



Industry:	Software for the MRO-industry.
Intended users:	End-users, retail stores/ chains, service partners or manufacturers.
URL:	http://net2.emrox.net/
Synopsis:	The market leading software for retailers and resellers who receive returns which need to be repaired or swapped.

Product description

Emrox Self Service is easy to use registration tool for reclamations that can be used in various situations. The four main situations for which the application is aimed are:

- Directed through your webpage: private or corporate customers wishing to register orders for typically warranty repairs
- Terminal in store: Customers visiting your store register their orders to speed up the administration
- Contact Centre: Staff may prefer the simpler form and wizard approach to the normal GUI in the application
- Store: Staff in the store may prefer the simpler form and wizard approach to the normal GUI in the application

The software is a web application that needs no local installation and is accessible from anywhere

The settings for the Emrox Self Service account and follow up of the orders is done in a main Emrox Net 2 account.

Key features

Easy to use

The user interface is easy to understand and use. Some fields are possible to hide to adjust for your specific needs.

Fields are possible to pre-populate

If the order is initiated in another system or if the customer e.g. has logged in to a webshop/ account, some data may already have been found. Product, purchase information along with e.g. address information can then be lifted into the forms speeding up the registration process.

Up-to-date information transparent to the users

The information registered in Emrox Self Service and updates received from workshops are transparent to the account owner and the product owner (customer). A link with an automatic login is sent to the customer. There, he or she can follow the progress of the return thereby reducing communication with the store or customer support (call centre).



Additional features

- Use your own article database
- Branding possibilities
- Communication with all service partners (workshops) possible
- Product control, decide where products are sent based on various variables.
- Detailed logging on your orders, see if data is changed, when and by whom.
- Repair administration system with real-time connections to your workshop
- Templates for designing printouts
- Statistics
- And much more...

Related products

- Emrox Contact Centre – used to answer questions regarding errands from multiple stores, could be used to administrate the Self Service accounts
- Emrox Store/ Chain – used to administrate setting, security and product flows in a chain, could be used to administrate the Self Service accounts
- Emrox Workshop – workshop application that could be the receiver of the orders.

System requirements

Hard ware:	Computer or Internet connected device Monitor (minimum 800x600) Printer Label writer (not required)
Internet connection:	No minimum requirement but we recommend a speed of at least 2Mb
Software:	Browser, e.g. IE 7 or Mozilla Firefox
Licenses	Administration account, Emrox Store, Contact Centre or Chain.

Pricing and Availability

Emrox Self Service is available in the following languages:

- English
- Swedish
- Norwegian
- German
- Finnish
- Danish

For a demonstration and a price quote please contact our sales department.



Screen dump from Emrox Self Service

