

How Does After-Sales Service Management Software Work?

An after-sales service management software is a comprehensive system that helps you **plan, automate, and streamline** customer service and support tasks — often given after a product/service has been sold.

For instance - An electronics company providing support service after selling AC on warranty is a good example of after-sales service. Companies with warranty products can get rid of the hassles of managing field staff with the use of [after sales tracking software](#).

Let's learn how autonomous after-sales service management software works throughout the process — starting from effective task assignment to successful technician deployment.

How Does Field Force or After-Sales Service Management Software Work?

A comprehensive after sales service management software works by offering the following functionalities and settings — to let the sales team optimise their tasks, improve operational efficiency, and enjoy the faster closing of tickets.

1. Task Management Console

The service software allows users to create, assign, and track tasks over a simplified console. The console supports customers' requests, maintenance schedules, and prescribed follow-ups. Moreover, sales team tracking software allows managers to prioritise tasks and set deadlines for closing tickets while keeping a tab on the progress in real-time.

Read Blog: [After-sales Service Automation is the Key to Customer Satisfaction](#)

2. Attendance Management Tool

After-sales-service software offers field employees the option to clock in and out their hours through the mobile app. This feature is backed by geo-coded attendance marking, meaning it will only be available when the executives actually visit the client's location to close the ticket. This feature helps managers monitor their employee attendance patterns and calculate payroll.

3. Expense Management Solutions

After-sales service software allows employees to submit expense reports, bills, and invoices digitally. On the same system, it lets managers review and approve expense reports and process reimbursements.

*The **after sales tracking software** helps streamline expense claiming and reimbursement processes.*

4. Leave Management Solutions

Efficient software for managing after-sales requests offers a streamlined leave management system where field executives can request leaves without mismanaged week-offs. On the same system, managers are able to approve or reject leaves based on resource availability and compliance policies.

5. Employee Travel Report

The software creates a distance travel report of each executive including the distance they covered, complete itinerary, travel date, purpose, and progress with playback option. With playback options, managers can revisit the report to review the productivity and make decisions for continuous improvement.

6. Employee Performance Monitoring

The after sales team tracking software lets managers evaluate the performance of their field staff based on desired key performance indicators (KPIs) and metrics. The system lets managers:

- Set goals and conduct thorough performance evaluations.
- Fetch insights from reports and dashboards to provide valuable feedback to their field staff.

7. Inventory Management

Most **after sales tracking software** systems offer options to keep track of inventory levels or spare parts to ensure timely repairs or replacements. It even allows the automatic reordering of parts when inventory levels reach a threshold.

8. Self-Service Portal for increasing knowledge base

Some systems also offer custom options to:

- Create a repository of FAQs.
- Develop troubleshooting guides.
- Overall product documentation which customers can access.

This feature in after sales team tracking software enables customers to seek answers to common product questions or guides themselves which aren't that complex.

Read Blog: [How TrackoField helped a leading Home Appliance Manufacturer Optimise After-sales Services](#)

9. Analytics and Reporting

The software automatically compiles the dashboard data and generates detailed and visually appealing reports for managers to review. This report with analytics over **after sales tracking software** further help managers explore and evaluate insights about:

- Overall service performance
- Resource utilization
- Customer feedback and retention

10. Workflow Automation

Managers get options to create custom workflows for specific service processes maybe like managing repairs or handling returns. The sorting of processes according to their category helps avoid chaos by reducing manual efforts.

11. Communication and Notification Tools

The after sales team tracking software offers the option to send automated notifications to customers and employees:

- For task updates.
- Setting appointment reminders.
- Notifying about important events.

All in all, it helps facilitate seamless communication between the service team and customers through email, SMS, or in-app messaging.

12. Contract and Warranty Management

Most after-sales service software offers options to store and manage:

- Customer contracts
- Service agreements
- Warranty information on the portal

And even provide automated notifications for any expiring warranty or contract renewals due.

13. Forecasting and Demand Planning

The software lets managers compile the historical data and trends from past after-sales services to predict service demand and accordingly plan for resource allocation.

The forecasting data presented in after-sales tracking software also helps higher-ups prevent underutilisation or overstaffing of resources.

Summing Up!

There is no one-size-fits-all after-sales service management software. Every business has a unique and specific need that could help them:

- Streamline various post-sales processes.
- Enhance overall operational efficiency.
- Improve customer service.

TrackoField's [Field Service Management software](#) brings customized features and settings that your business deserves. Schedule a demo now!