

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

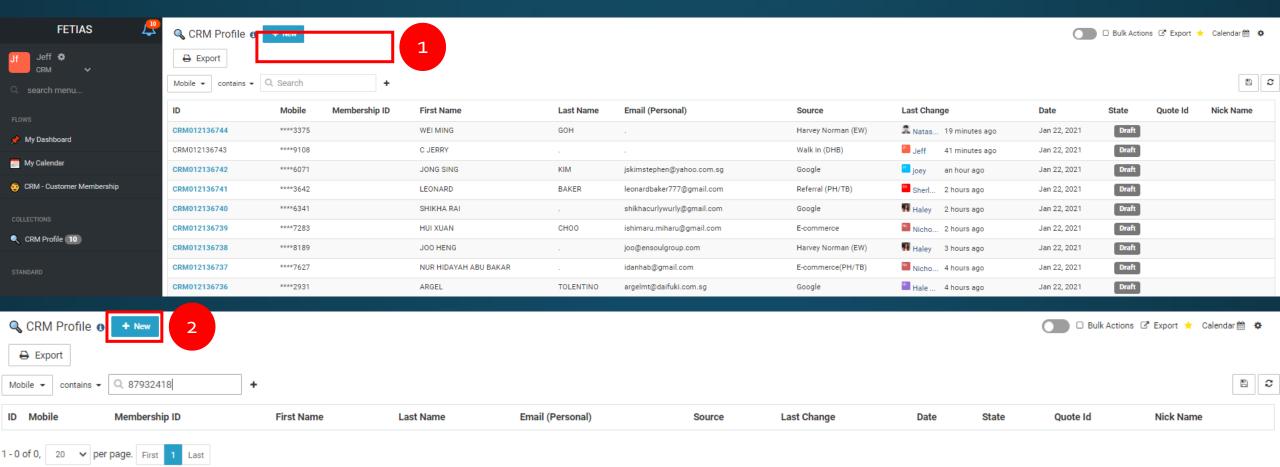


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- 1. FETIAS Dashboard
- 2. Click on CRM Profile for profile creation.





- 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		3	
Personal informati	n en		
Langu age Oseu	Please select	Source *	***Please select-
Title *	Please select-	Quote Id	55.0
		→	
First Name *	354	Surname) *	816
Address	Alla .	Email Personal) *	
		Mobile *	
Date of Birth	m	Home Number	224
Start Date		Membership ID	
Nick Name			
Company Informat	tion		
Company Name	***	Office Address	
Office Number	***	Email(Office)	
Shipping Address			
Jf (optional) v	vrite comment, hint: @ to mention, : for emoji		
			☆ follow this ✓ OK × Cancel

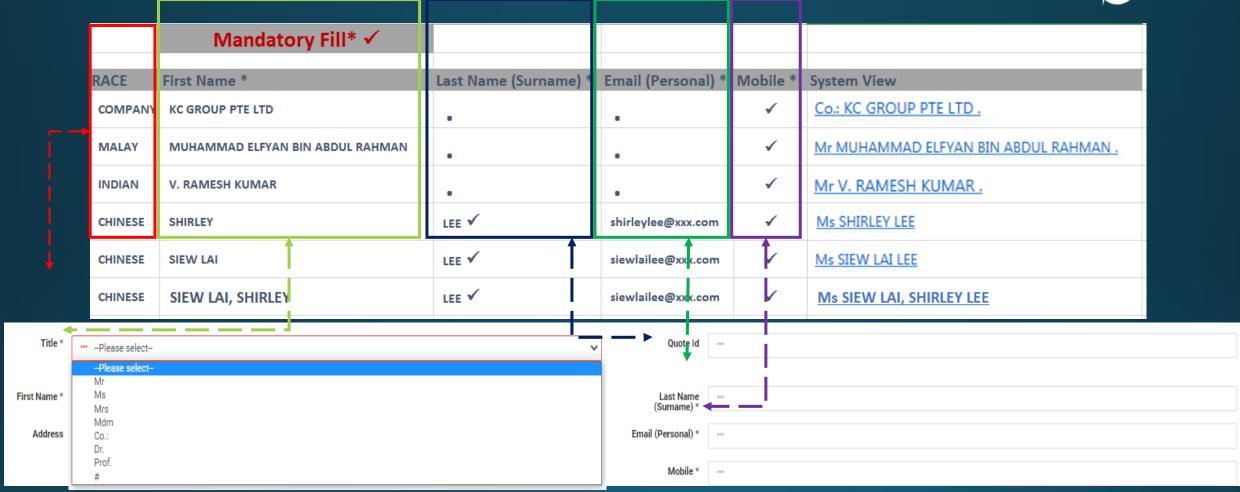
Highlighted are all Mandatory field, others can be ignored.

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



2.



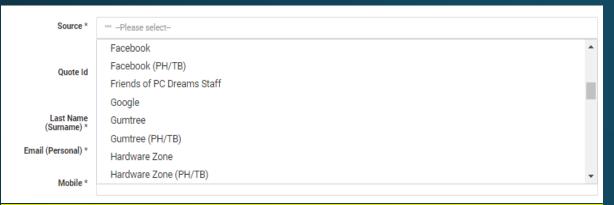


Note:

- -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



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.

 In Service Center System : Warranty Provided



Warranty Provider List										
Name		Description								
Courts AIG		AIG Insurance	AIG Insurance							
Harvey Norman (E	W)	Harvey Norm	Harvey Norman Extend Warranty							
Challenger		Starshield 1								
Walk in (Normal)		Normal Walk	Normal Walk in							
PCD		Units to be send by us for Manufacturer's warranty								
REWORK		Rework units	Rework units under LGH warranty							
Dealer		Dealers Price	Dealers Price will be quoted.							
Walk In 2 (Faceboo	ok)	Facebook referral								
Manufacturers's W	larranty	Manufacturers's Warranty. RMA pick up by Original Manufacturer								
MSI WARRANTY		MSI Under Warranty Unit								
Update Warranty Provider List				2	✓ Yes No					
Service Log 🗶	Service Log X Device - TESTINGDEVICE X									
Serial Number	TESTINGDEVICE									
Brand	ASUS									
Model	ROG G123									
Warranty Provider			3							

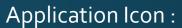
Select from Section 1 and click Yes on Section 2, system will auto reflect selection on Section 3

Example:



New 🔍 CRM F	Profile												
Personal Informatio	n												
Language Used	*** English			~	Source *	Walk In (DHB)			•				
Title *	Mr			~	Quote Id	***							
	··· JEFF				Last Name (Surname) *	CHAI							
Address	***			li di	Email (Personar)	jeff_chai@pcdreamsgroup.com							
2. (2)				40	Mobile -	87932419							
Date of Birth	***			***	Home Number								
Start Date Nick Name	***			m	Membership ID	***							
Company Information													
Company Name					Office Address	***							
	***				Email(Office)	***							
Shipping Address	***												
Jf (ontional) wr	ite comment, hint: @ to mention,	· for emoii							_				
(Optional) Wi	ic comment, mile at to mentori,	. Ioi cilioji			=								
								☆ follow this ✓ 0k	× Can el				
								_					
CRM Profil	e () + New									☐ Bulk Action	s 🗗 Export 🛨	Calendar 🛗 🏻 🗘	ŧ
⊖ Export				Customondo	ام داد د		a wa ka al						
Mobile ▼ contai	ns - Q Search	+		Customer's	ronie S	uccessful Gen	erated						2
ID	Mobile	Membership ID	First Name	Last Name	Email (Persona	al) Sour	ce Last Ch	ange	Date	State	Quote Id	Nick Name	
CRM012136786	****2419		JEFF	CHAI	jeff_chai@pcdre	amsgroup.com Walk	In (DHB)	a few seconds ago	Jan 24, 2021	Draft			

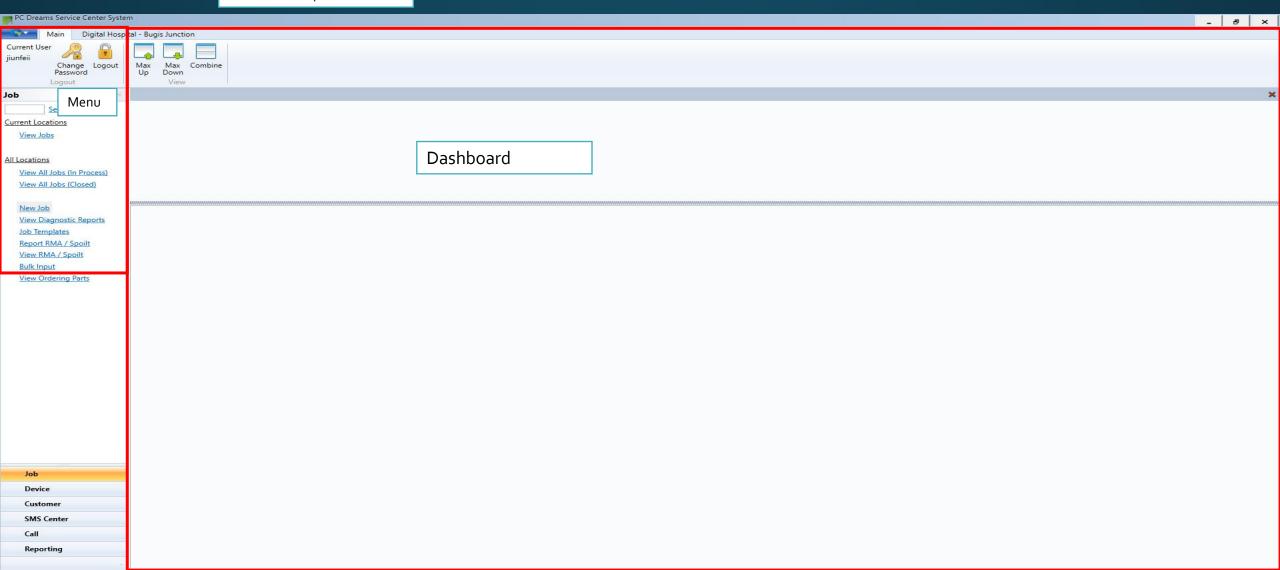
Service Center System







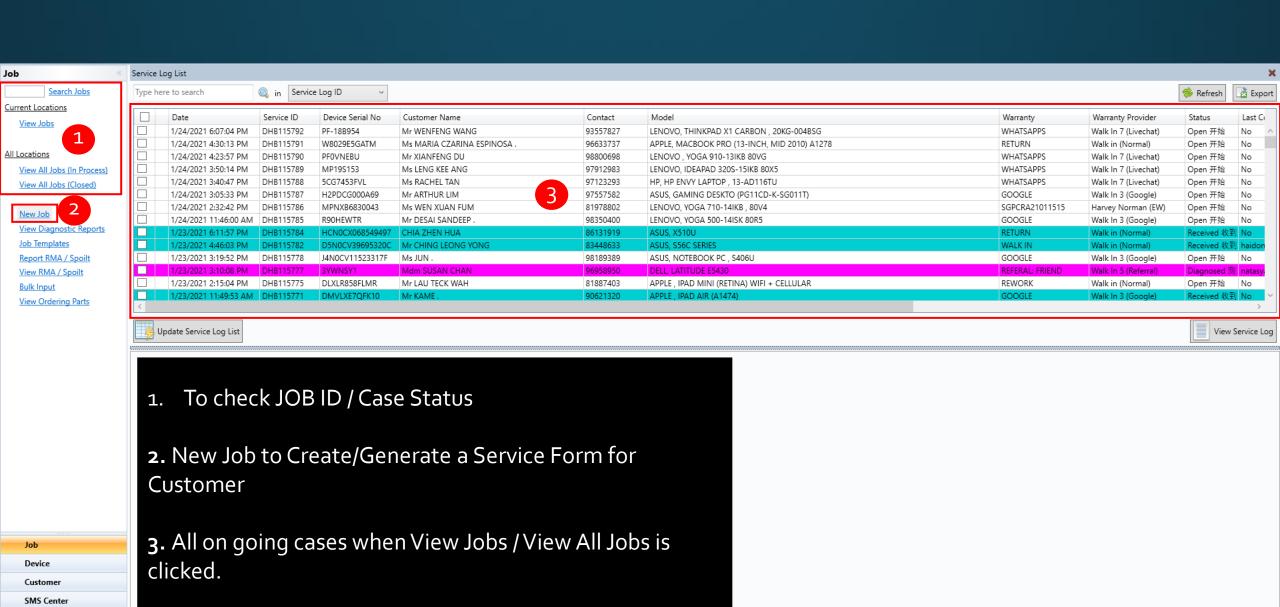
Logged in Location.
Bugis Junction – DHB
HQ Sim Lim Square - DHQ



Dashboard

Reporting

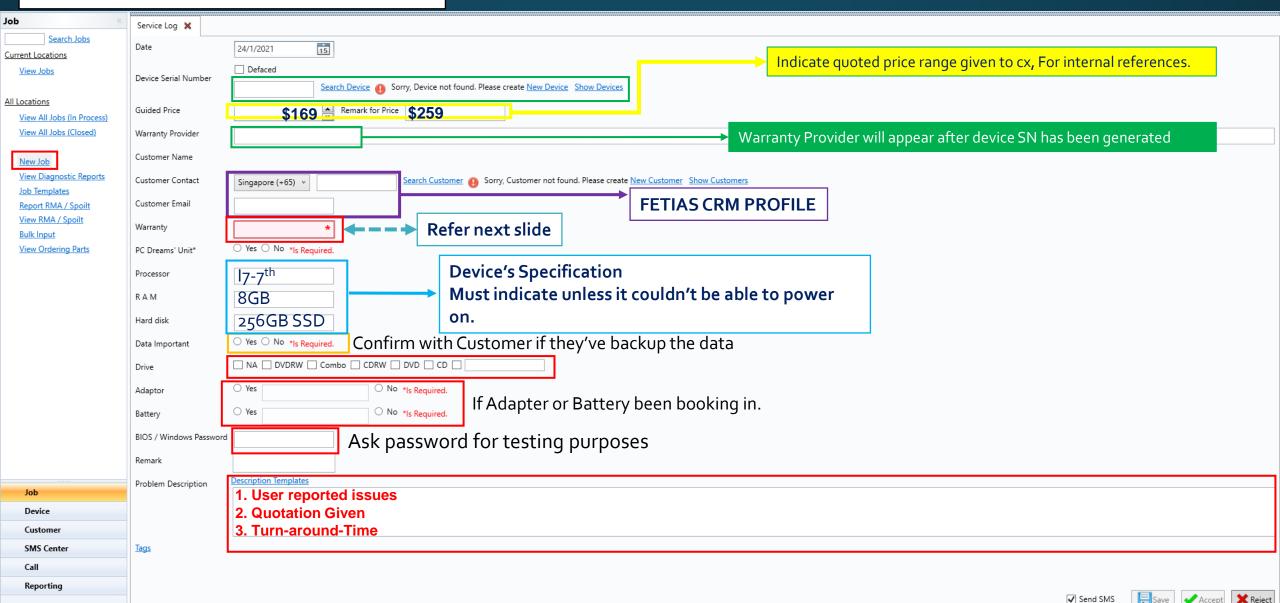




Create / Generate Service Form

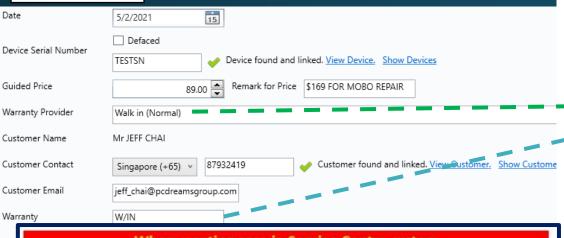


Fill up all necessary info from Top to Toe. Follow order to avoid misinformation



Create / Generate Service Form

EXAMPLE:



	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



CUSTOMER INFORMATION

Mr JEFF CHAI

Contact:

jeff_chai@pcdreamsgroup.com

HARDWAKE INFORMATION

17-8TH

RAM: 8GB INTERNAL

HDD: 512GB Adaptor: No

PASSWORD

Can we format the data when necessary?

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

1. Any data/software stored on the product ("Product") could be erased without restoring during the course of Digital Hospital and affliated brands PC Dreams, Dr Geek and GURU ("DH")'s services. Customers shall be solely responsible for fully performing data/software, nor shall be liable for any damages, loss arising from restoring the data/software, nor shall be liable for any damages, loss arising from restoring the

2) In the event of an unsuccessful repair due to multiple implication, intermittent or unforseen issues, the fault might not be repeated under the original circumstances and other compound faults might arise.

 DH will not be held responsible for the loss, damage or destruction to, any accessorie 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 tweffied during the clack in process, DH will not be held reponsible 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

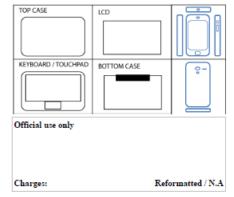
PRODUCT INFORMATION

TESTB, MODEL TESTSN

Warranty: PCD's Unit: No

Provider: Walk in (Normal)

PHYSICAL CONDITION



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 stand. All the replaced desicrite parts or components thall automatically become the property of DH.

6) After Service has been rendered or if customers 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.

		_	•	•		•	
ckn	owledge	by:					

le confirm all the has been filled up e click on Accept to ate service form.

Authorized Signature

Collected by

Date



Send SMS





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

