



CROSSFORM[®] CRS

Client Request System is standard on CrossForm[®] and CrossForm[®] ASP.

Client Request System (CRS) expedites and enhances your client service by making service request submission easy and convenient. This premier client-based web site allows clients to post service/maintenance issues online with user-friendly forms. As a standard feature, CRS puts CrossForm ahead of the competition.

The CRS module helps clients save time in submitting requests, while enabling you to deliver swift solutions to their demands. When a client sends a service request, customer service representatives are notified immediately by e-mail. Within seconds, a confirmation screen appears, informing the client that the request was successfully reported. An e-mail confirmation is also sent to the client to verify that the problem has been reported. These internal and external confirmations assure that no orders slip through the cracks, generating greater satisfaction.



Comprehensive functionality puts clients in control.

CRS's user-friendly, online support gives your clients the tools and ability to voice requests, check the status of work orders and offer feedback – all with the click of a mouse.

- Create service requests in real-time easily with a brief, easy-to-use form. Clients select a work location from a set of drop-down boxes, ensuring that the call center staff knows precisely where the problem is.
- View service request history. Clients can display current and past work orders with complete descriptions, whether the request came in via CRS or phone.
- View work orders to check status. Clients appreciate immediate access to status updates.
- Provide feedback to evaluate the service process. Clients will notice your interest in their satisfaction.
- Task-specific forms. The request forms, which can be customized, include keys/locks, moves, signs and space setups/reservations for the conference room or training center.

Secure access. CRS has a built-in registration process, where users can request access to the web site by clicking a link, which sends an e-mail to the administrator. The CRS administrator can approve or reject the registration with a single click.

Take your service to the next level with CRS.

Increase productivity by streamlining the request process. The CRS module can be configured to auto-dispatch a request, thus bypassing the call center and dispatcher. This allows orders to be wirelessly downloaded to the technician's PDA for faster response.

Improve, monitor and control services through client feedback.

Increase accessibility and convenience.

The system is accessible from anywhere through a web browser. Clients can view the status of their orders without having to call.

Upgrade support. Online support is becoming the standard, which makes CRS an attractive feature to offer new and existing clients.

Improve client satisfaction by empowering clients with speed, accessibility and knowledge at their fingertips. The system is easy to operate, so anyone can use it. The task-specific forms, based on common requests, make the request process simpler.

The screenshot shows a web browser window titled 'Client Request System - Microsoft Internet Explorer'. The address bar shows 'http://crs.mainstreamsasp.com/Main.aspx'. The page content includes a navigation menu on the left with options like 'Create Service Request', 'Service Request History', 'View Work Order', 'Provide Feedback', 'Edit Your Profile', 'Change Password', and 'Logout'. The main content area is titled 'Create Service Request' and 'Additional Information for Key and Lock Requests'. It contains a form with the following fields: 'Additional Information for Key and Lock Requests' (radio buttons for 'I need a replacement lock or key', 'I need a duplicate key', and 'I need a new lock or key'), 'Specification' (input fields for 'Total number of key(s) needed' and 'Key/Lock number'), 'Description' (input field for 'I need access to:'), and 'The reason for access:' (input field with 'New employee' entered). At the bottom of the form are buttons for 'Cancel Lock & Key', 'Submit Request', and 'Back to Request'.

Convenient, task-specific forms, like the key/lock request form shown above, are based on common requests such as lock changes, moves, space reservations and new key requests to help you save time.

Reduce call hold time. The volume of calls is reduced because clients use the online support, which can auto-dispatch requests.

Helping you deliver your best.

From the convenience of online support to quick service/maintenance resolutions, CRS provides you and your clients with extraordinary online advantages that result in greater efficiency, more productivity and better client service.

Free trial period.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and a free trial period. CrossForm's exceptional performance will be obvious.

Requirements

Server – assuming 50 concurrent sessions

- Microsoft[®] IIS 5.0 or higher
- Pentium[®] 4 class CPU or better with 1 GB RAM
- Microsoft.net 1.1
- High-speed LAN connection
- Windows[®] 2000 server or higher

Client

- Microsoft[®] Internet Explorer 6.0 or higher



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