



Service Orders



Caselle Service Orders is designed for any organization that deals directly with customers. This application is for the clerk or administrative assistant who needs to track customer service orders from start to finish.

You can create, print, edit, and complete service orders with the information you've decided to record, information that can be easily accessed later using Customer or Service Order Inquiry. You can also make billing changes to update services and send final bills to customers. As a powerful addition to the Clarity Utility Management application, this flexible module will make it easy to meet the unique needs of your customers.

BENEFITS

- Track process details from setup to completion.
- Create multiple action requests on the same service order.
- View location history while creating or modifying a service order.

EFFICIENT

- Organize work by departments, project, or personnel.
- Process billing changes at the time of completing service orders.
- Easily access details about the service order in Customer or Service Order Inquiry.

FLEXIBLE

- Create and print customized service orders by request type.
- Provide multiple forms for department distribution.
- Control actions and personnel by department.
- Create user-defined fields.

INTERFACES WITH

- Utility Management
- Document Management