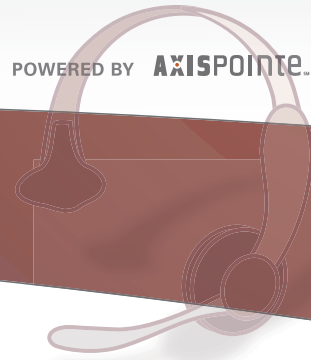


# Service Request System

POWERED BY **AXISPOINTE**.



## AxisPointe Service Request System

Imagine a day where your customers go online to file a customer service request, and are walked through a series of questions that they answer to 'qualify' their request and eliminate the common false alarms common with homeowners.

Now imagine your customer service team answering and responding to each request consistently and accurately, and keeping an electronic accounting of every phone call, web request and action. With AxisPointe, the future is now!

AxisPointe's exclusive knowledge-base portal professionally guides the user through a series of questions to ensure that the claim is actionable, which reduces false alarms and added costs for homeowner-caused issues.

Simple and common problems such as a tripped GFCI circuit are eliminated, allowing the owner to selfdiagnose problems and solve common issues on their own.

When an actionable claim is registered, AxisPointe's Service Portal allows you to view each request, respond to the homeowner, schedule a meeting, or create a Work Order for one or more vendors—all electronically and with just a few clicks! Builders love our Service Portal to help deliver top-notch Customer Service without the costly overhead, allowing you more time to focus on your business.

Let AxisPointe's Customer Service experts show you how to transform your Customer Service challenges into an efficient and cost-saving service that your homeowners will love and appreciate!



The screenshot shows the 'Service Requests' section of the HomeProfile web application. The interface includes a navigation menu on the left with options like 'Overview', 'Reports', and 'Appointments Calendar'. The main content area displays a table of service requests with columns for Date, Lot #, Address, Owner, New, Open, Closed, and Total. A table with 4 rows of data is visible.

Date	Lot #	Address	Owner	New	Open	Closed	Total
10-17-2008	111	214 Abby Rd., Alpine, UT 84303	Peterson, Bob	2	1	1	3
10-03-2008	8	1003 Spring Run, Orem, UT 84053	Conrad, Henry	5	1	2	8
09-10-2008	24	151 N. 100 E., Provo, UT 84604	Johnson, Jack	4	3	4	7
08-05-2008	55	150 N. 100 E., Provo, UT 84604	Smith, Ross	7	0	3	7