

# 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

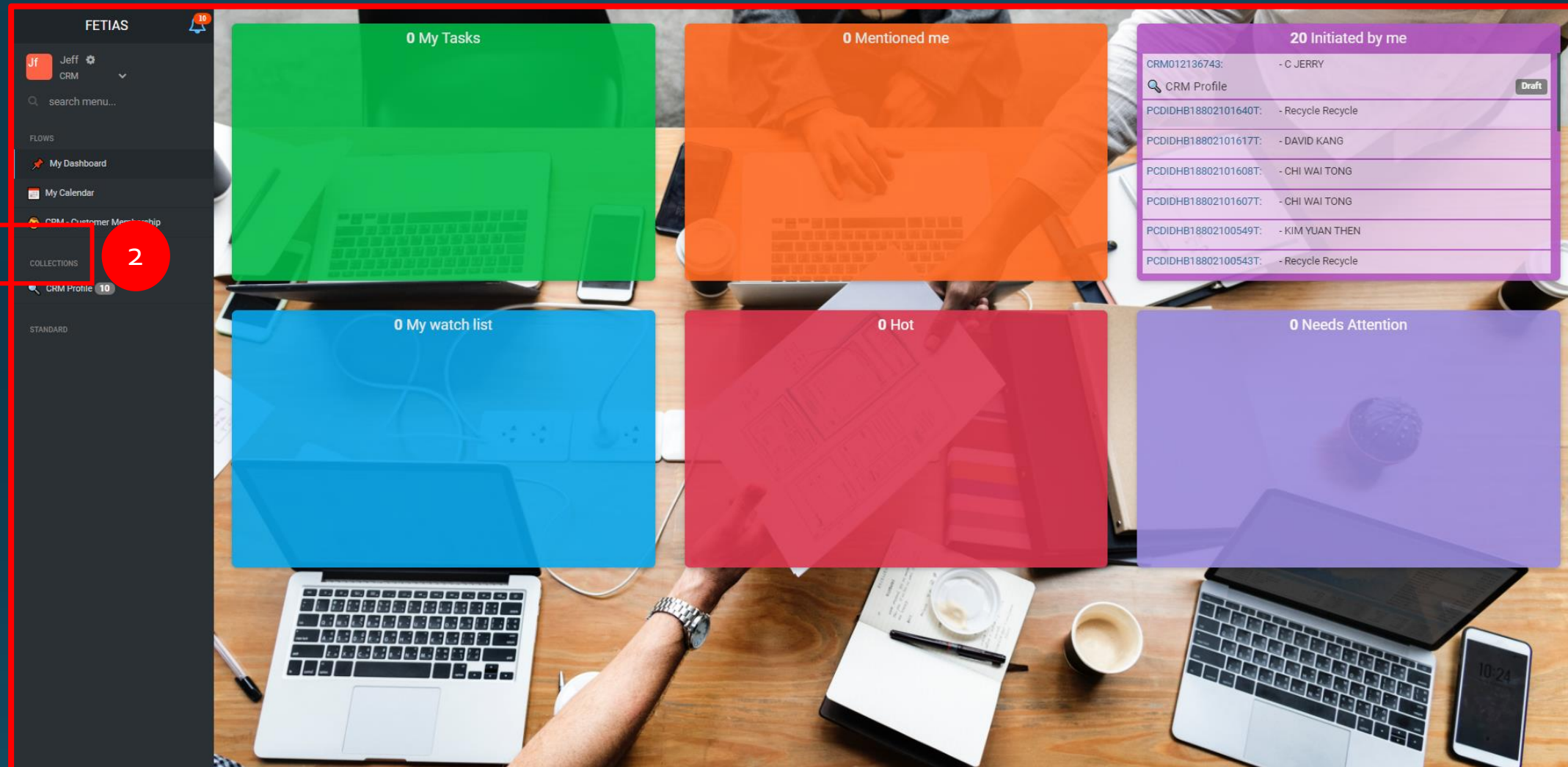
## Grassland Business Client

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 CRM Profile + New

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)	Sher... 2 hours ago	Jan 22, 2021	Draft		
CRM012136740	****6341		SHIKHA RAI	.	shikhacurlywurly@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

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 Profile

Personal Information

Language Used \*

Title \*

First Name \*

Address

Date of Birth

Start Date

Nick Name

Source \*

Quote d

Last Name (Surname) \*

Email (Personal) \*

Mobile \*

Home Number

Membership ID

Company Information

Company Name

Office Number

Shipping Address

Office Address

Email(Office)

☆ follow this

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 ✓	siewlaile@xxx.com	✓	Ms SIEW LAI LEE
CHINESE	SIEW LAI, SHIRLEY	LEE ✓	siewlaile@xxx.com	✓	Ms SIEW LAI, SHIRLEY LEE

\*\*\* --Please select--

- \*\*\* --Please select--
- Mr
- Ms
- Mrs
- Mdm
- Co.:
- Dr.
- Prof.
- #

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.

Continue

### 3. Customer Source

Source \* --Please select--

- 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.

### In Service Center System : Warranty Provided

**Warranty Provider List**

Name	Description
Courts AIG	AIG Insurance
Harvey Norman (EW)	Harvey Norman Extend Warranty <b>1</b>
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

**2** Update Warranty Provider List  Yes  No

Service Log **x** Device - TESTINGDEVICE **x**

Serial Number: TESTINGDEVICE

Brand: ASUS

Model: ROG G123

**3** 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 English

Source \* Walk In (DHB)

Title \* Mr

Quote Id

First Name \* JEFF

Last Name (Surname) \* CHAI

Address

Email (Personal) \* jeff\_chai@pcdreamsgroup.com

Date of Birth

Mobile \* 87932419

Start Date

Home Number

Nick Name

Membership ID

## Company Information

Company Name

Office Address

Office Number

Email(Office)

Shipping Address

Jf (optional) write comment, hint: @ to mention, : for emoji

☆ follow this

Customer's Profile Successful Generated

CRM Profile + New

Bulk Actions Export Calendar

Export

Mobile contains Search

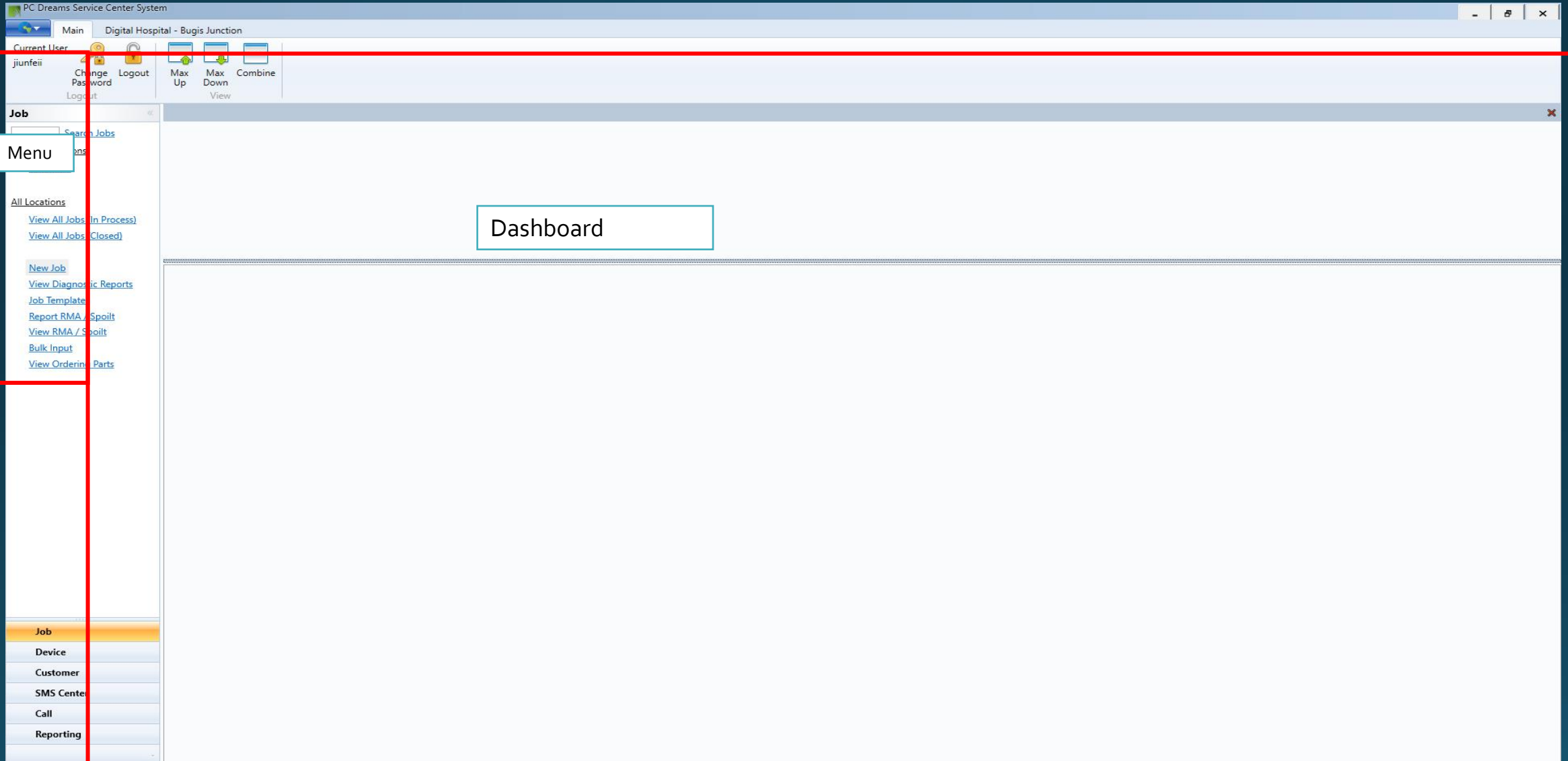
ID	Mobile	Membership ID	First Name	Last Name	Email (Personal)	Source	Last Change	Date	State	Quote Id	Nick Name
CRM012136786	****2419		JEFF	CHAI	jeff_chai@pcdreamsgroup.com	Walk In (DHB)	Jeff a few seconds ago	Jan 24, 2021	Draft		



# Service Center System

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

Application Icon :



PC Dreams: Service Center System

Main Digital Hospital - Bugis Junction

Current User: jiunfei

Change Password Logout Max Up Max Down Combine View

Job

Search Jobs

Menu

All Locations

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

[View All Jobs \(Closed\)](#)

[New Job](#)

[View Diagnostic Reports](#)

[Job Template](#)

[Report RMA / Spoilt](#)

[View RMA / Spoilt](#)

[Bulk Input](#)

[View Ordering Parts](#)

Dashboard

Job

Device

Customer

SMS Center

Call

Reporting

**Job** | Service Log List

Search Jobs | Type here to search in Service Log ID | Refresh | Export

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

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

**3**

<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

Update Service Log List | View Service Log

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.

**Job**

- Device
- Customer
- SMS Center
- Call
- Reporting

# 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:

Warranty Provider:

Customer Name:

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

Customer Email:

Warranty:

PC Dreams' Unit\*  Yes  No \*Is Required.

Processor:

R A M:

Hard disk:

Data Important  Yes  No \*Is Required.

Drive:  NA  DVD RW  Combo  CDRW  DVD  CD

Adaptor  Yes  No \*Is Required.

Battery  Yes  No \*Is Required.

BIOS / Windows Password:

Remark:

Problem Description: [Description Templates](#)

**1. User reported issues**

**2. Quotation Given**

**3. Turn-around-Time**

Tags

Send SMS Save Accept Reject

**Indicate quoted price range given to cx, For internal references.**

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

**FETIAS CRM PROFILE**

**Refer next slide**

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

**Confirm with Customer if they've backup the data**

**If Adaptor or Battery been booking in.**

**Ask password for testing purposes**

# How To Determine Product Series / Marketing Name:

Brand	Product Series / Marketing Name
<b>Acer :</b>	Aspire, Swift, Spin, Travel Mate
Gaming Series :	Nitro, Helios, Triton
<b>Asus :</b>	ZenBook, VivoBook, Laptop (A & X Series)
Gaming Series :	ROG , TUF
<b>Dell :</b>	Inspiron, Latitude, Vostro, XPS
Gaming Series :	Alienware
<b>HP :</b>	Pavilion, Envy, Spectre, ProBook, EliteBook
Gaming Series :	Omen , Pavilion
<b>Lenovo :</b>	IdeaPad , Yoga, ThinkPad, ThinkBook,
Gaming Series :	Legion

# 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, <b>*FACEBOOK NAME*</b>
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

### HARDWARE INFORMATION

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

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.

### Disclaimer Statement:

- 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.
- 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.
- 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.
- 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.

### PRODUCT INFORMATION

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

### PHYSICAL CONDITION

TOP CASE	LCD	
KEYBOARD / TOUCHPAD	BOTTOM CASE	

Official use only

Charges: Reformatted / N/A

- 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.
- 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.
- DH collects, processes, and uses Customer's personal data to facilitate the Service, and that for this purpose, DH may transfer and process Customer's 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 Customer's 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



confirm all the  
s been filled up  
ick on Accept to  
e service form.

SMS

Save

Accept

Reject

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

### HARDWARE INFORMATION

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

Can we format the data when necessary?

No

SIGN HERE

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Reformatted / N.A

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- 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.
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- 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.
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- 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