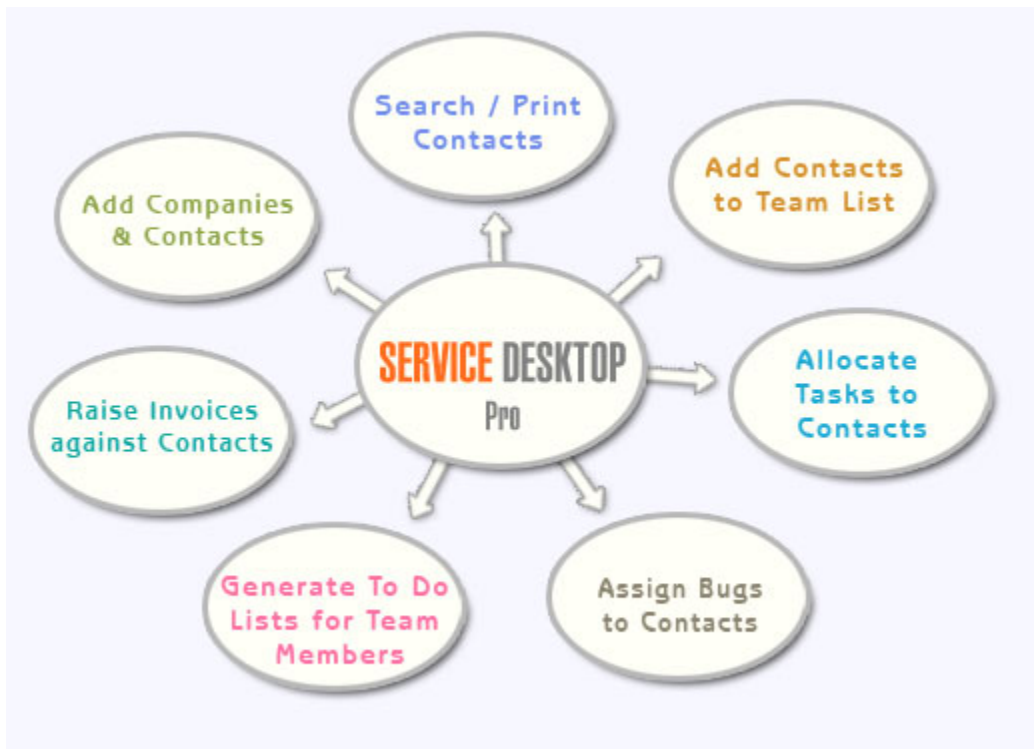


Managing Contacts With Service Desktop ^{Pro}

Manage your Business & Personal Contacts with Ease !!!!

Contacts are the lifeblood of any business, more so for the service provider business. Efficient and pro-active contact management not only results in increased business, but also leads to enhanced market reputation.

Service Desktop Pro enables you to manage your Contacts with ease and functions as a single repository of your critical contact and customer information, categorized by contact types and functions.



Contacts can be of 3 types – (a) Contacts who are individuals and do not represent a company, (b) Contacts who represent a Company, (c) Other uncategorized Contacts.

You can quickly create Contact records by entering the relevant Contact data. You can attach pictures to Contacts and assign your Contacts to your Team List. No need to fill in copious contact details when creating a contact record. You can always update the details at your leisure.

The automatic image resizing feature ensures that you do not waste time on resizing pictures. Simply choose an image to attach to a Contact and the system will automatically resize the image to fit the box on the screen.

Communication with contacts is just a click away with in-built capability to dial contact phone numbers, send faxes to contacts, email contacts and open contact websites. This ensures that you need not open external application separately in order to undertake the activity, eventually saving you time and effort.

Intelligent shortcuts ensure that you can associate Projects and raise invoices against contacts without referring to several other screens. Shortcuts are dynamically generated based upon the type of contact you choose.

e-g- you cannot raise invoice against a contact who is a member of your team.

Interactive search screens enable you to search contacts based on multiple search criteria. Sort search results by the search field of your choice. Simply drag and drop your desired search field into the search pane to sort contacts by that field.