

PC Dreams Service Center System

Major System Platform

FETIAS (CRM Profile)

Customer Relationship Management

Objective :

- To maintains customer profile
- Create Customer Membership

Use to link customer profile with PCD Service Center System & Grassland Business Client

PCD Service Center System

Service Center System

Objective :

- To create a Job ID for customer who send in their device for services.
- Update Job status in order to communicate with the team.
- Case Study case by case

Service Center System will generate a Service Order Form for customer references

Grassland Business Client

Business System

Objective :

- To create Cash Bill / Invoice
- Linked with FETIAS CRM Profile & Service Center System

1



1. FETIAS Dashboard
2. Click on CRM Profile for profile creation.

FETIAS

Jeff CRM

search menu...

My Dashboard

My Calendar

CRM - Customer Membership

CRM Profile 10

CRM Profile + New 1

Export

Mobile contains Search

| ID | Mobile | Membership ID | First Name | Last Name | Email (Personal) | Source | Last Change | Date | State | Quote Id | Nick Name |
|--------------|----------|---------------|-----------------------|-----------|-----------------------------|--------------------|-------------------------|--------------|-------|----------|-----------|
| CRM012136744 | ****3375 | | WEI MING | GOH | . | Harvey Norman (EW) | Natas... 19 minutes ago | Jan 22, 2021 | Draft | | |
| CRM012136743 | ****9108 | | C JERRY | . | . | Walk In (DHB) | Jeff 41 minutes ago | Jan 22, 2021 | Draft | | |
| CRM012136742 | ****6071 | | JONG SING | KIM | jskimstephen@yahoo.com.sg | Google | joey an hour ago | Jan 22, 2021 | Draft | | |
| CRM012136741 | ****3642 | | LEONARD | BAKER | leonardbaker777@gmail.com | Referral (PH/TB) | Sherl... 2 hours ago | Jan 22, 2021 | Draft | | |
| CRM012136740 | ****6341 | | SHIKHA RAI | . | shikhacurlywurlly@gmail.com | Google | Haley 2 hours ago | Jan 22, 2021 | Draft | | |
| CRM012136739 | ****7283 | | HUI XUAN | CHOO | ishimaru.miharu@gmail.com | E-commerce | Nicho... 2 hours ago | Jan 22, 2021 | Draft | | |
| CRM012136738 | ****8189 | | JOO HENG | . | joo@ensoulgroup.com | Harvey Norman (EW) | Haley 3 hours ago | Jan 22, 2021 | Draft | | |
| CRM012136737 | ****7627 | | NUR HIDAYAH ABU BAKAR | . | idanhab@gmail.com | E-commerce(PH/TB) | Nicho... 4 hours ago | Jan 22, 2021 | Draft | | |
| CRM012136736 | ****2931 | | ARGEL | TOLENTINO | argelmt@daifuki.com.sg | Google | Hale ... 4 hours ago | Jan 22, 2021 | Draft | | |

CRM Profile + New 2

Export

Mobile contains 87932418

| ID | Mobile | Membership ID | First Name | Last Name | Email (Personal) | Source | Last Change | Date | State | Quote Id | Nick Name |
|----|--------|---------------|------------|-----------|------------------|--------|-------------|------|-------|----------|-----------|
|----|--------|---------------|------------|-----------|------------------|--------|-------------|------|-------|----------|-----------|

1 - 0 of 0, 20 per page. First 1 Last

1. Key in customer's phone number to see if they're return/existing customer to avoid duplicate entry. **(Compulsory)**
2. After confirmed customer isn't existing customer, click on **+New** to create customer profile.

New CRM 1 3

Personal Information

Language Used

2

First Name *

Address

Date of Birth

Start Date

Nick Name

Source *

Quote Id

2

Email (Personal) *

Mobile *

Home Number

Membership ID

Company Information

Company Name

Office Number

Shipping Address

Office Address

Email(Office)

Highlighted are all Mandatory field, others can be ignored.

1. Language Used : English, Chinese, Malay, others



2.

| Mandatory Fill* ✓ | | | | | |
|-------------------|----------------------------------|-----------------------|--------------------|----------|--|
| RACE | First Name * | Last Name (Surname) * | Email (Personal) * | Mobile * | System View |
| COMPANY | KC GROUP PTE LTD | . | . | ✓ | Co.: KC GROUP PTE LTD. |
| MALAY | MUHAMMAD ELFYAN BIN ABDUL RAHMAN | . | . | ✓ | Mr MUHAMMAD ELFYAN BIN ABDUL RAHMAN. |
| INDIAN | V. RAMESH KUMAR | . | . | ✓ | Mr V. RAMESH KUMAR. |
| CHINESE | SHIRLEY | LEE ✓ | shirleylee@xxx.com | ✓ | Ms SHIRLEY LEE |
| CHINESE | SIEW LAI | LEE ✓ | siewlailee@xxx.com | ✓ | Ms SIEW LAI LEE |
| CHINESE | SIEW LAI, SHIRLEY | LEE ✓ | siewlailee@xxx.com | ✓ | Ms SIEW LAI, SHIRLEY LEE |

Title *

First Name *

Address

Quote Id

Last Name (Surname) *

Email (Personal) *

Mobile *

Note :

- For Malay and Indian & Foreigner **DON'T** need to divide First & Last Surname, put dot "." will do.
- If customer didn't provided email put dot "." as well.



3. Customer Source

- In Service Center System :
Warranty Provided

Source * --Please select--

Quote Id

Last Name (Surname) *

Email (Personal) *

Mobile *

- Facebook
- Facebook (PH/TB)
- Friends of PC Dreams Staff
- Google
- Gumtree
- Gumtree (PH/TB)
- Hardware Zone
- Hardware Zone (PH/TB)

By filling up Customer Source column, it's a **MUST** to ask customers how they get to know our company for **Survey Purposes**.

Typical answer :

- I online search --> **Google**
- I pass by --> **Walk-in (DHB / DHQ)**
- My Friend / Family refer --> **Referral**
- Etc.

Warranty Provider List

| Name | Description |
|--------------------------|--|
| Courts AIG | AIG Insurance |
| Harvey Norman (EW) | Harvey Norman Extend Warranty |
| Challenger | Starshield |
| Walk in (Normal) | Normal Walk in |
| PCD | Units to be send by us for Manufacturer's warranty |
| REWORK | Rework units under LGH warranty |
| Dealer | Dealers Price will be quoted. |
| Walk In 2 (Facebook) | Facebook referral |
| Manufacturers's Warranty | Manufacturers's Warranty. RMA pick up by Original Manufacturer |
| MSI WARRANTY | MSI Under Warranty Unit |

Update Warranty Provider List

Yes No

Service Log x Device - TESTINGDEVICE x

Serial Number TESTINGDEVICE

Brand ASUS

Model ROG G123

Warranty Provider

Select from Section 1 and click Yes on Section 2, system will auto reflect selection on Section 3

*Note : Customer Source (FETIAS) = Warranty Provider (Service Center System)



Example :

New CRM Profile

Personal Information

Language Used

Title *

First Name *

Address

Date of Birth

Start Date

Nick Name

Source *

Quote Id

Last Name (Surname) *

Email (Personal)

Mobile

Home Number

Membership ID

Company Information

Company Name

Office Number

Shipping Address

Office Address

Email(Office)

☆ follow this

Customer's Profile Successful Generated

CRM Profile

Bulk Actions Export Calendar

Mobile contains Search

| ID | Mobile | Membership ID | First Name | Last Name | Email (Personal) | Source | Last Change | Date | State | Quote Id | Nick Name |
|--------------|----------|---------------|------------|-----------|-----------------------------|---------------|------------------------|--------------|--------------------------------------|----------|-----------|
| CRM012136786 | ****2419 | | JEFF | CHAI | jeff_chai@pcdreamsgroup.com | Walk In (DHB) | Jeff a few seconds ago | Jan 24, 2021 | <input type="button" value="Draft"/> | | |



Grassland

Service Center System

Logged in Location.
Bugis Junction – DHB
HQ Sim Lim Square - DHQ

The screenshot shows the PC Dreams Service Center System interface. The window title is "PC Dreams Service Center System". The main content area is a dashboard with a large "Dashboard" label in the center. On the left side, there is a navigation menu with the following items: "Job", "Device", "Customer", "SMS Center", "Call", and "Reporting". The "Job" item is currently selected and highlighted. Above the menu, there are several utility buttons: "Change Password", "Logout", "Max Up", "Max Down", and "Combine". The top right corner of the window shows standard window controls (minimize, maximize, close).

Job Service Log List

[Search Jobs](#)

Current Locations
[View Jobs](#) **1**

All Locations
[View All Jobs \(In Process\)](#)
[View All Jobs \(Closed\)](#)

[New Job](#) **2**

[View Diagnostic Reports](#)
[Job Templates](#)
[Report RMA / Spoilt](#)
[View RMA / Spoilt](#)
[Bulk Input](#)
[View Ordering Parts](#)

Type here to search in Service Log ID Refresh Export

| <input type="checkbox"/> | Date | Service ID | Device Serial No | Customer Name | Contact | Model | Warranty | Warranty Provider | Status | Last C |
|-------------------------------------|-----------------------|------------|------------------|-----------------------------|----------|--|------------------|----------------------|-------------|--------|
| <input type="checkbox"/> | 1/24/2021 6:07:04 PM | DHB115792 | PF-18B954 | Mr WENFENG WANG | 93557827 | LENOVO, THINKPAD X1 CARBON , 20KG-004BSG | WHATSAPPS | Walk In 7 (Livechat) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 4:30:13 PM | DHB115791 | W8029E5GATM | Ms MARIA CZARINA ESPINOSA . | 96633737 | APPLE, MACBOOK PRO (13-INCH, MID 2010) A1278 | RETURN | Walk in (Normal) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 4:23:57 PM | DHB115790 | PF0VNEBU | Mr XIANFENG DU | 98800698 | LENOVO , YOGA 910-131KB 80VG | WHATSAPPS | Walk In 7 (Livechat) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 3:50:14 PM | DHB115789 | MP19S153 | Ms LENG KEE ANG | 97912983 | LENOVO, IDEAPAD 320S-151KB 80X5 | WHATSAPPS | Walk In 7 (Livechat) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 3:40:47 PM | DHB115788 | 5CG7453FVL | Ms RACHEL TAN | 97123293 | HP, HP ENVY LAPTOP , 13-AD116TU | WHATSAPPS | Walk In 7 (Livechat) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 3:05:33 PM | DHB115787 | H2PDCG000A69 | Mr ARTHUR LIM | 97557582 | ASUS, GAMING DESKTO (PG11CD-K-SG011T) | GOOGLE | Walk In 3 (Google) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 2:32:42 PM | DHB115786 | MPNXB6830043 | Ms WEN XUAN FUM | 81978802 | LENOVO, YOGA 710-141KB , 80V4 | SGPCRA21011515 | Harvey Norman (EW) | Open 开始 | No |
| <input type="checkbox"/> | 1/24/2021 11:46:00 AM | DHB115785 | R90HEWTR | Mr DESAI SANDEEP . | 98350400 | LENOVO, YOGA 500-14ISK 80R5 | GOOGLE | Walk In 3 (Google) | Open 开始 | No |
| <input checked="" type="checkbox"/> | 1/23/2021 6:11:57 PM | DHB115784 | HCN0CX068549497 | CHIA ZHEN HUA | 86131919 | ASUS, X510U | RETURN | Walk in (Normal) | Received 收到 | No |
| <input checked="" type="checkbox"/> | 1/23/2021 4:46:03 PM | DHB115782 | D5N0CV39695320C | Mr CHING LEONG YONG | 83448633 | ASUS, S56C SERIES | WALK IN | Walk in (Normal) | Received 收到 | haidon |
| <input type="checkbox"/> | 1/23/2021 3:19:52 PM | DHB115778 | J4N0CV11523317F | Ms JUN . | 98189389 | ASUS, NOTEBOOK PC , S406U | GOOGLE | Walk In 3 (Google) | Open 开始 | No |
| <input checked="" type="checkbox"/> | 1/23/2021 3:10:08 PM | DHB115777 | 3YWNSY1 | Mdm SUSAN CHAN | 96958950 | DELL, LATITUDE E5430 | REFERRAL: FRIEND | Walk In 5 (Referral) | Diagnosed 测 | natasy |
| <input type="checkbox"/> | 1/23/2021 2:15:04 PM | DHB115775 | DLXLR858FLMR | Mr LAU TECK WAH | 81887403 | APPLE , IPAD MINI (RETINA) WIFI + CELLULAR | REWORK | Walk in (Normal) | Open 开始 | No |
| <input checked="" type="checkbox"/> | 1/23/2021 11:49:53 AM | DHB115771 | DMVLXE7QFK10 | Mr KAME . | 90621320 | APPLE , IPAD AIR (A1474) | GOOGLE | Walk In 3 (Google) | Received 收到 | No |

1. To check JOB ID / Case Status
2. New Job to Create/Generate a Service Form for Customer
3. All on going cases when View Jobs /View All Jobs is clicked.

Create / Generate Service Form

Fill up all necessary info from Top to Toe.
Follow order to avoid misinformation

Job | [Search Jobs](#)

Current Locations
[View Jobs](#)

All Locations
[View All Jobs \(In Process\)](#)
[View All Jobs \(Closed\)](#)
[New Job](#)
[View Diagnostic Reports](#)
[Job Templates](#)
[Report RMA / Spoilt](#)
[View RMA / Spoilt](#)
[Bulk Input](#)
[View Ordering Parts](#)

Service Log ✕

Date: 24/1/2021

Device Serial Number: [Search Device](#) Sorry, Device not found. Please create [New Device](#) [Show Devices](#)

Guided Price: Remark for Price: Indicate quoted price range given to cx, For internal references.

Warranty Provider: Warranty Provider will appear after device SN has been generated

Customer Name:

Customer Contact: Singapore (+65) [Search Customer](#) Sorry, Customer not found. Please create [New Customer](#) [Show Customers](#) **FETIAS CRM PROFILE**

Customer Email:

Warranty: * Refer next slide

PC Dreams' Unit* Yes No *Is Required.

Processor: Device's Specification Must indicate unless it couldn't be able to power on.

R A M:

Hard disk:

Data Important Yes No *Is Required. Confirm with Customer if they've backup the data

Drive: NA DVD RW Combo CDRW DVD CD

Adaptor Yes No *Is Required. If Adaptor or Battery been booking in.

Battery Yes No *Is Required.

BIOS / Windows Password: Ask password for testing purposes

Remark:

Problem Description: [Description Templates](#)
1. User reported issues
2. Quotation Given
3. Turn-around-Time

Tags

Send SMS

Create / Generate Service Form

EXAMPLE :

Date: 5/2/2021

Device Serial Number: TESTSN Defaced Device found and linked. [View Device](#), [Show Devices](#)

Guided Price: 89.00 Remark for Price: \$169 FOR MOBO REPAIR

Warranty Provider: Walk in (Normal)

Customer Name: Mr JEFF CHAI

Customer Contact: Singapore (+65) 87932419 Customer found and linked. [View Customer](#), [Show Customer](#)

Customer Email: jeff_chai@pcdreamsgroup.com

Warranty: W/IN

| When creating case in Service Centre system | | |
|---|--------------------------|--|
| No | Warranty Provider | What to key in 'Warranty' field |
| 1 | Walk-In (Normal) | Walk-in |
| 2 | Walk-In 2 (Facebook) | < Facebook Nickname, *FACEBOOK NAME* |
| 3 | Walk-In 3 (Google) | Google |
| 4 | Walk-In 4 (HardwareZone) | HWZ |
| 5 | Walk-In 5 (Referral) | Friend / Family / Company / ... |
| 6 | Walk-In 6 (Email) | < DH Email Ticket ID, i.e. 56583 > |
| 7 | Walk-In 7 (Livechat) | Livechat / WhatsApp / ... |
| 8 | Walk-In 8 (Carousell) | < Carousell Nickname, i.e. @mighty > |
| 9 | Walk-In 9 (Show) | < Event / Show Name, i.e. TTS2020 > |
| 10 | Walk-In 10 (News Tablet) | < SPH Account ID, i.e. 32121234 > |
| 11 | Walk-In 11 (Lazada) | < Lazada Transaction No. i.e. 33316609066299 > |
| 12 | Corporate | < Addon Job Reference, i.e. 10039972 > |
| 13 | DH Package | < Courts Tax Invoice, i.e. 923603313520 > |
| 14 | Newstead | < 1Care Reference No, i.e. 2020001791 > |
| 15 | Dealer | < Company Name, i.e. MobileStation Pte Ltd > |
| 16 | Rework | < Previous Job ID, i.e. DHQ100123 > |
| 17 | LFO | LFO / Dr Geek |
| 18 | TLS | TLS / Dr Geek |

Digital Hospital

200 Victoria Street, Bugis Junction #03-25, S188021
Tel: 6333 3343 Monday - Sunday : 11am - 8pm
Every Wednesday : Closed

JOB ID: DHB115992
2/5/2021 3:31:13 PM

CUSTOMER INFORMATION
Name: Mr JEFF CHAI
Contact: 87932419
Email: jeff_chai@pcdreamsgroup.com

PRODUCT INFORMATION
Model: TESTB, MODEL
Serial No: TESTSN
Warranty: W/IN PCD's Unit: No
Provider: Walk in (Normal)

HARDWARE INFORMATION
CPU: I7-8TH Battery: Yes
RAM: 8GB INTERNAL
HDD: 512GB Adaptor: No
PW: PASSWORD
Can we format the data when necessary?
No

PHYSICAL CONDITION

| | | |
|---------------------|-------------|--|
| TOP CASE | LCD | |
| KEYBOARD / TOUCHPAD | BOTTOM CASE | |

Official use only

Charges: Reformatted / N.A

Description of Problem:
-DEVICE WILL AUTO SHUTDOWN AFTER 10 MIN OF USAGE
QUOTED \$89 FOR LAPTOP SPA CLEANING SERVICE (CHECK)
3-5 WORKING DAYS FOR DIAGNOSIS AND REPAIR.

Disclaimer Statement:
1) Any data/software stored on the product ("Product") could be erased without restoring during the course of Digital Hospital and affiliated brands PC Dreams, Dr Geek and GURU ("DH")'s services. Customers shall be solely responsible for fully performing data/software saving, back-up before delivering the Product for Service. DH makes no warranties, expressed or implied, with regard to preservation of Customer's data/software, nor shall be liable for any damages, loss arising from restoring the data/software.
2) In the event of an unsuccessful repair due to multiple implication, intermittent or customer issues, the fault might not be repeated under the original circumstances and other compound faults might arise.
3) DH will not be held responsible for the loss, damage or destruction to any accessories, peripherals, removable storage devices such as memory cards, discs etc ("Equipment") other than the Product being serviced. For faulty product, many functional status and specification of hardware cannot be verified during the check in process, DH will not be held responsible if there are additional functional faults or hardware properties discrepancies found after initial repair.
4) Customers must IMMEDIATELY contact DH if the customer's copy of this Service Form is lost or stolen. DH will not be held responsible for any loss or damage to the Customer if a valid customer's copy of this Service Form is presented to collect the Product.
5) All hardware parts and components that DH repaired or replaced will be under warranty for ninety (90) days or for the remainder of the warranty period, whichever is applicable, unless otherwise stated. All the replaced defective parts or components shall automatically become the property of DH.
6) After Service has been rendered or if customer refuse the service or quotation DH provides, DH will notify Customers to collect the Product. If the Customers fail to collect the Product within a period of 30 days from DH's notice, DH reserves the right to (i) donate or recycle the Product in accordance with the applicable laws and regulations; (ii) claim damages from customer, including costs associated with storage, disposal of the Product and any statutory right in lieu for unpaid charges.
7) DH collects, processes, and uses Customers' personal data to facilitate the Service, and that for this purpose, DH may transfer and process Customers' personal data in any country where DH or its affiliated brands maintain offices, or to DH's agent and/or contractors. DH is committed to protect and respect Customers' privacy and will use the collected personal data subject to DH Privacy Policy.

I have read, acknowledge and expressly consent to DH's T & C and Privacy Policy.

Acknowledge by: _____

Authorized Signature _____ Collected by _____ Date _____

Please confirm all the fields has been filled up and click on Accept to generate service form.

1. Location, Hotline & Operating Hours
2. Job ID / Service ID (For Reference)
3. Customer's Information
4. Device's Information
5. Data Information & Problem Description
6. Device's Condition
7. Front Counter Crew's Signature
8. Customer's Signature

Digital Hospital

200 Victoria Street, Bugis Junction #03-25, S188021

Tel: 6333 3343

Monday - Sunday : 11am - 8pm
Every Wednesday : Closed



JOB ID: DHB115992



2/3/2021 3:51:15 PM

CUSTOMER INFORMATION

Name: Mr JEFF CHAI
Contact: 87932419
Email: jeff_chai@pcdreamsgroup.com

PRODUCT INFORMATION

Model: TESTB, MODEL
Serial No: TESTSN
Warranty: W/IN PCD's Unit: No
Provider: Walk in (Normal)

HARDWARE INFORMATION

CPU: I7-8TH Battery: Yes
RAM: 8GB INTERNAL
HDD: 512GB Adaptor: No
PW: PASSWORD

PHYSICAL CONDITION

| | | |
|-------------------------|-----------------|--|
| TOP CASE | LCD | |
| KEYBOARD / TOUCHPAD | BOTTOM CASE | |

Can we format the data when necessary?

No

SIGN HERE

Description of Problem:

-DEVICE WILL AUTO SHUTDOWN AFTER 10 MIN OF USAGE
QUOTED \$89 FOR LAPTOP SPA CLEANING SERVICE (CHECK)
3-5 WORKING DAYS FOR DIAGNOSIS AND REPAIR.

Official use only

Charges:

Reformatted / N.A

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- 1) Any data/software stored on the product ("Product") could be erased without restoring during the course of Digital Hospital and affiliated brands PC Dreams, Dr Geek and GURU ("DH")'s services. Customers shall be solely responsible for fully performing data/software saving, back-up before delivering the Product for Service. DH makes no warranties, expressed or implied, with regard to preservation of Customer's data/software, nor shall be liable for any damages, loss arising from restoring the data/software.
- 2) In the event of an unsuccessful repair due to multiple implication, intermittent or unforeseen issues, the fault might not be repeated under the original circumstances and other compound faults might arise.
- 3) DH will not be held responsible for the loss, damage or destruction to, any accessories, peripherals, removable storage devices such as memory cards, discs etc ("Equipment") other than the Product being serviced. For faulty product, many functional status and specification of hardware cannot be verified during the check in process. DH will not be held responsible if there are additional functional faults or hardware properties discrepancies found after initial repair.
- 4) Customers must IMMEDIATELY contact DH if the customer's copy of this Service Form is lost or stolen. DH will not be held responsible for any loss or damage to the Customers if a valid customer's copy of this Service Form is presented to collect the Product.

- 5) All hardware parts and components that DH repaired or replaced will be under warranty for ninety (90) days or for the remainder of the warranty period, whichever is applicable, unless otherwise stated. All the replaced defective parts or components shall automatically become the property of DH.
- 6) After Service has been rendered or if customer refuse the service or quotation DH provides, DH will notify Customers to collect the Product. If the Customers fail to collect the Product within a period of 30 days from DH's notice, DH reserves the right to (i) donate or recycle the Product in accordance with the applicable laws and regulations; (ii) claim damages from customer, including costs associated with storage, disposal of the Product and any statutory right in lieu for unpaid charges.
- 7) DH collect, processes, and uses Customers' personal data to facilitate the Service; and that for this purpose, DH may transfer and process Customers' personal data in any country where DH or its affiliated brands maintain offices, or to DH's agent and/or contractors. DH is committed to protect and respect Customers' privacy and will use the collected personal data subject to DH Privacy Policy.

I have read, acknowledge and expressly consent to DH's T & C and Privacy Policy.

Acknowledge by:

Authorized Signature

Collected by

Date