



MiTek® SAPHIRE™

Build

CUSTOMER SERVICE

Customer portal connects your customers' directly to all customer relevant information and manages all facets of your customer care program from online service requests, home history and selection information to service orders trade and service tech scheduling and processing of invoices for service orders.

Communicate real time information to your homeowners and trade partners. SAPHIRE™ Build provides a complete history of each home, including the vendors, options and color selections, so the Customer Care Team can effectively communicate with your homeowners. Homeowners can submit and check the status of service requests and service orders over the internet via the Homebuyer portal, and Trade Partners can view service orders, schedule appointments and process invoices through the Trade Partner Portal.

Track all home and customer information in a single place, including pre- and post-closing notes, warranty effective date, home specific vendor lists.

Generate all service documents electronically including Service Requests, Service Orders, Service Appointments and invoices.

"During our year end reviews, we always ask the warranty technicians what was good about the past year, and what changes need to be made for the next year ahead of us. All of the warranty technicians said the best thing that had happened in their jobs was the implementation of [SAPHIRE Build]."

- **Debi Gallegly**, Director of Home Service Plus, American West Development

Customer Service Features:

- Interactive homeowner portal
- Track home history/ customer history
- Pre- and post-closing notes
- Track warranty effective date and warranty costs
- Home specific vendor list
- Set service appointments
- Submit and process service orders to trade partners via portal

