



OPTIMA PRO

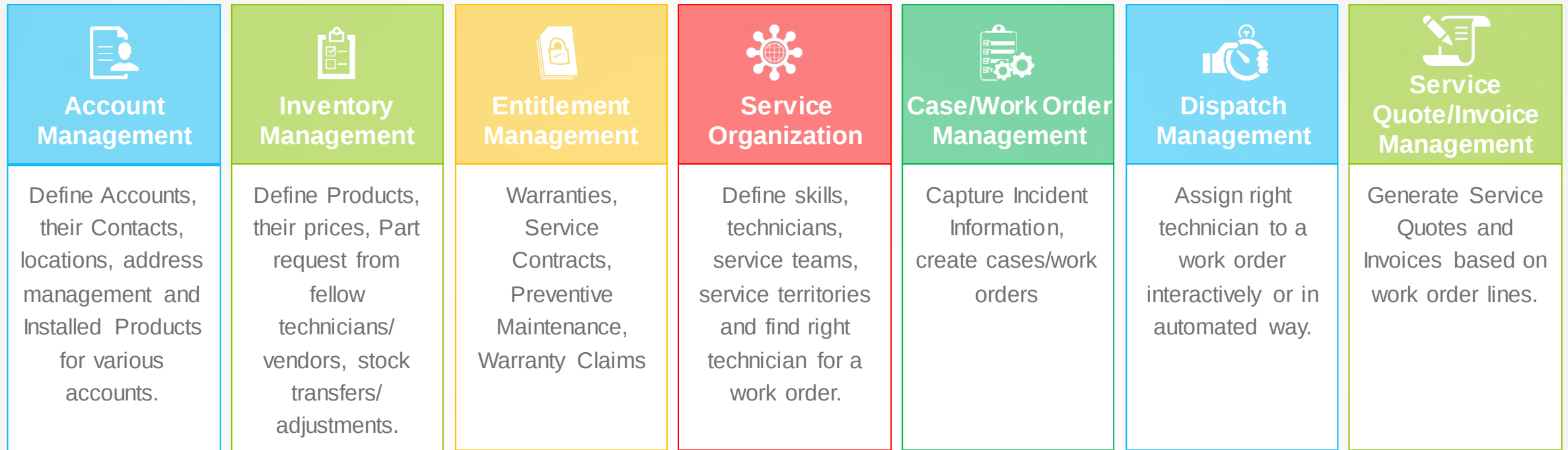
SALESFORCE BASED FIELD SERVICE SOLUTION

Optima Pro- Introduction

Optima Pro is your one stop field service software solution to manage your service organization while delighting the customers and driving business results. Field service industry is one segment that is often under pressure to synchronize their tasks, teams, inventory and revenue realization with good customer satisfaction. Optima Pro is built to benefit the Industry with effective solutions for these problems.

- It has pre-configured support for :
 - Managing the complete Service Organization which includes Territories, Teams, and Technicians along with their Skills, Expertise and Van Inventory.
 - Geo-location based dispatch for cost effective and timely service.
 - Warranty management with Multi level support for auto entitlement check based on available Product Warranty and Service Contracts.
 - Automated dispatch of field service technicians ensuring that you have the right technician at the right place and at the right time through our recommendation engine.
 - Request parts on the fly from fellow technicians and depot locations by the appropriate stock search.
 - Support for Preventive maintenance scheduling and dispatch in an automated way.
 - Pre-configured for Salesforce app to give Field Service Technicians the access to the live data for view, navigation and updates related to a work order anytime and anywhere.

Optima Pro- Main Modules



Field Service



Product Usage Flow



Customer

Registers Complaint



Customer Service

- Creates Case/Work Order with all relevant details including Installed Product that needs service.
- Perform entitlement check if applicable to determine the service type.
- Assign Technician to work order by utilizing auto / interactive dispatch Technician feature.



Technician

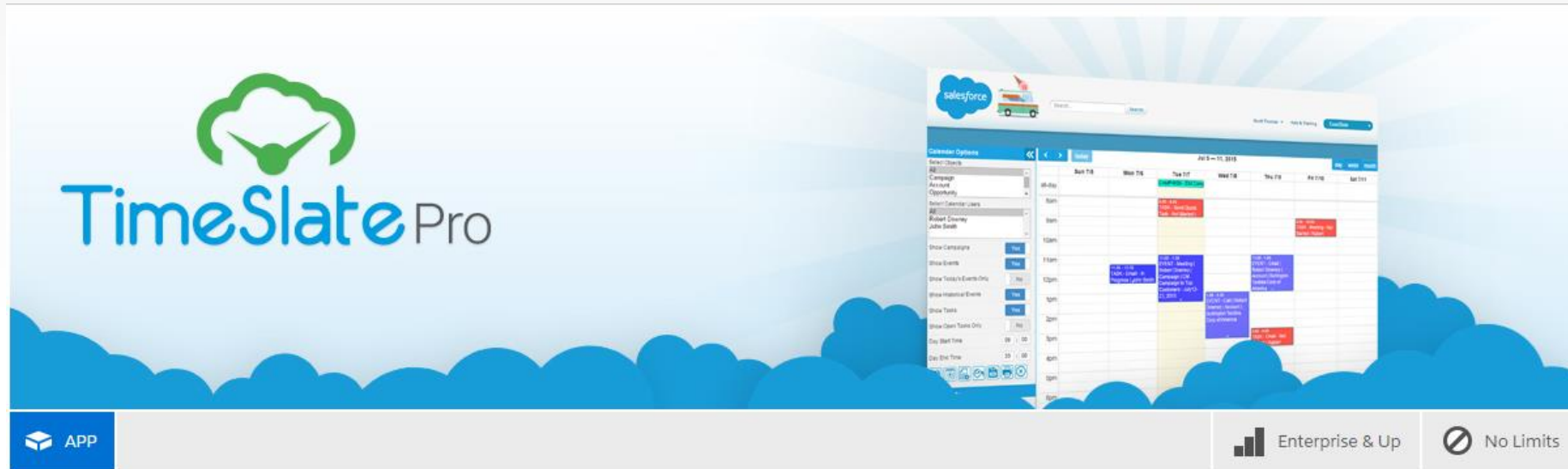
- Technician reviews the work order and confirms the appointment with the customer.
- Generate Service Quote if Required for the service.
- Performs work and add work order lines as suitable from several options available.
- Request parts from other technician if required and process the inventory transaction.
- Close work order lines when work is completed.
- Generate Proforma Invoice if applicable and send it to the customer right from the mobile device.
- Mark the work order as closed.



Close
Work Order

Complimenting Apps from Damco Solutions for Optima Pro

TimeSlate Pro



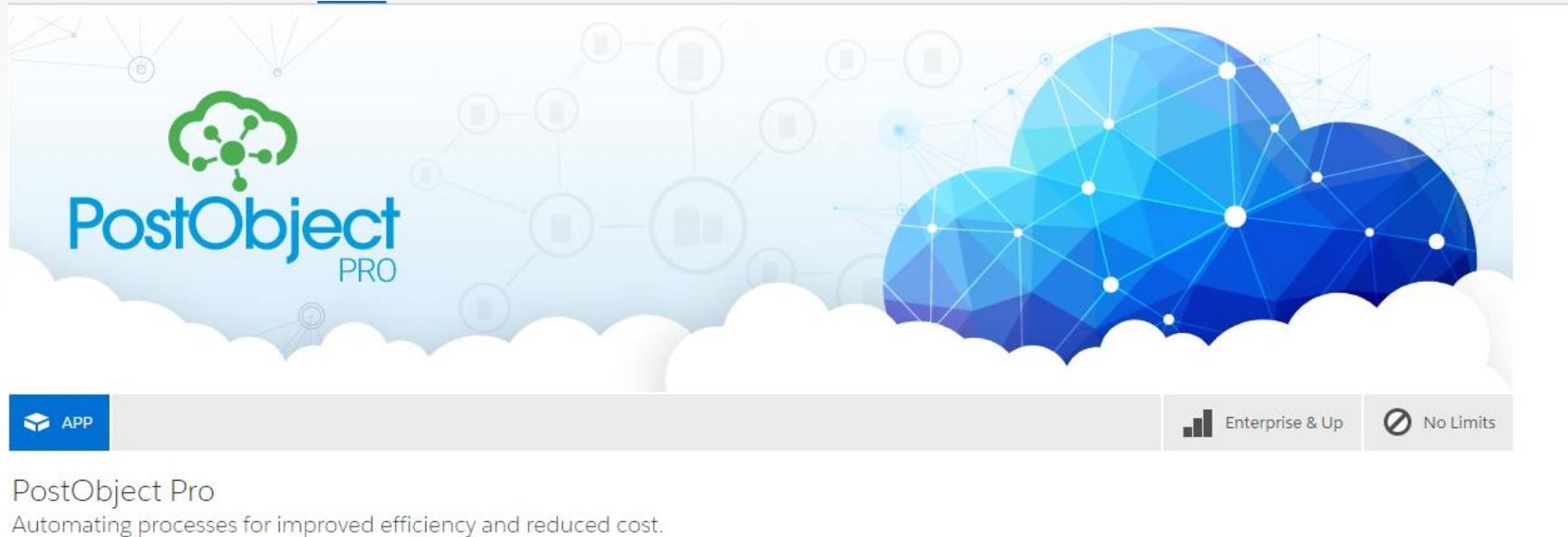
TimeSlate Pro

A comprehensive Calendar for Sales, Service and Marketing organizations.

- TimeSlate Pro is an easy-to-use, drag & drop Calendar which enables you to create calendars using data from any Salesforce object, standard as well as custom.
- It is feature rich, flexible and optimized for mobile devices/Salesforce1.

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000DgOINEA3>

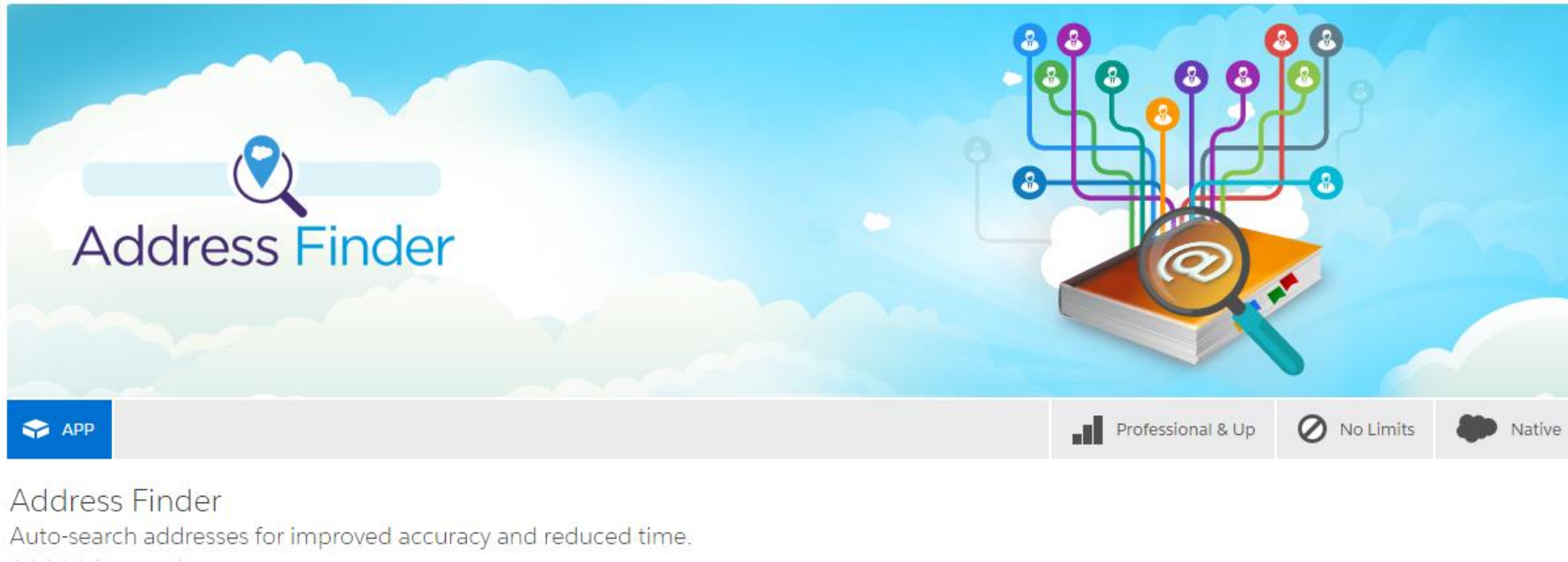
PostObject Pro



- PostObject Pro empowers users to create a new object record from the source object and automatically copies all the values from the source object to target object as per specified mapping without need for custom code or automation from Administrators.

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Address Finder



- Address Finder is your one stop solution for all address management woes in your Salesforce org.
- Address Finder helps you find, record and validate the addresses of your accounts, contacts or any other standard or custom objects easily with accuracy of Google Maps.

<https://appexchange.salesforce.com/listingDetail?listingId=a0N3000000CWH3UEAX>

Thank You

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