



Service Request

The Service Request option gives your clients the ability to place order or service requests via the Internet. This will allow them the flexibility of making requests from virtually anywhere at anytime. These requests can then be easily converted into work orders, media orders, and movement records. This helps avoid the need for retyping information, which improves efficiency and reduces data-entry errors. The Service Request feature is integrated with the Job Management, MetaVault® Library, and Media Order modules.

BENEFITS

- ▶ Achieve increased efficiency through automated order creation.
- ▶ Access via the Internet.
- ▶ Configurable screens based on selected service request type.
- ▶ Your clients will have the flexibility to create and manage their own users and the security rights of those users.

- ▶ Create multiple service request types to control which screens will be presented during the service request creation process as well as what and how information will be gathered.
- ▶ Notes may be added to service requests to help users describe their requests.
- ▶ Automatic e-mail notification of request status to clients and/or your account reps.

Flexible and Efficient Web-Based Client Interface

The Service Request option will give you a competitive edge by allowing you to provide a robust tool for your clients—both internal and external—to use when requesting services. The creation and management of service requests is quick and easy. The steps involved in making requests are displayed on the left side of the Web-based interface, allowing users to effortlessly jump to a step or delete items. Users can also save their work at any time before submission and complete the service request at their convenience. Additionally, previous service requests may be duplicated, providing clients the ability to quickly recreate common requests, modifying them as needed.

Once a request has been submitted through the interface, your personnel can use a utility to easily create orders and movement records in MediaPulse from the requests, reducing the time it takes to produce these records and increasing their accuracy. As the requests are processed, your clients can monitor their status through the Service Request Web interface or they can be automatically notified by e-mail as the work is performed.

Service Requests Linked to Multiple Modules

Depending upon which modules you are using, your clients may be able to make service requests for a variety of applications throughout MediaPulse. Work order requests can be processed for the Work Order application in the Job Management and Scheduling modules; media asset duplication and copying requests can be made for the Media Order module; and media asset movement and service requests can be handled in the MetaVault® Library and Media Order modules.

Following are several scenarios of how the Service Request program can be used with various modules:

- ▶ If you are using the MetaVault® Library module, your clients will be able to search your library for their media assets; identify media assets (physical or file based); and then print out their inventory, request that particular assets be shipped or transferred, or request that a service be performed on certain assets (e.g., inspection). Lists of media assets may also be stored so that they can be easily applied to future service requests.
- ▶ If you are using the Media Order module, a variety of media services can be requested for media assets, such as, dubbing or conversion, and the shipment or transfer of the resulting assets can then be recorded. To help define each service request, customizable questions may also be included based on the media service being requested.
- ▶ If you are using the Scheduling module, requests to book resources, such as, camera crews or studios, can be submitted for review. Upon approval, the resources will be booked in the Schedule Book.

Easily Tailor Screens by Service Request Type

Service request types can be created that define what screens will be available during a particular service request and the fields that will be displayed on each screen. Further, you can limit which types will be available for specified clients, allowing you to tailor the screens to the needs of each client.

Key Component in Automated Order Delivery System

The Service Request option is part of the first stage of providing a completely automated request-based order delivery system. Please inquire about our Digital Ordering option, which automates the entire file-based media asset workflow.

The screenshot shows the 'Service Request' web application interface. At the top right is the Xytech Systems logo. The main header is 'Service Request' with navigation links for 'Home', 'Asset Search', 'New Service Request', and 'Sign Out'. A left sidebar contains a tree view with 'Service Request' expanded, showing sub-items like 'Information', 'Bundle 1', 'Assets', 'Packages', 'Source Disposition', 'Target Disposition', 'Add Bundle', 'Summary', 'Shipping Status', and 'Email Account Rep'. The main content area displays a table with columns for 'Service Req. No', 'SR Description', 'Status', and 'Job'. Below the table are sections for 'Source Disposition' (Disposition Method: Vault), 'Shipping Quick Entry' (Load button), and 'Shipping Information' (Ship Via No, Ship Account, Due Date, Company, Street, City, State, Postal Code, Country, Phone Number, Note). At the bottom are 'Continue' and 'Clear' buttons. A footer note reads: 'Powered by Xytech Systems Version 10.1, Alpha Release Monday, March 03, 2008 8:19 PM'.

Required MediaPulse System Workflow Management Core System

Related MediaPulse Options

MetaVault® Library • Scheduling • Media Order • Digital Ordering

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