


R2 NeedService

Easy 24/7 Access for Creating and Tracking R2 Service Tickets



9:35

Needs Service

Item
BenQ MH740 Projector

Product ID: SK1293952 Asset ID: RED128

Order
AV Order 9945

Customer: Unique Business Systems

Mark as Damaged ☒





Return to Inventory ☒ Mark as Not Available ☒

Create Service Ticket ☒ Priority Regular

Service Site CA

Notification
Copy To Jason@digitalubs.com

Comments The projector was heating up prior to it going dead. We checked the cables but no go. Jeff opened it and did basic troubleshooting. Attached are images that might be helpful

Cancel Send

R2 NeedService

Mobile Phones and tablets are now increasingly a mainstream tool in today's business environment. R2's mobile apps are role-based providing a simple, easy, intuitive and fast path to specific operational information geared towards a given role/function.

R2's Need Service app offers you and your customer 24/7 access to the following benefits:

- 1 - Search and verify order and customer information for assets requiring service or repair
- 2 - Create a service ticket in R2 and inform your repair department of actions and follow-up required
- 3 - Capture images of damaged equipment, voice memos and comments for accurate reporting of issues
- 4 - App can be used by your employees and customers. Give them the tools to reach out and get information to you on a moment's notice and even after hours. Get equipment repaired and turnaround faster.

Collecting information is a basic software functionality that most softwares cater for. It is how that data is presented and in the insights it provides to enable fast, informed decisions that will hugely differentiate your operations.

Want to learn more? Please reach out to us

