# clixifix®

Simplifying Customer Care software for the construction industry

RESIDENTS USER GUIDE

# Contents

clixifix® enables you to centralise all your conversations with your developer.

**Your Portal allows you to:**

- Log defects by creating a Ticket
- Communicate with your house-builder directly
- Add a comment which is time and date stamped
- Track the progress of your ticket
- View all confirmed Appointments

**Your Portal may include the following:**

- Appliance Guides & important Handover Documents
- Useful information (meter information, choices, etc.)
- Information about your housebuilder and their customer care charter
- Full details of your warranty provider

Your 'Overview' dashboard contains all the resources your housebuilder has pre-populated for you to help you with your new home.

✔ Plot(s) Information

✔ Ticket Summary

✔ Adding Ticket Shortcut

✔ Comments

A Ticket is a quick and simple way to notify your housebuilder of any defects you are experiencing in your new home.

**Tickets Tab**

This section displays all Tickets relating to your property.

**3 Steps to Creating a Ticket:**

1. New Ticket (one defect per ticket)

2. Defect Type & Sub-category (with detailed description)

3. Other Comments (access information etc.)

# Comments

Now you have created your ticket, you have an open line of communication with your housebuilder regarding your reported defect via the Comments Tab.

Simply Add a Comment to:

- Liaise with your housebuilder regarding appointments

- Request an update

- Inform your housebuilder of any changes to your defect (i.e. the problem has worsened)
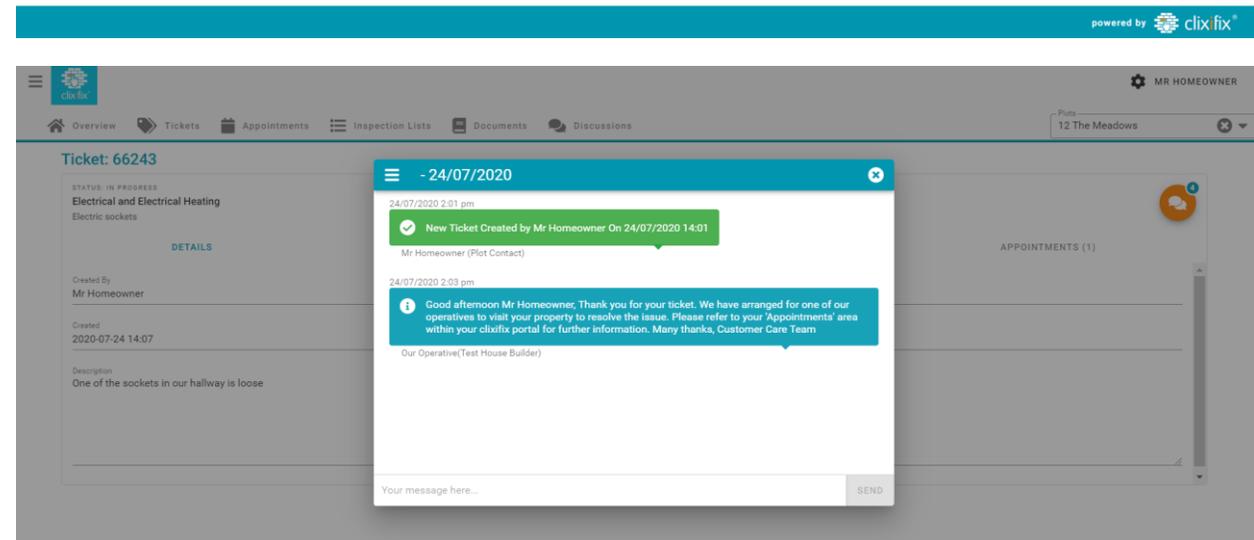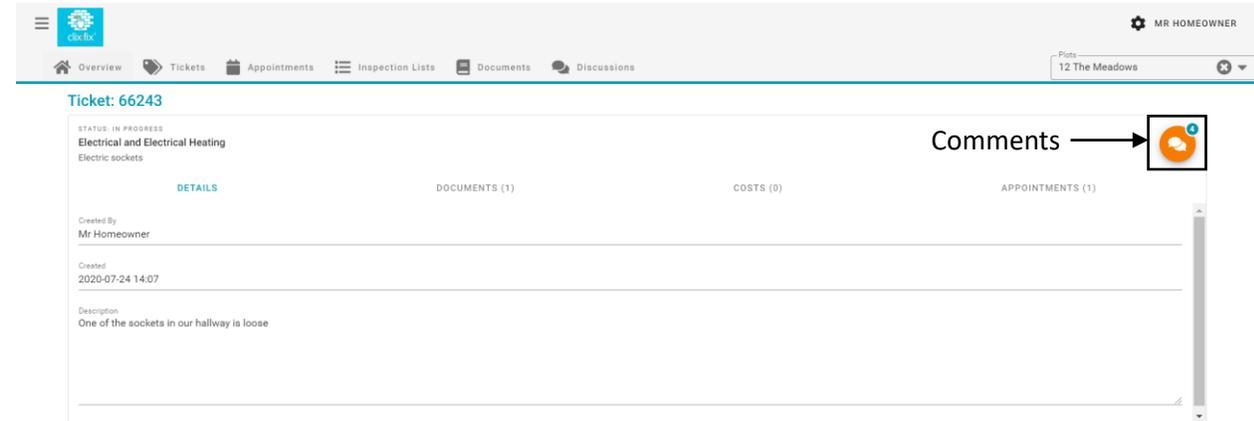
**There are 4 possible Status levels for Tickets:**

1. **Open** – Your Ticket has been raised successfully and your housebuilder has been notified

2. **Closed** – The Ticket has been resolved

3. **In Progress** – Your housebuilder is working to resolve the defect

4. **On Hold** – Your Ticket has been placed on hold. This could be for a number of reasons (e.g. a part requires manufacturing)

Ticket Summary

+ NEW TICKET

OPEN
23

CLOSED
5

IN PROGRESS
10

ON HOLD
1

VIEW ALL

Status

You may have a general enquiry about your new home.

The quickest and simplest way to contact your housebuilder would be to raise a Discussion.
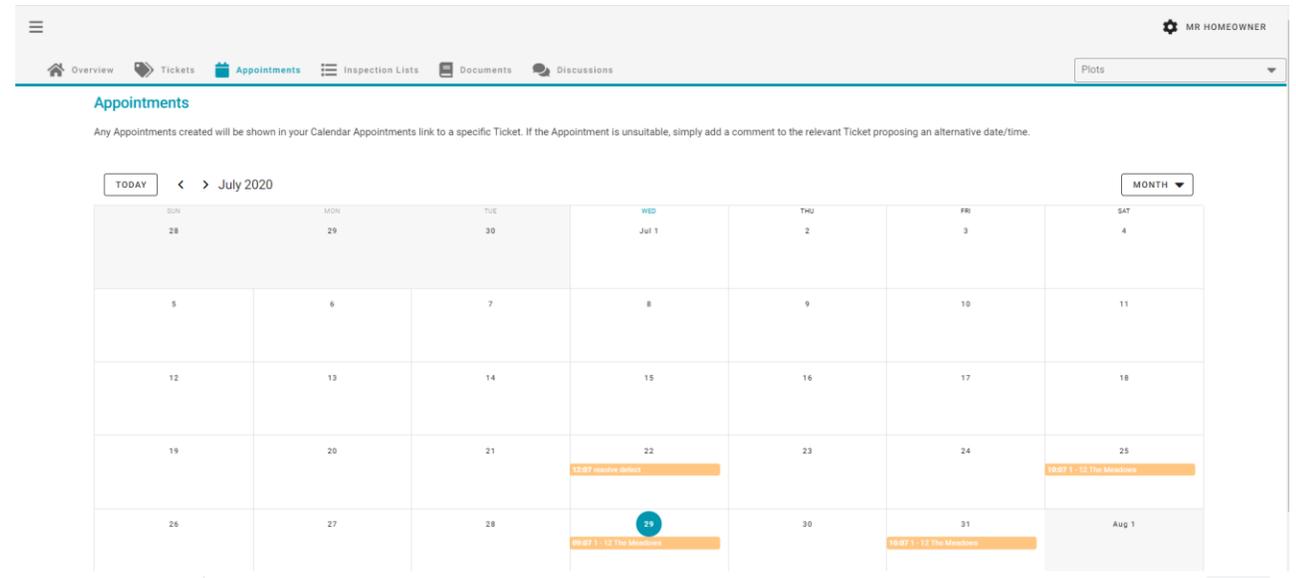
**How to create a Discussion:**

1. Title (e.g. Paint Query)

2. Detail (e.g. what is the colour of my living room paint?)

3. Add file (if applicable)

4. Submit

Any responses from your housebuilder will sit under your original query. You will also be notified via email.



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- Any Appointments created will be shown in the Appointments area of your portal

- Appointments link to a specific Ticket

- If the Appointment is unsuitable, simply add a comment to the relevant Ticket proposing an alternative date/time