

Jeeves CRM an Android Application for Technician and Management

Neha Mahto¹
MCA Final Year

Ashok B.P²
Asst. Prof. MCA

1,2 Department of MCA, The Oxford College of Engineering
Bommanhalli, Hosur Road, Bangalore – 560068

Abstract— Now a day's so many electronic things are available in market for household work. We are habituated with these electronic things. Without these electronic things we can't imagine our daily life. For entertainment we want television, for kitchen work we want refrigerator, microwave etc. For use these things we want to install, repair or uninstall. In day to day life everyone is facing the same problem. So we are calling technician for do our work. When technician go customer house sometimes nobody is present in the home, sometimes they are not picking the call of technician, and difficult to find the address of the customer. There are lots of chances to do mistakes by technician while manually entering the detail of the customer's product. This is known as time –consuming method wherever we have a tendency to do manual method and it's needed to coordinate several such a large amounts of peoples in many stages. The application concept is very good; it's removing the gap between the customer and technician. This application is developed in android. Now a days every one using smart phone, that's why technician can easily install this app on his phone from play store. There the technician can easily see the detail of the customer, list of call whoever allocated to him. So that technician can easily reach customer home and repair their things, and update the current status like call- completed, part-pending, call-to-be-cancelled, set call back, part call back, call allotted etc. If some part need to replace than they can mention in their report and update as part-pending, after updating technician will redirect to call list page and this call is not visible in the list, technician can able to see other customer detail. This application helps technician to manage the status of the customer. There are fewer chances to do mistakes.

Keyword- *User-Interface, API's, View Call list and Updation, Services, Status Updation*

1. INTRODUCTION

The Jeeves CRM is an android application for technician & management. The Jeeves CRM application region gives all the standard CRM usefulness ordinarily required by assembling, wholesale and administration organizations that require a 360-degree perspective of their communications with clients, imminent purchasers, exchanging accomplices, and different voting public.

The Jeeves CRM Application is easy to use by technician. Technician can easily login in application by entering user id

and password and page will redirect to next page that is punch-in-page.

The punch-in-page occurs in a day once, when technician will login for first time for the day. The punch-in-page takes the attendance and location of the technician. After click on image page will redirect to next page that is list-of-calls page.

In list-of-calls they can see the list of calls whatever allocated in his id. He can see the customer detail one by one .He can accept or reject the call. If they accept the call page will remain same but the accept and reject options will disappear from the list. If technician select the reject button than page will redirect to same page but the particular call detail is not visible in the rundown.

After click on the row page can send to succeeding page that's update page. Here technician view the detail of the customer, product description, and call history. In the interaction log technician can see the call history whatever they updated.

2. Scope of Project

Jeeves CRM android application is designed to update the customer status. The process begins when a technician opens an application in mobile and login with user Id and password. It is accessible by every technician, who is working in the Jeeves and wants to see the default of customer and want to update the status. In this system the technician can login themselves and can view the list of calls whatever allotted to them, and go to customer home for repair the things or installation and uninstallation, after that they take feedback from the customer and update the status whatever happen in customer home. This is tool and application is very helpful for employee and customer for good result. This system provides customer detail and technician can search customer address easily by the help of Google map and helps them to update status easily. The status updation process can be used as a final result of customer work by the particular person

- Technician
- Management

3. IMPLEMENTATION

The Jeeves CRM application it can process the function which will be the updating the status and providing the service to the customer. In the Jeeves CRM which can be the process are see

allotted customer calls, customer details and the updation process in that we have two user technician and management. The Jeeves CRM application region gives all the standard CRM usefulness ordinarily required by assembling, wholesale and administration organizations that require a 360-degree perspective of their communications with clients, imminent purchasers, exchanging accomplices, and different voting public.

4. Module

a) Login Page

The Jeeves CRM Application is easy to use by technician. Technician can easily login in application by entering user id and password and page will redirect to next page that is punch-in-page.

b) Punch-In-Page

The punch-in-page occurs in a day once, when technician will login for first time for the day. The punch-in-page takes the attendance and location of the technician. After click on image page will redirect to next page that is list-of-calls page.

c) List-Of-Calls

In list-of-calls they can see the list of calls whatever allocated in his id. He can see the customer detail one by one .He can accept or reject the call. If they accept the call page will remain same but the accept and reject options will disappear from the list. If technician select the reject button than page will redirect to same page but the particular call detail is not visible in the list.

d) Customer Detail Page

After click on the row page will redirect to the next page that is customer detail page. Here technician view the detail of the customer, product description, and call history. In the interaction log technician can see the call history whatever they updated.

One more benefit of this application is that company providing the facility to extend the warranty by pay some amount but it is only happen when technician go for product installation and product is new. In old product company not providing this facility.

e) Update page

By clicking on the update button engineer will be redirected to update page. In Call update page engineer can view call details like Case id and Current call status. Status dropdown is dependable dropdown depending on the current status. The status displayed in dropdown will be According to the call flow process. Technicians have the dropdown here to change the call status and Activity Remarks to provide the details.

If engineer selects any status apart form part pending and call completed the required information will be the same,

technician needs to change the status and provide the activity remarks in text box.

If technician move the call to PARTPENDING status engineer need to update the details like Spare description, Quantity, Activity Remarks. In Spare Description Dropdown Engineer have to select the Spare Description in Dropdown if available or select others. In Spare Description Dropdown engineer have select others then we can see the new text box where engineer have to provide the spare details. After filling the details engineer updates the call to part pending status once the engineer updates the call CRM will be redirected to call list page and the following call will not be visible in list page as it is moved to stores Bin.

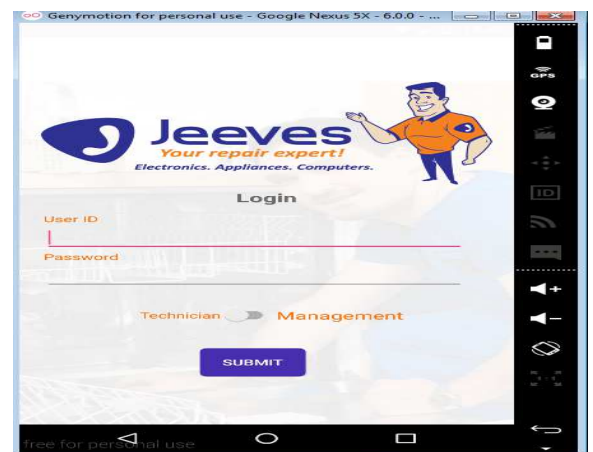
If engineer move the call to CALLCOMPLETED status engineer need to update the details like product description, date of purchase, serial number, locality, customer feedback. In product description technician selects the product specification used in the call. DOP is date of purchase mentioned in invoice. Updated serial number is serial number mounted by manufacture will be updated. Locality mention the distance of the call form the office will be selected as local and upcountry, if technician selects upcountry technician have to specify the kilometers of one way.

In customer feedback, here customer updates as satisfied or unsatisfied and in. Activity remarks engineer updates the details if the call as warranty to be provided, feedback of customer if any.

To complete the process technician have Capture the signature form the customer. As engineer updates the call the CRM will be redirected to call list page and the following call will not be visible to engineer as the call is completed.

5. RESULTS

After implementing the proposed system the results obtained are as follows:



Img. 1 Request Home Page



Img. 2 Punch In page



Img. 3 Call list



Img. 4 Customer detail

6. CONCLUSION

In this android application of Jeeves CRM an android application for Technician and Management was developed in ANDROID STUDIO. It is the Business Tool and it is used in multinational companies, it saves time consumption in all ways. In our Application we used to develop in JAVA and the Jason. In this Application we have seven methods they are Technician attendance process, displaying the allotted calls process, Customer detail process, Interaction log process, customer feedback process, Customer signature process, Status updation process. The technician attendance process have technician click on the image which is displayed on the screen. After click on image that stores the technician location and date and time. This page occurs in a day once when the technician login for the first time for the day. After that technician can view the allotted call in ID. Technician can accept or reject the call, when technician accepting the call page remain the same but the accept and reject options are not visible. When technician rejecting the call the call detail is remove from the call list. After click on the row of call list than the Customer Detail page will open with the detail of particular customer. The Customer Detail page will show the detail of the customer. In interaction log technician can see the call history and updated status. The update page will show the list of status. To complete the process technician have capture the signature from the customer. As technician updates the call the CRM will be redirected to call list page and the following call will not be visible to technician as the call is completed.

7. REFERENCES

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