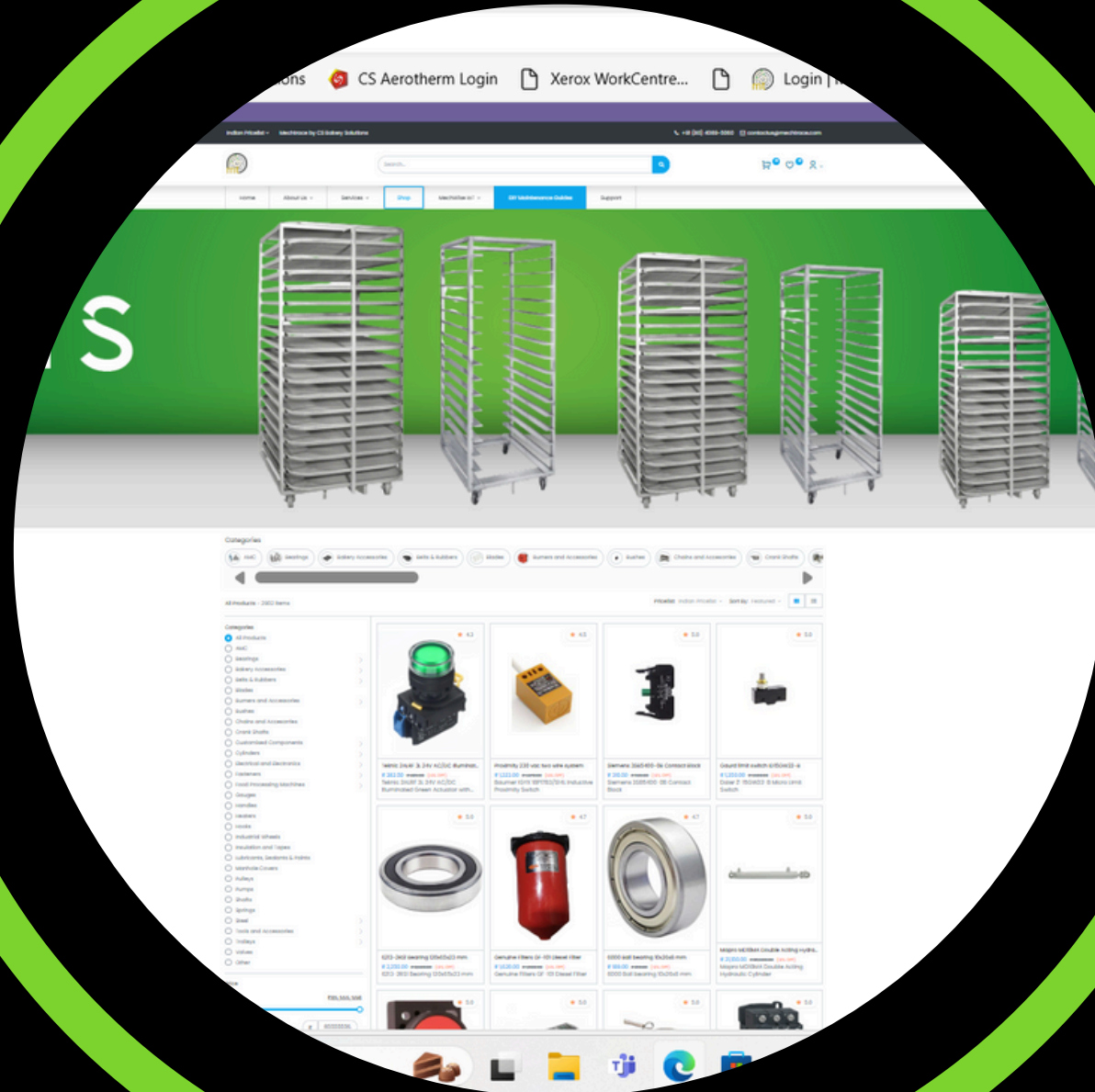


E-commerce Portal for Spare Parts

Enhancing Service Efficiency Through Online Solutions

Features

Includes secure transactions and compatibility checks for specific machinery.



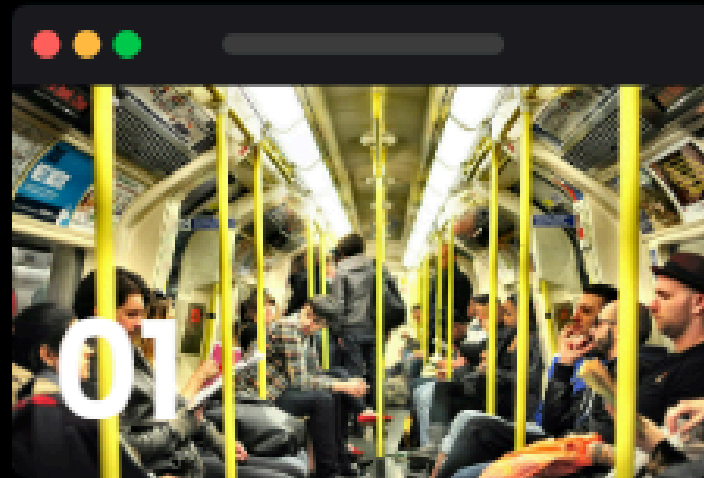
Online Store

Browse and purchase genuine spare parts.



Customer Feedback Integration

Enhancing Service Quality through Post-Resolution Feedback



Gather Feedback at Ticket Closure

Implement a process to collect customer feedback immediately after resolving their service requests, enabling real-time insights.



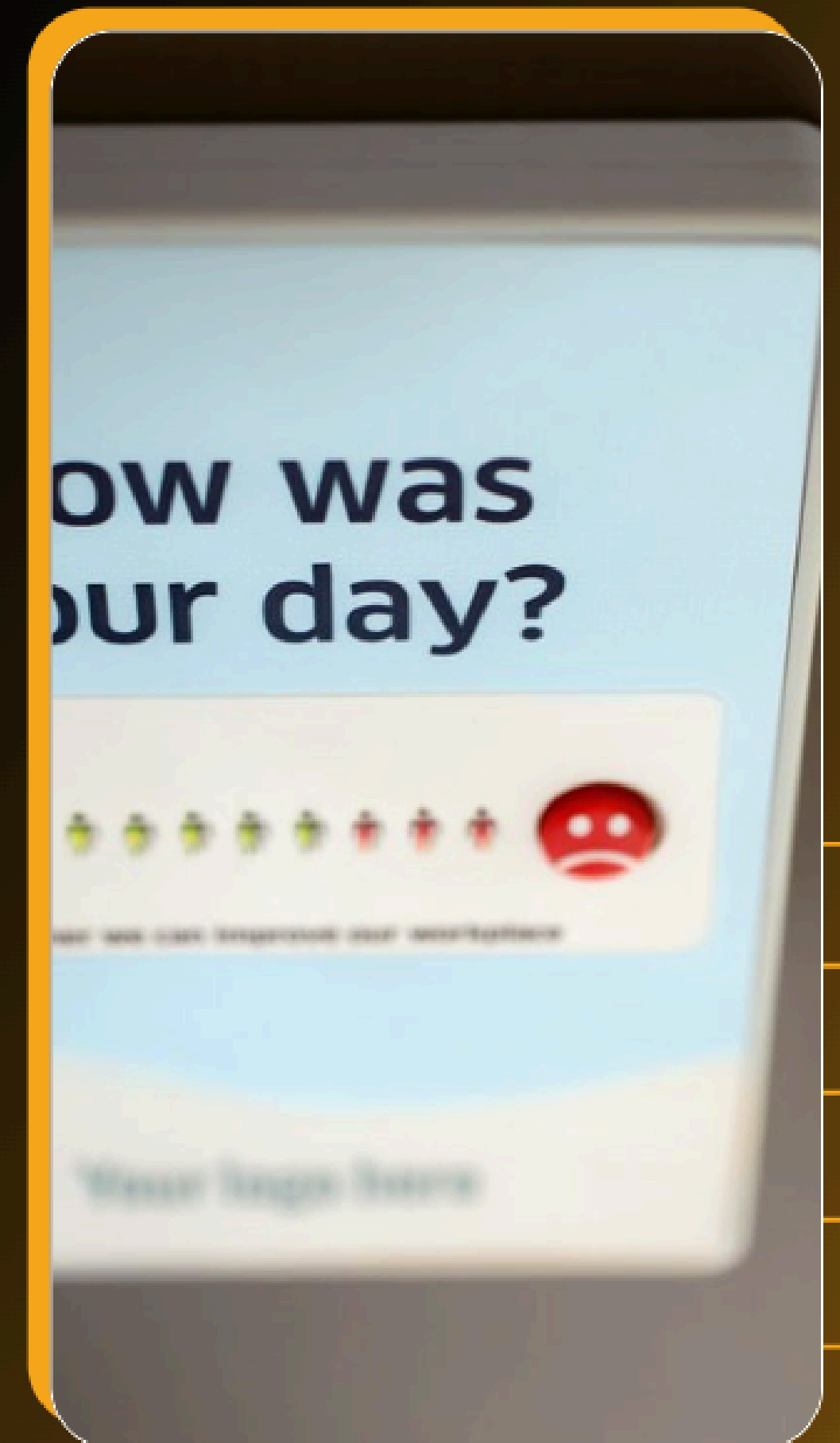
Measure Service Satisfaction

Evaluate customer satisfaction levels to gauge service performance, identify strengths, and pinpoint areas requiring improvement.



Enhance Customer Retention

Utilize feedback data to enhance customer loyalty, improve retention rates, and foster long-term relationships.





Technology & Accessibility

Integration and Accessibility

Enhancing User Experience through Seamless Compatibility and Accessibility

Seamless Cross-Device Experience



Users enjoy a consistent experience on both desktop and mobile devices for increased convenience and accessibility.

API Integration Capabilities



Leveraging API capabilities for effortless integration with various systems, enhancing operational efficiency and connectivity.

24/7 Service Accessibility



Ensuring round-the-clock access to services and resources, empowering users with uninterrupted support and assistance.

Visual Representation



Illustrative representation of Mechtrace.com interface on devices, showcasing the user-friendly design and functionality.



Customer Testimonials

Quotes and testimonials from satisfied clients.



Choice Agros Pvt Ltd

Published on December 18th 2023, 1:17:38 pm



Bohot zyada accha hai whipper. accha price hai iska aur delivery bhi jaldi hua hai.



AL - Daaz Foods Pvt Ltd.

Published on April 17th 2024, 2:46:52 pm



loved product quality



Namana Food Products

Published on December 18th 2023, 12:50:29 pm



Original product. Coil voltage was just what it said it was. Recommended.



Conclusion

Elevate Your Service Operations with Mechtrace.com



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