



# **Enterprise 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, Media Order, and Rental 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 Xytech Enterprise 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 Request**

Home Asset Search New Service Request Sign Out

Service Request

Information

Bundle 1

Assets

Source Disposition

Target Disposition

Add Bundle

Summary

Shipping Status

Email Account Rep

Service Req. No	SR Description	Status	Job
206	Vault shippers	Not Submitted	14051 - CONVERSION DE NORMAS DE BTM DIG NTSC A DVD PAL
Date Start	Date Due		
28/02/2008 10:00	29/02/2008 17:00		

Packages

Add Clear

#	#	Package	Package Description	Quantity	Amount	FC Amount	Currency	Service Request Status	Note	
Edit	Delete	DVD	DVD	5				Not Submitted		
					0					

Continue

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## **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 Xytech Enterprise. Work order requests can be processed for the Work Order application in the Job Management, Scheduling, and Rental 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 Rental module, clients will be able to search for resources and articles, add the necessary items to a list, and then submit the request. This request will be reviewed and then materials will be assigned, checked out, and shipped to the requested location.
- ▶ 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 includes navigation links: Home, Asset Search, New Service Request, and Sign Out. Below the header is a table with columns: Service Req. No, SR Description, Status, and Job. The table contains one row with the following data: Service Req. No: 206, SR Description: Vault shippers, Status: Not Submitted, Job: 14051 - CONVERSION DE NORMAS DE BTM DIG NTSC A DVD PAL. Below the table are sections for 'Source Disposition' (Disposition Method: Vault), 'Shipping Quick Entry' (with a Load button), and 'Shipping Information' (with fields for Ship Via No, Ship Account, Due Date, Company, Street, City, State, Postal Code, Country, Phone Number, and 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 Modules/Systems

Enterprise Workflow Management Core System or MediaPulse Core System

## Related Options

Enterprise MetaVault® Library • Enterprise MetaVault® Advanced Library • Enterprise Scheduling • Enterprise Media Order • Enterprise Digital Ordering • Enterprise Rental

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