



Making It Easier To Buy, Sell And Build Homes

CUSTOMER CARE

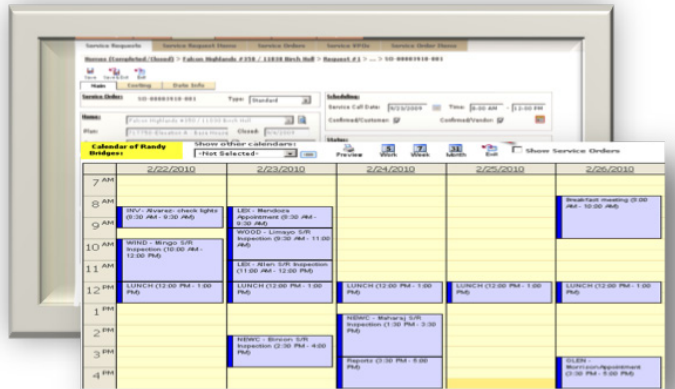
Kova Enterprise Customer Care Portal connects your customers' directly to all customer relevant information and manages all facets of your customer care program from online service requests, home history and selection information to service orders trade and service tech scheduling and processing of invoices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

Communicate real time information to your homeowners and trade partners. Kova 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.

- Pre & Post Closing Notes
- Track Warranty Effective Date
- Home Specific Vendor List



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



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"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 KOVA."

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

Kova Enterprise Customer Care Features:

- Interactive Homeowner Portal
- Track Home History/Customer History
- Pre & Post Closing Notes
- Track Warranty Effective Date
- Home Specific Vendor List
- Generate Service Requests
- Set Service Appointments
- Submit Service Orders to Trade Partners Via Portal
- Process Service Order Invoices for Payment
- Track Warranty Costs



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