

## Customer Care

Matrix Customer Relationship Management records post-sales related information regarding warranty, complaints and redressal of complaints. During warranty period, the calls made by the engineer are recorded. Defects in the product are recorded for subsequent analysis. Even the duration of calls made by service engineers is recorded.

The system also handles the annual maintenance of products after the end of the warranty period. Annual maintenance bills are also generated by the system so that follow-up payments on account on annual maintenance can be carried out.

Customer complaints are logged on to the system and service calls are allocated to service engineers capable of handling any particular service call. Tracking all pending complaints enables a company to be in better touch with its consumers.

Spares consumed for various service calls are also recorded so that recommended spares required on the basis of units sold can be calculated and kept.

Mailers, email and other forms of automated correspondence with dealers and customers can be sent from the system.