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The Service Manager (TSM) - ACT 2000 Link

The Service Manager (TSM) – ACT 2000 Link In any sized service business, efficiently managing all aspects of a job or project from the time you answer the initial call to invoicing is the key to success. TSM empowers your service team to manage information and leverage it to cost effectively deliver more quality service.

TSM has always had strong links to external accounting software packages. Now, the ACT 2000 link provides TSM users with all the benefits of implementing a CRM solution including:

- **Customer contact history**
- **Mailing / emailing customers**

TSM software centralises the management of field service, service contracts, logistics, repairs, sales orders and billing. Solutions can include web and mobile eService for field staff and customer self-service, project costing, service/sales integration and integration with financial systems.

Combined with ACT 2000 and your accounting package, TSM provides the ideal set of tools to complete the picture for any in-house repair or field service business.



Make the most
of your
Time



Manage your
Customers



Improve
Productivity



Track your
Jobs



Professional
Image



**“Everything you need to organise,
manage and control a service & repair business”**



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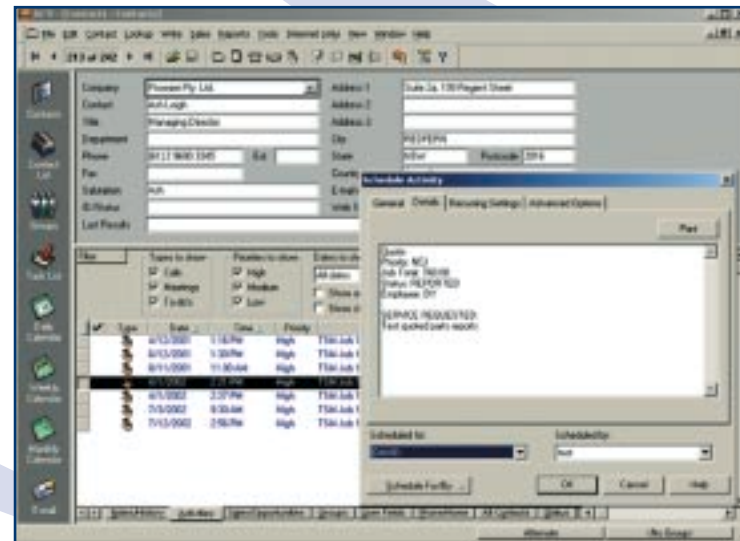
The TSM – ACT 2000 Link combines the power of TSM developed over 15 years with the globally successful CRM software package ACT 2000.

TSM provides all the tools you need to run a service and repair business. ACT 2000 provides comprehensive CRM sales and automation tools to easily manage all aspects of your relationship with your customers.

Combining the two packages provides a total solution to any small to medium organisation involved in both sales and field service.

The TSM – ACT 2000 Link program provides the following functionality:

- Jobs created in TSM are entered into ACT 2000 activity list
 - The customer assigned to the job is created in ACT 2000 if not already there
 - The Job is assigned as an act To-Do Activity
 - This activity appears in the employees calendar (employee is created as an ACT 2000 user if not already added)
 - The activity alarm is optionally set
- Updates to TSM job details automatically update the corresponding ACT 2000 To-Do job activity
- Completing a job in TSM converts the corresponding ACT 2000 activity into an ACT 2000 Notes/History To-Do entry.
- Any changes to TSM customers or ACT 2000 contacts are synchronised inboth directions. Change a phone number in ACT 2000 and it updates to TSM and vice versa.
- An ACT 2000 Search button appears on the TSM search screen to select a customer contact from ACT 2000. If the selected customer is not already in TSM, the customer will be added to the TSM customer list.



System requirements

ACT 2000 TSM version 5.0 or above Requires the TSM ACTLink Processor to be scheduled to run regularly on any workstation / server.



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