

8.3 Services

Like the Products module, designed to distinguish the catalogue of physical products in the inventory, the Services module distinguishes services such as training and assistance packages, defined by a duration (hours, days, years).

Key fields of the Services record:

Service Name	Name of the service
Usage Unit and Number of Units	State the unit of measurement of the service and the number of units
Active	Active means available for sale (this means that inactive services cannot be entered in quotes, orders, etc.)

Service Assembly

INFORMATIONSPROCESS GRAPHPROCESS HISTORYHISTORY

Service Information

Service Name

Assembly

Usage Unit

Hours

No of Units

Category

Sales Start Date

Support Start Date

Time created

Creator

Service No

Active

Website

Assigned To

Sales End Date

Support Expiry Date

Modified Time

Pricing Information:

Price (€)

Commission Rate (%)

SHORTCUTS

Talks

Notes

RELATIONS

Trouble Tickets

Quotes

Purchase Order

Sales Order

Invoice

Price Books

Leads

Accounts

Contacts

Potentials

Documents

Service Contracts

Messages

Processes

Taxes are treated with the same configuration as that described for the Products module.