Service Request Feature

The building industry's #1 solution!

dwellingLIVE HOME

dwellingLIVE's Service Request module uses the latest and most intuitive technology and is specifically designed to be user friendly for your customers and your staff. It is an automated full-service record holding solution that can be integrated with your internal ERP.

With built-in automated responses and notifications your customers will receive proper communication during the warranty and repair process.

This is the most intuitive and user-friendly Service Request software in the industry, designed to increase communication with your service team and your customers

Features:

• This software provides an easy-to-use interface for your customers and customer service team

• Complete stand-alone system with fully automated record-keeping capabilities

• Trade contractor work orders and notifications will save time for the team and assist you with managing your trades

• LIVE projects statistics, reporting tools and aging dashboard to assist in managing all your projects

• Electronic signatures allow you to stop chasing down customers to sign off their service requests

• Intuitive technology keeps your customers informed during the entire process

• Automated alerts keep your team on track for better and quicker customer followup

Benefits:

• Reduce calls to your work control center and eliminate lost requests

• Stay up to date with access to real-time status reports specific to each project

• Keep homeowners in the loop by providing them automatic notification when a work order status changes

• Built-in automated responses and notifications so your customer is always getting the proper communication during the warranty and repair process

• The ability to process requests internally and with clients quickly and efficiently

• Decrease your overhead and reduce service admin time in the field and office

• Eliminate a majority of your calls to customers and trade contractors