

Introduction to MobileERP AI ROWE System

10x Sales with MobileCXM: Customer Experience Management

ROWE: Result Only Work Environment

ROWE: MobileERP Suite

10x Work: MobileWXM [Show how?](#)

10x Sales: MobileCXM [Show how?](#)

10x Delivery: MobileSXM [Show how?](#)

10x Retention: MobileEXM [Show how?](#)

10x Profit: MobileFXM [Show how?](#)

10x Freedom: MobileMXM [Show how?](#)

A **Customer Experience Management System** is a structured approach that helps in managing customer satisfaction at all touch points right from website to payments. This system helps your organization achieve 10x sales without hiring MBA Manager

ERP stands for Enterprise Resource Planning. MobileERP is a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management and compliance, human resource, payroll, construction, manufacturing, services and supply chain operations. It includes enterprise performance management, software that helps plan, budget, predict, and report on an organization's financial results. MobileERP tie together a multitude of business processes and enable the flow of data between them. By collecting an organization's shared transactional data from multiple sources, MobileERP systems eliminate data duplication and provide data integrity with a single source of truth. Today, ERP systems are critical for managing thousands of businesses of all sizes and in all industries. Without EXPERIENCE of working on ERP Systems an employee is considered uneducated and cannot work in company for long or cannot progress.

AI stands for Artificial Intelligence. It is a branch of computer science that deals with the creation of intelligent machines that can perform tasks that typically require human intelligence, such as visual perception, speech recognition, decision-making, and language translation. MobileERP is AI based system which makes management decisions to automatically defining and allocating the work to specific employees into their TODO List. MobileERP AI also monitors and followup work which are not done or delayed and gets it done in time and budget. MobileERP AI works like Manager to get work done.
























MobileFXM SoftRobot System for 10x Profit – 10 Modules



MobileWXM	MobileCXM	MobileSXM	MobileEXM	MobileFXM	MobileMXM
Workplace Experience Management	Customer Experience Management	Supplychain Experience Management	Employee Experience Management	Finance Experience Management	Management Experience Management
DBM: Dashboard Management	CRM: Customer Relation Mgmt	SCM: Supply Chain Management	HCM: Human Capital Management	ACC: GL Accounts Management	IDE: Int Codeless Development Env.
DBS: Daily Briefing System	DMM: Digital Marketing Mgmt	PPP: Plan, Procure & Purchase	TLM: Travel & Leave Management	FRM: Finance Resource Management	EIM: ERP Implementation Mngt
GTD: Getting Things Done	TMM: Tender Marketing Mgmt	MFG: Manufacturing & Shopfloor	TOM: Time Office Management	CSM: Costing & Spend Management	ULM: User Lifecycle Management
ETM: Enterprise Task Management	OMS: Offer Management System	EPC: Engg., Procure, Construction	PAY: Staff Payroll Management	GST: Goods and Service Tax	UXM: User Experience Management
DRS: Daily Reporting System	SDM: Sales & Distribution Mgmt	IMS: Inventory Management Systems	WAG: Labour Wage Management	EXM: Export Import Management	EPM: Enterprise Process Management
ECM: Ent. Collaboration Mgmt	SMS: Service Management System	LMS: Logistics Management Systems	LMS: Learning Management Sys	SEM: Strategic Enterprise Mgmt	EBI: Enterprise Biz Intelligence
ESP: Ent. Sharepoint Portal	PMS: Project Management System	EAM: Enterprise Asset Management	PGM: Performance & Goal Mgmt	CGM: Corporate Governance Mgmt	ECM: Enterprise Content Mgmt
DSS: Department Self Service	COM: eCommerce Management System	MMS: Maintenance Mgmt Systems	PAM: Personal & Administration	GRC: Governance Risk & Control	ITM: IT Services Management
TSS: Travel/Claim Self Service	CSS: Customer Support System	QMS: Quality Management System	LEG: Legal Management System	AAM: Account Audit Management	ITA: IT Asset Management
ESS: Employee Self Service	PLM: Product Lifecycle Mngt	SCS: Seller Center Portal	FOR: Front Office Reception	SMS: Security Management System	ISO: ISO Quality Management
GTD, ROWE, DMS, PDCA, 8020	COPC, ISO, CXO, CANVAS	APICS, MRP, LEAN, PMI, 5S	PCMM, HRBS, KPI, KRA, ISO	ABC, COPA, GAAP, RISK, RATIOS	CMMi, 6S, BPR, AIOP, ITSM, DEVOPS
My Daily Briefing System					
Email Inbox	Meetings/MOMs	Tasks/Activities	Tickets/Holds	Alerts/Reminders	Chat Messages

Above are 50+ Free ready-to-use business apps with MobileERP SoftRobot

MobileERP AI Copilot CRM System => Customer Relation Management

ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ACC	FRM	CSM	G
																														
Dashboard	Tree	UserLogin	Campaign	Leads	Opportunity	Customer	CallPlan	Budget	Script	Incentive	Material	Survey	SalesArea	SalesTeam	Scheduler	CallPlan	Prospects	Reporting	Request	Followup	Collections	Collection	Achievement	Incentive	Budget	Graphic	Anal			
CRM			MARKETING					Customer Relation Management					Marketing Automation					Sales Force Automation					Sales Performance Reports							

Customer Relationship Management (CRM) is a technology for managing all your company’s relationships and interactions with customers and potential customers. The goal is simple: Improve business relationships to grow your business. A CRM system helps companies stay connected to customers, streamline processes, and improve profitability. It consists of...

Marketing Automation(MA) in Customer Relationship Management (CRM) is a technology that manages marketing processes and multifunctional campaigns across multiple channels automatically. It helps businesses target customers with automated messages across email, web, social, and text. These messages are sent according to sets of instructions called workflows, which may be defined by templates, custom-built from scratch, or modified mid-campaign to achieve better results.

Marketing automation in CRM helps with lead generation, nurturing, and scoring, as well as with measuring overall ROI on campaigns. It streamlines segmentation and targeting processes to determine the right audiences quickly and at scale. It also tailors messaging to each customer automatically based on their profile.






























Sales Force Automation (SFA) is a technology that automates certain sales tasks to increase efficiency and productivity of sales force or salesmen. It involves the use of software applications or programs to conduct field sales management activities.

Here are some key aspects of Sales Force Automation:

- 1. Activity and Opportunity Management:** SFA prioritizes leads most likely to convert, analyze win probabilities as sales deals evolve, and provides AI-recommended, next-best actions to keep sales engagements on track.
- 2. Account and Contact Management:** SFA alerts sellers when something needs attention and gives sellers a complete, unified picture of each customer, so they have visibility into every interaction, sale, and activity.
- 3. Subscription Management:** SFA supports subscription-based sales and connects the entire subscription lifecycle, including finance (revenue recognition), operations, and customer experience/renewals.
- 4. Sales Planning and Performance:** SFA automatically assesses how effective your sales activities are, alerts both reps and managers to deals that need attention, and leverages AI-backed recommendations to effectively re-engage.
- 5. Mobile Capabilities:** SFA allows sellers to easily complete tasks and move deals forward faster via salesmen mobileapp. Examples include weekly reporting, meeting scheduling, and proposal reminders. When this software has built-in AI, it can automate activity logging, identify high-priority emails, and create new contacts.

Overall, Sales Force Automation tools minimize the need for sales reps to manually complete tasks such as data entry, allowing them to spend more time on higher value-added activities, such as building better sales decks, researching the competition, and negotiating upsells with customers.

MobileERP AI Copilot DMM System => Digital Marketing Management

ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ACC	FRM	CSM	G
																														
Dashboard	Tree	UserLogin	Website	SMM	Bulkemail	SEO	BLOG	Tender Search	Customer Referrals	Affiliates Partners	Sales Employees	Marketing Agency	Site Traffic	Landing Page	Free Value	Welcome Page	Sales Page	MobileApp	Chatbot	Portal	Leads	Shopping	Customer	Digital	User	Roadmap				
Digital Marketing	DWORKER	Lead Getter Channels with Content Management System						Lead Getter People - Profit Centers					Sales Funnel Automation*					Landing Page/Offer Apps*			Journeys...									

Digital Marketing Management refers to the process of overseeing a company’s online marketing efforts. It involves creating and implementing digital marketing strategies and campaigns to enhance a brand’s online presence and grow its customer base.

Social Media Marketing (SMM) is the practice of using social media platforms e.g. FB, Instagram, Youtube etc. and tools to promote a business and connect with existing and potential customers. The intended outcomes can range from the somewhat abstract (like brand building) to the very specific (like selling products through social commerce). In essence, Social Media Marketing is about building relationships with your audience in the places they already spend their time online. Unlike traditional advertising, social media marketing allows for two-way communication between individuals and brands. There’s also to creates brand loyalty.

Bulk Messaging - Email, SMS & WhatsApp Marketing. Each of these strategies has its own benefits and is used based on the business’s needs and the preferences of its target audience. They all aim to reach a large number of people effectively and efficiently to build customer loyalty & sales.

Sales Funnel: Both Bulk Message & SMM Marketing needs Sales Funnel. A Sales Funnel is a marketing concept that maps out the journey of a customer from the first interaction with your brand to the ultimate goal: conversion. It’s called a “funnel” because it represents the way that the total number of potential customers decreases at each step of the process. A customer lends on sales funnel from Social or Print Media, Hoardings or Bulk Messages. **Here’s how it works:**

Step 1. Awareness Landing Page: The customer becomes aware of your product or service. **Step 2. Interest Offer:** The customer shows interest in your offering. **Step 3. Consideration:** The customer considers whether your product or service is a good fit. **Step 4. Decision:** The customer decides to take advantage of your offer. **Step 5. Purchase:** The customer makes a purchase.
























Website Marketing is a marketing on internet where you can keep information for others to see. This can be information about yourself, your business, or even topics of your interest. Based on the website category, people can also use them to shop, chat, study, and get entertained.

Blog Marketing is a process that publicizes or advertises a website, business, brand, or service via the medium of blogs. This includes, but is not limited to, marketing via ads placed on blogs, recommendations and reviews by the blogger, promotion via entries on third party blogs, and cross-syndication multi-blogs.

Affiliate Marketing is a revenue-sharing marketing method where an affiliate (such as a blogger, influencer, YouTuber) promotes another business’s goods or services to help them meet sales or marketing goals. **Here its how it works:** **1. Promotion:** The affiliate promotes the merchant’s product or service on YouTube, FB etc.. **2. Sales:** When someone purchases through the affiliate’s unique link, the affiliate earns a commission. **3. Tracking:** The unique link contains a tracking ID, allowing the merchant to track if the affiliate has referred customers to them. Partners get passive income and business gets new customers at very low marketing costs.

SEO Marketing, or Search Engine Optimization Marketing, is a subset of digital marketing that involves optimizing websites and web pages for major search engines like Google. No matter how great your website might be, the simple truth is that visitors are unlikely to find you if your search rankings are low. A good SEO strategy can increase your website’s organic traffic, which is crucial for your business.

MobileERP AI Copilot TMM System => Tender Marketing Management

























ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PA
																						
Dashboard	Tree	UserLogin	PreTender	TenderBid	PostTender	BOM	RateAnalysis	Estimate	PriceBid	Opening	New Tenders	Ongoing Tenders	Won Bids	Lost Bids	Bid Comparison	EMD Reminder						
Tender Marketing		TENDER	Tender Automation with Bidding System			Tender Estimation & Costing Automation					Tender Analysis Reports						Concept...					

Tender Marketing Management: Basically, a tender is an offer or invitation to bid for a project or to accept a formal offer such as a takeover bid. This term usually refers to the process through which the government and financial institutions put forward invitation bids for large projects. These bids are to be submitted within a given deadline. Another application of the term tender or tendering is when shareholders submit their shares or securities in response to a takeover offer. On the other hand, a request for tender or RFT is a formal request or invitation to the suppliers which asks them to submit competitive bids to supply products, services and raw materials. The request for tenders or RFT is usually referred to as request for proposal or RFP in the private sector. These requests allow the potential bidders to respond to the needs of the issuer. Tender Marketing Management has 3 process Pre-Tender, Tender and Post-Tender. There are many types of tenders as follows:

- 1. Open tender** Both private as well as government sectors accept the procedure of open tender which is a principal tender procedure. This is considered to be the main form of tender in which the client or the customer advertises the tender openly in a newspaper or on the e-tender platform along with some important information about the proposed works to invite the interested contractors and suppliers.
- 2. Selective tender:** It was developed as an alternative to the open tender procedure to address the latter's limitations. The aim of this tender is to increase the quality bids received while also ensuring that the contractors with the requisite expertise are given the right opportunities to submit the required bids on time.
- 3. Serial tender** The process of serial tendering is a more hybrid or advanced tendering method which combines normal competitive tender with negotiation. This competitive tender can be either single stage or two stages. This type of tendering is mostly used for clients who have a number of phases of similar work.
- 4. Negotiated tender** Negotiated tender is used largely in the engineering and construction industry. This is because these industries are subject to pre-contract and post-contract negotiations.
- 5. Term tender** This type of tender is mostly used in large projects which require high maintenance. Through this tender, the contractor is asked to cover specific buildings or constructions in various locations. Term tender is limited to a fixed time and can demand certain criterion which is to be met by the supplier adhering to the needs of the client.

Bids, Estimate, Rate Analysis: A cost estimate is a forecasted approximation of the cost of work. It is usually stated in a range or a guess based on available information. A bid is a promise to deliver work at a firmly fixed amount. It is more detailed and accurate than an estimate and specifies the scope, price, and time of the project. Bids are common to construction industry.



























MobileERP AI Copilot OMS System => Offer Management System

ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PAY	WAG																																																																																																																																																																																
 			 	 	 	 	 	 	 	 	 	 																																																																																																																																																																																											

An **offer management system** is a platform that enables both promotional and direct marketers to manage digital offer distribution in tandem with their existing marketing stack. It can integrate into your existing tech stack, delivering a 360-degree view of your individual consumers and how they react to your offers. Here are some benefits of using an offer management platform:

- 1. Optimize offer management:** An offer management platform simplifies, structures, and centralizes the entire offer creation and management process to make it more efficient. This way, it enables you to create digital offers with ease and distribute them across multiple channels and points of sale.
 - 2. Target offers** at selected customer profiles: With dedicated offer management software in place, you don't have to offer the same deal to everyone. You can target specific customer segments with personalized offers.
 - 3. Safeguard against viral offers:** Offer management platforms can help you prevent fraud and abuse by setting limits on the number of times an offer can be redeemed.
 - 4. Become better at segmentation:** Offer management platforms can help you segment your audience based on their behaviour, preferences, and purchase history. This way, you can create more targeted and personalized offers.
 - 5. Gain valuable insights:** Offer management platforms can help you track the performance of your offers and gain insights into your customers' behaviour. This way, you can optimize your promotional campaigns and improve your ROI.
 - 6. Build customer loyalty:** By offering personalized and relevant deals, you can build customer loyalty and increase customer retention.
 - 7. Be creative:** Offer management platforms can help you experiment with different types of offers such as cart-level promotions, promo codes, gift cards, loyalty programs, referral programs, giveaways, bundling, cashback, Early-bird or first-purchaser specials, BOGO and more.
- A marketing scheme is an offer** of any **free product, service, or content given to a website visitor in exchange for them performing a specific action**, like filling out a form or visiting store during morning or buying in bulk or on festive days. Tapping into what your audience deems valuable enough to share their information for will require a bit of planning, vision, strategy and gap analysis.

MobileERP AI Copilot SDM System => Sales & Distribution Management

ERP	GTD	CRM	DMM	TMM	OMS	SDM	SMS	CSS	CXM	PLM	SCM	PPP	MFG	EPC	IMS	LMS	EAM	MMS	QCS	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ESS	ACC	P
																														
Dashboard	Team	Orders	UserLogin	Master	Experience	Dashboard	eComm Website	Retail POS	Self Kiosk	Chat Bot	Distributors	Wholesalers	Retailers	SalesAgents	Sales Order	MakeToOrder	MakeToStock	EnggToOrder	Consignment	Online	eCommerce	RetailPOS	Dropshipment	Wholesale						
Sales & Distribution			SALES	Customers			Direct Sales			Indirect Sales			Sales			Manufacturing Sales Distribution System			Trading Retail Distribution Systems											

MobileSDM	PLANNING			WAREHOUSE		LOGISTICS			RETURNS		
MODULES >>											
APPLICATIONS	SALES ORDER	PLANNING	INVOICE	PICKING	PACKING	DISPATCH	SHIPMENT	DELIVERY	RETURNS	RE-RETURN	CREDIT NOTE
Manufacturing	Resolve Fulfillment Issues	Resolve Planning Issues	Resolve Advances Issues	Resolve Picking	Resolve Packing	Resolve Dispatch	Resolve Shipment	Resolve Delivery	Resolve Returns	Resolve Replacement	Resolve Refund
SubContract MFG	SO / BOM Entry Check	Stock Check & Shortage Analysis	Edit/Print ProformaInvoice	Edit/Print Picking Slip	Edit/Print Warranty Card	Edit/Print Delivery Slip	Edit/Print Shipment	Edit/Print Delivery	Enter Returns	Re-Return SO Entry	Enter Credit Note
Wholesale Trading	Delivery/Payment Schedule	PO/WO/MO Create on Shortage	Collect Advance Payments	Pick via Barcode	Enter Bundle Items	Generate eInvoice	Mark as Ready to Ship	Track Delivery OR	Refund/Replace	Schedule Delivery	Post Credot Note
E-Commerce	Credit/Outstanding Check	Do Delivery Scheduling	Enter Advance Collections	Pick via Batch	Enter Pkg Material used	Generate eWayBill	Mark as Shipped	Track & Mark Returns	Salvage/Scrap	Outstanding Check	Enter Payments
Warehouse	COPA Profit Check before OA	ATP-Available to Promise date	Transfer Amt to Accounts	Manual Picking	Pack & Paste Pkg Slip	Generate GatePass	Track Shipment	Take Proof of Delivery	Repair/Resell	COPA Profit Check	Post Payment Voucher
Dealer Network	OA Print/Receipt/Reject	Send Order Acknowledgement	Send Payment Receipt	Transfer to Packing	Transfer to Dispatch	Handover to Transport	Shipment Completed	Delivery Completed	Returns Completed	Re-Return OA Print	Send Refund Information
Distributors	Mark as Ready to Fulfill	Mark as Order Planned	Mark as Order Confirmed	Mark as Picked	Mark as Picked	Mark as Dispatched	Mark as Shipped	Mark as Delivered	Mark as Returned	Mark as Re-Retrun	Mark as Refund Done
ROLES	SALES	PLANNING	SALES	WAREHOUSE	WAREHOUSE	SHIPMENT	SHIPMENT	SHIPMENT	WAREHOUSE	SALES	SALES
FINANCE	CR INVENTORY 100	DR INVENTORY 50	DR CUSTOMER 120						DR INVENTORY 100	CR INVENTORY 100	CR CUSTOMER 120
ItemCost=1	DR COGS 100	CR PURCHASE 50	CR SALES 100						CR COGS 100	DR COGS 100	DR SALES 100
COGS=Cost of Goods Sold			CR GST 20								DR GST 20
INVENTORY	STOCK=50	STOCK=50	STOCK=0						STOCK=0	STOCK=0	STOCK=100
ATP=STK+PO-SO	ORDER=0	ORDER=50	ORDER=0						ORDER=100	ORDER=100	ORDER=0
	COMMITTED=100	COMMITTED=100	COMMITTED=0						COMMITTED=0	COMMITTED=100	COMMITTED=0
Available to Promise	ATP=-50 (Negative)	ATP=0	ATP=0						ATP=100	ATP=0	ATP=100

Sales and distribution management (SDM) is the process of planning, organising, and controlling the activities of a company's sales force and distribution network. The main goal of SDM is to ensure that the company's products and services are available to customers when and where they need them. Companies must develop a sales and distribution plan to ensure that their products reach buyers where and when they need.

Direct sales is a strategy of selling products outside a retail environment. This process eliminates middlemen, maximizing the profitability of each individual sale of a product. Companies sell directly to the buyer, with no third-party storefront that may take a percentage of sales. Direct sales are sales that occur between a brand and the end-user without a middleman or distributor. Sales occur through personal contact in locations such as at home, online or on other non-store premises.

Indirect sales are the sale of a company's products or services by a third party, such as an affiliate or sales partner. Indirect sales can help a company reach more customers and markets without hiring more sales staff. Indirect sales can also be combined with direct sales to boost sales performance.

Distribution: Distribution is the process of moving products from producers to customers by different types of channels. Distribution can be done using various methods like Consignment, Online, ecommerce, RetailPOS, Drop shipment, Wholesale, Call center, Event, Reals Estate or Franchise methods.

MobileERP AI Copilot SMS System => Service Management System

ERP	GTD	CRM	DMM	TMM	OMS	SDM	SMS	CSS	CXM	PLM	SCM	PPP	MFG	EPC	IMS	LMS	EAM	MMS	QCS	HCM	TLM	TOM	P
Dashboard	UserLogin	Portal	Chatbot	Service	Contract	Event	RealEstate	Franchise	O&M	Repair	Ticket	Field Service	Chatbot	Repair	Collections	Service	Helpdesk	Car	Travel	AC	AI	Daily Report	
Services	SERVICE	Service Request																					

A **service management system** is a set of organizational resources that can be used to effectively and efficiently realize the goals of the service organization. It is a large modular system that incorporates all or most aspects of a service-oriented organization, such as service design, delivery, support, and improvement. A service management system requires a service-management mindset, which means understanding the level of process maturity needed to become a service-oriented organization. There are 4 kind of services Pure Service, Contract AMC/CMC, O&M, Repair.

Service Automation

MobileSRM	PRE-SALES			SALES			DELIVERY	AFTER SALES
MODULES >> APPLICATIONS	CONTRACT	DELIVERY PLAN	OFFER	FINALIZE	ORDER	INVOICE	WORKORDER	RENEW
	New Contract Entry- AMC/CMC/WC/CC	Service Delivery Plan Entry - Plan Tickets	Send Contract Renewal Offer/New Offer	Contract Offer Accepted / Rejected / Re-Offer	Send Accepted Contract	Send Contract Invoice	Execute Contract as per Planned WO Tickets	Contract Over and Due for Renewal
Maintenance Services								
ROLES	SERVICE	SERVICE	SERVICE	SERVICE	SERVICE	SERVICE	SERVICE	SERVICE

Field Service Automation

MobileSRM	SERVICE CALL	WO TICKET	PLANNING			DELIVERY	INVOICE	COLLECTIONS
	Service Call Received against Warranty, Chargeable Calls or Contracts AMC/CMC	WorkOrder Ticket for Call Created against APPROVED Service Call	Call Alloted to available Technician by Service Manager	Technician Accepts Planned Tickets to be Executed	Inventory Prepared for call execution	Technician Executes Tickets and delivers Service	Service Invoice Created for Chargeable Calls or Outside Warranty Calls	Collections against Service Invoice Monitored, Followups and collections done.
Maintenance Services								
ROLES	CUSTOMER/HELPDESK/IOT	SERVICE	SERVICE	TECHNICIAN	TECHNICIAN	TECHNICIAN	SERVICE	SERVICE

Field service management is a system that organizations use to coordinate resources to deliver service outside of their company property. It involves managing installation, service, or repairs of systems or equipment. Field service management systems keep track of all components in a company’s field operations and facilitate inventory management, customer portals, vehicle tracking, customer information, and scheduling.

MobileERP AI Copilot PMS System => Project Management System

ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ACC	FRM	CSM	G
																														
Dashboard	UserLogin	PMI	Master	Project	Details	Pert/CPM	Capacity	Manpower	Material	Machinery	Budget	Transfer	Hire	Transfer	Procure	Transfer	Procure	DPR	Proforma	RABill	Collections	Billing	Costing	P&L	FundFlow	Costcenter	Profitcenter	CashFlow		
Project	PROJECT	Project	Project Initiation			Project Planning						Manpower Supply		Material Supply		Machinery Supply		Delivery	Project Billing			Project Accounting								

What is Project Management System?.

e.g. EPC Project, Construction, Infra, BOT, Contract, PAD AC Installation, Software Projects etc.

Project management is the practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints. This information is usually described in project documentation, created at the beginning of the development process. The primary constraints are scope, time, quality and budget. The secondary—and more ambitious—challenge is to optimize the allocation of necessary inputs and apply them to meet pre-defined objectives.

What is (WBS) Work Breakdown Structure?

e.g. Departments like Engineering, Procurement, Manufacturing, Construction, Commissioning etc.

A work-breakdown structure (WBS) in project management and systems engineering, is a deliverable-oriented breakdown of a project into smaller components. A work breakdown structure is a key project deliverable that organizes the team's work into manageable sections. The Project Management Body of Knowledge (PMBOK 5) defines the work-breakdown structure "A hierarchical decomposition of the total scope of work to be carried out by the project team to accomplish the project objectives and create the required deliverables."

What is (PBS) Product Breakdown Structure?

e.g. Engineering Drawings, Procured or Manufactured items, Construction & Commissioning Service, Software module etc.

A Product Breakdown Structure (PBS) is a hierarchical structure of things that the project will make or outcomes that it will deliver. It can be thought of as the project shopping list. It decomposes a **Main Project Product** into its constituent parts in the form of a hierarchical structure.

What is (ABS) Activity Breakdown Structure?

e.g. Preparing PO, Receiving Material, QC, Cutting, Fitting, Installing etc.

Every Product to be delivered as per PBS requires certain ERP Activities to be performed. This feature is missing in most project management softwares. Unless you integrate ERP tightly with project management you cannot execute projects properly.

What is (TBS) Team Breakdown Structure?

e.g. Discipline wise engineers like Process, Civil, Electrical, Instruments, Mechanical, Piping, Programmers etc.

Discipline wise Teams or People are required to do above mentioned Activities to deliver Product mentioned in PBS. Who will perform or do what work is assigned by Project In charge or Department Manager. System automatically makes TODO List for Teams and measures delays/progress.

MobileERP AI Copilot CSS System => Customer Self Service & Help Desk Support

ERP	GTD	CRM	DMM	TMM	OMS	SDM	SMS	CSS	CXM	PLM	SCM	PPP	MFG	EPC	IMS	LMS	EAM	MMS	QCS	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ESS	ACC	FRM	CSM	GST	GRC	CGM	
Dashboard	Website Widgets	Chat bots	Help Desk	Knowledge base	Discussion Forums			From Customer	To Agent	Chats	Contact Form	Meeting Form	Feedback	Forum	Affiliation	Invitation		Emails	Calls	VideoCalls	WhatsApp	SocialMedia		Chats	Meetings	Emails	HoldNotes		ToDo	Tickets	Holds	Meetings	Reports	Configurations	How to
HelpDesk	Customer Portal						Communication		External Ticket Generation Channels on website						External Ticket Generation Channels via 3rd Party					Internal Tickets Generation				Help Desk Operations				Help: How to?							

Customer Help Desk: What is help desk software? Customer Self Service Help desk software typically catches all your incoming communication from customers and transforms it into tickets for easier management. It consists of following:

- **Internal help desk software** – Allows internal users to quickly and efficiently track and resolve internal tickets and issues. This is for employee support.
- **External help desk software** – A paying customer is supported by the vendor’s customer service teams. This is for Customer, Supplier etc. support.

1. **Ticketing system:** It gathers customer messages and turns them into help desk tickets in a universal inbox supported by advanced features.
2. **CASE system:** Ticket and all work can be converted into case and dynamic process for further resolution and delivery.
3. **Live Chat and chatter:** Provide awesome customer service with the help of our fast live chat widget with chatter update with team share.
4. **Chatbot:** Provide 24x7 365 days AI based Customer Self Service via chatbot FAQ. This is ChatGPT Style system to provide GenAI Experience
5. **Call centre:** Set up a call center and offer a personal customer experience via phone calls.
6. **Social Media Integration:** Our social media integrations are popular features for creating loyal and happy customers.
7. **Document Management System:** Built in Document scan, upload and share helps team to work better to solve tickets.
8. **Incoming Email Filing:** Incoming Email filing helps support team to read exact problem customer faces. This reduces communication gaps.
9. **Knowledge base:** Provide useful knowledge with our knowledge base software for easy self-support.
10. **Machine Learning:** All work done in past and present stored in ML-Machine Learning AI Library to update Knowledge base automatically.
11. **Feedback:** Feedback after customer support is recorded and analysed for further queries.
12. **Customer Experience:** Customer or User Experience is recorded using Surveys and Sentiments.
13. **Team:** Every Ticket can be used to shared with team for action, information or delivery based on case defined.
14. **Workflow automation:** Get rid of all mundane and repetitive tasks with our Rules feature.
15. **Task automation:** Automating tasks and creating email templates through the ticketing system allows agents to allocate their time for clients.



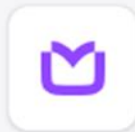
ChatBot

Automate customer service with AI



HelpDesk

Support customers with tickets



KnowledgeBase





























Guide and educate customers



OpenWidget

Enhance websites with widgets

MobileERP AI Copilot PLM System => Product Lifecycle Management

ERP	GTD	FAQ	CRM	DMM	TMM	OMS	SDM	SMS	PMS	PLM	SCM	PPP	MFG	EPC	WMS	LMS	MMS	QCM	HCM	TLM	TOM	PAY	WAG	LMS	PGM	PA	ACC	FRM	CSM	C																																																																																																																																																																					
																																																																																																																																																																																																			

Product lifecycle management (PLM) refers to the handling of a good as it moves through the typical stages of its product life: development and introduction, growth, maturity/stability, and decline. This handling involves both the manufacturing of the good and the marketing of it. As a technology, PLM software helps organizations to develop new products and bring them to market in far more efficient, collaborative, and sustainable ways. It integrates processes for each stage of a product's lifecycle across globalized supply chains, making it easier to track and share data along the product value chain – from initial design and engineering through manufacturing, and supply chain management. PLM solutions can help teams collaborate and work together, no matter where they are, using a common record of enterprise product data, such as parts and material requirements, engineering changes, workflows, and regulations. And when smart technologies like AI and the IoT come into the mix, modern PLM solutions can provide real-time insights into product performance, customer feedback, and market trends.

- Concept and design:** The ideation phase, where a product's requirements are defined based on factors including competitor analysis, gaps in the market, or needs.
- Develop:** The detailed design of the product will be created, along with any necessary tool designs. This phase includes validation and analysis of the planned product, as well as prototype development and piloting in the field. This generates vital feedback on how the product is used and what further refinements are needed.
- Production and launch:** Feedback from the pilot is used to adjust the design and other components to produce a market-ready version. The production of the new product is scaled – followed by launch and distribution to the market.
- Service and support:** Following the launch of the new product, the period of time when service and support is offered.
- Retirement:** At the end of the product's lifecycle, its withdrawal from the market must be managed – along with any retrials or absorption into new concept ideas.

PLM System also needs 2 sub-systems:

- Product Requirement Management:** Requirements management is a **process of documenting, analysing, tracing, prioritizing, and agreeing on requirements and then controlling change and communicating to relevant stakeholders**. It is a **continuous process throughout a project** that ensures the product or system being developed meets the needs and expectations of the stakeholders. Requirements management can **accommodate new requirements and changes to existing ones** and applies to **every step of the product lifecycle**.
- Product change management** is a process of **improving a product, a process, or an outcome by identifying, planning, implementing, and evaluating changes**. It involves **defining and justifying the change, gathering feedback from users and stakeholders, presenting a solid business case, providing resources, and using data for evaluation**. A common model for product change management is the PDCA cycle, which stands for plan, do, check, and act.

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