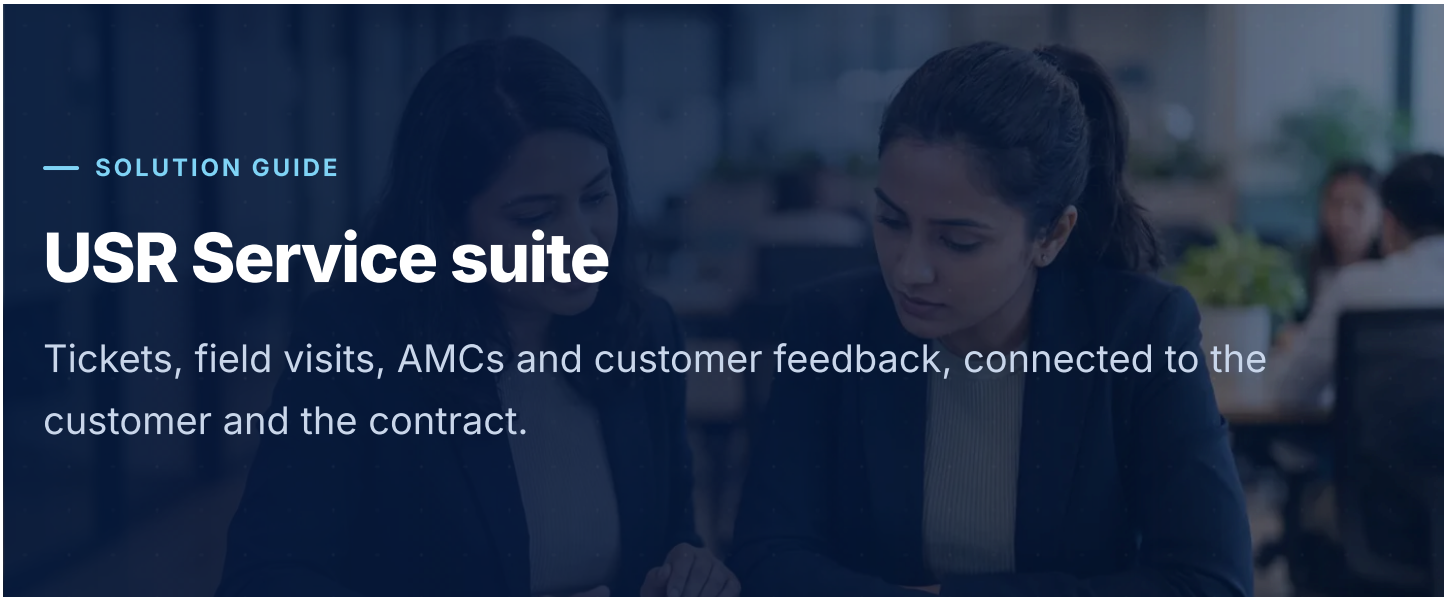
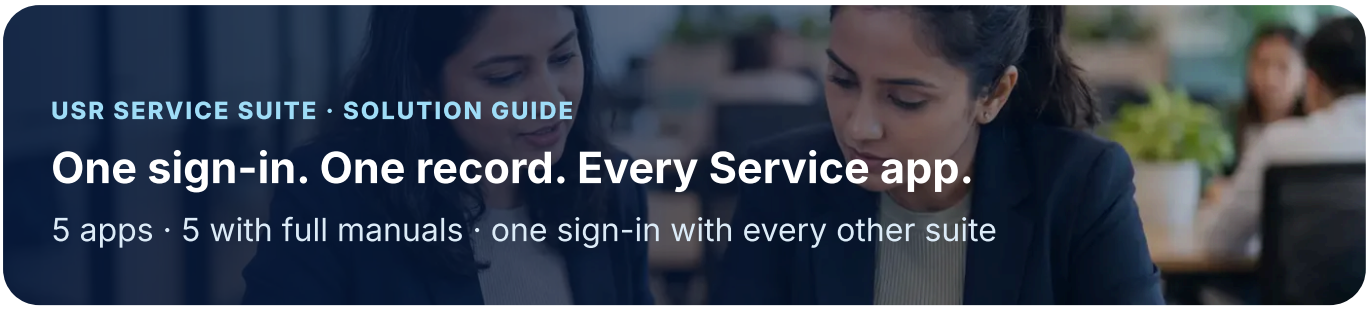


— SOLUTION GUIDE

USR Service suite

Tickets, field visits, AMCs and customer feedback, connected to the customer and the contract.



USR SERVICE SUITE · SOLUTION GUIDE

One sign-in. One record. Every Service app.

5 apps · 5 with full manuals · one sign-in with every other suite

5 apps in this suite	**5** with full user manuals
1 sign-in for all USR apps	**5** suites sharing one record

⬇ Download this guide (PDF)

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APPS IN THE SERVICE SUITE

What each app does

USR Desk

Support desk and knowledge base

✓ **Step-by-step help**

USR Feedback

Customer feedback and NPS

✓ **Step-by-step help**

USR Field Service & AMC

Service jobs, dispatch and AMC contracts

✓ **Step-by-step help**

USR Ideas & Roadmap

Customer ideas, votes and the roadmap

✓ **Step-by-step help**

USR Mail

Gmail, Outlook and shared inboxes

✓ **Step-by-step help**

Step-by-step help for every app, by role, is in the USR Help Centre. Your OKR Stars expert walks you through it at training.

HOW THE DATA CONNECTS

One sign-in, one record, no re-typing

Your team signs in once to USR One. Every Service app, and every app in the other suites, uses the same people, customer, vendor and item records.

From	To	What moves, automatically
USR Mail	USR Desk	Customer emails become tickets with the right customer attached
USR Desk	USR Field Service & AMC	A ticket that needs a visit becomes a job for an engineer
USR Desk	USR Feedback	A closed ticket triggers a short rating request
USR Feedback	USR Ideas & Roadmap	Repeated requests become ideas you can prioritise

Same sign-in, same record: each step happens without exports or re-typing.

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DEPARTMENT AUTOMATION

What runs on its own

WHEN	**Ticket raised**	→	Routed by product and priority, with a response target
WHEN	**Response target at risk**	→	Escalation to the team lead before it is missed
WHEN	**AMC visit due**	→	Job created and assigned to the nearest engineer
WHEN	**Ticket closed**	→	Feedback request sent; low scores reopen the case
WHEN	**Same issue 5 times**	→	A knowledge article draft is created

WHERE AI HELPS

AI drafts. Your people decide.

✨ Suggested replies

USR Assist drafts a reply from past answers and the knowledge base

✨ Auto-tagging

Tickets are tagged by topic and sentiment

✨ Summaries for hand-over

Long threads summarised in three lines

✨ Trend alerts

Insights shows rising issues before they spread

USR Assist works inside the apps your users already have. See how OKR Stars uses AI in every service.

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QUICK START BY ROLE

Who does what in week one

Agent

Pick up tickets, reply, close

Field engineer

See jobs on mobile, update visits

Service head

Watch response times and ratings

More role lists on User manuals.

OFTEN ADDED NEXT

Grow from Service to the whole company

💼 Sales suite →

Renewals and upsell from happy customers

⚙️ Operations suite →

Spare parts and maintenance from Inventory

💰 Finance suite →

AMC invoices from Billing

Solutions on usrinfo.tech: Service and AMC · Customer voice

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