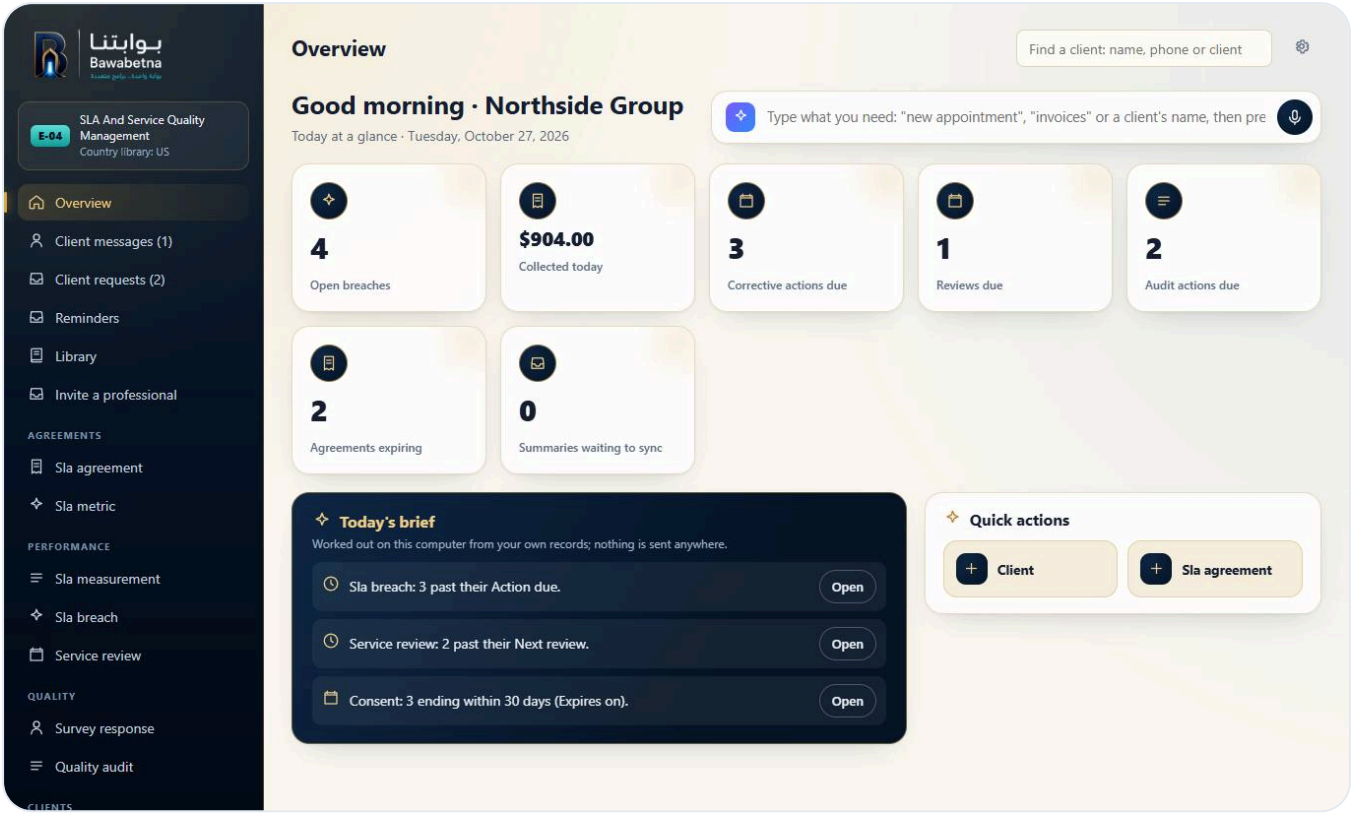
Bawabetna · User guide

SLA And Service Quality Management

Every screen and every button, with real screens from the program.

Guide version 2026-10-27



Contents

1. Getting started
2. The home screen
3. Screens and what you record in them
4. Reports
5. Working with your clients
6. Your data
7. Help

Getting started

Download the program from bawabetna.com or the Microsoft Store and install it. On first opening, sign in with your Bawabetna account. The first month is free with every feature.

The first-run assistant asks for a few details, then the program is ready:

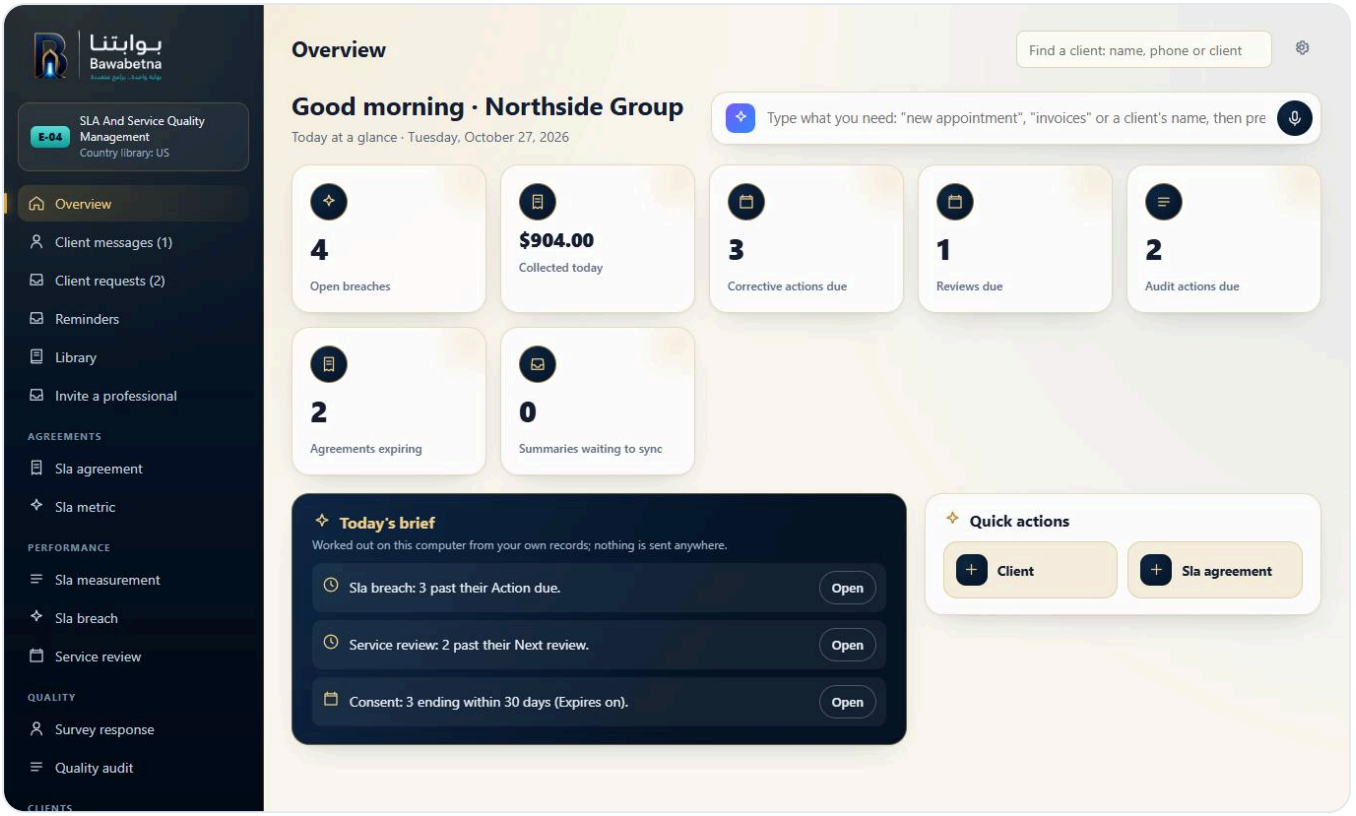
1. **Service provider**: Name, License number, Country, Default currency
2. **Branch**: Name, Phone
3. **Quality officer**: Full name, Email

Each person signs in with their own role and sees only the screens of that role:

- Manager
- Provider owner
- Quality officer
- Service manager

The home screen

The home screen shows today's work at a glance: counts, today's schedule, what is waiting and requests from clients. The command bar at the top opens any screen from a short sentence, such as a client's name or "new appointment".

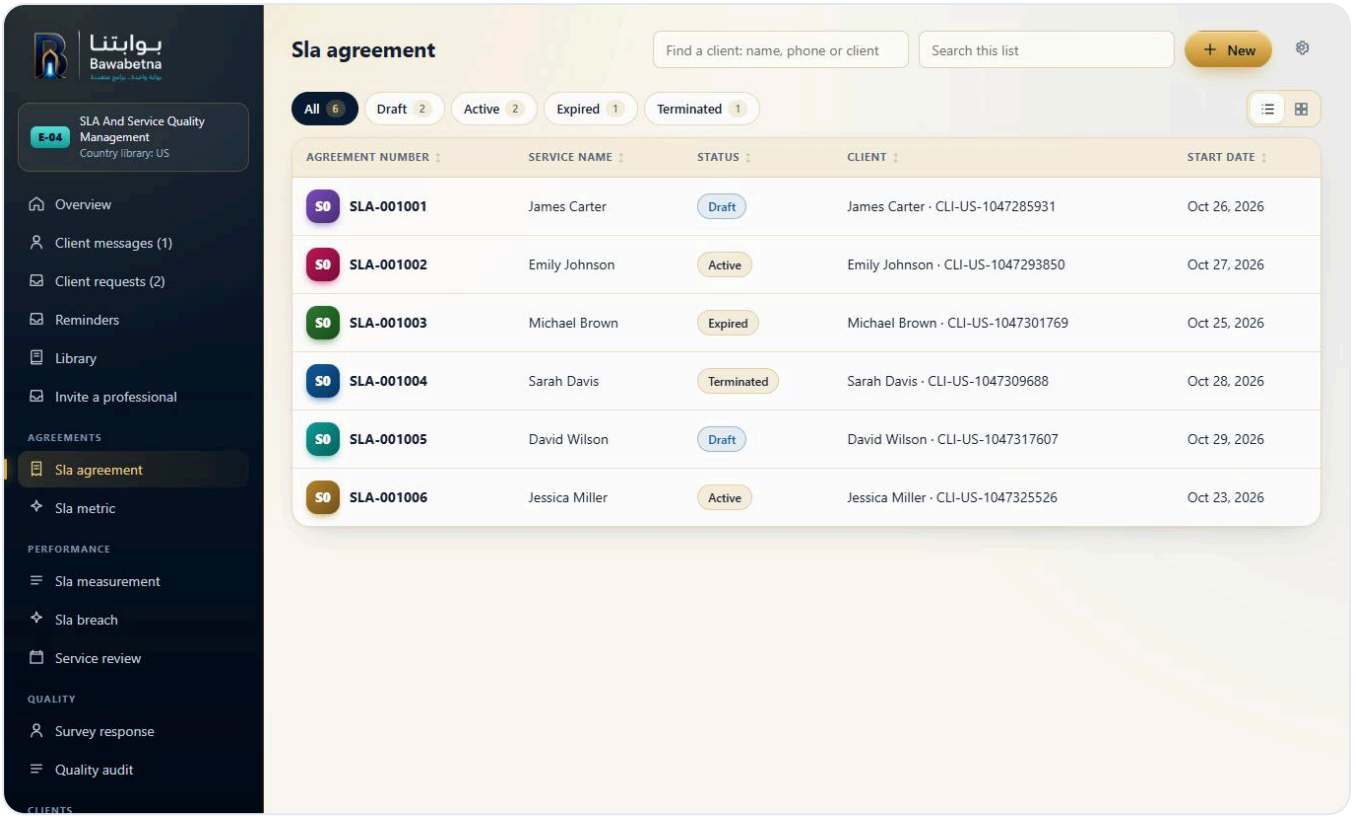


The home screen

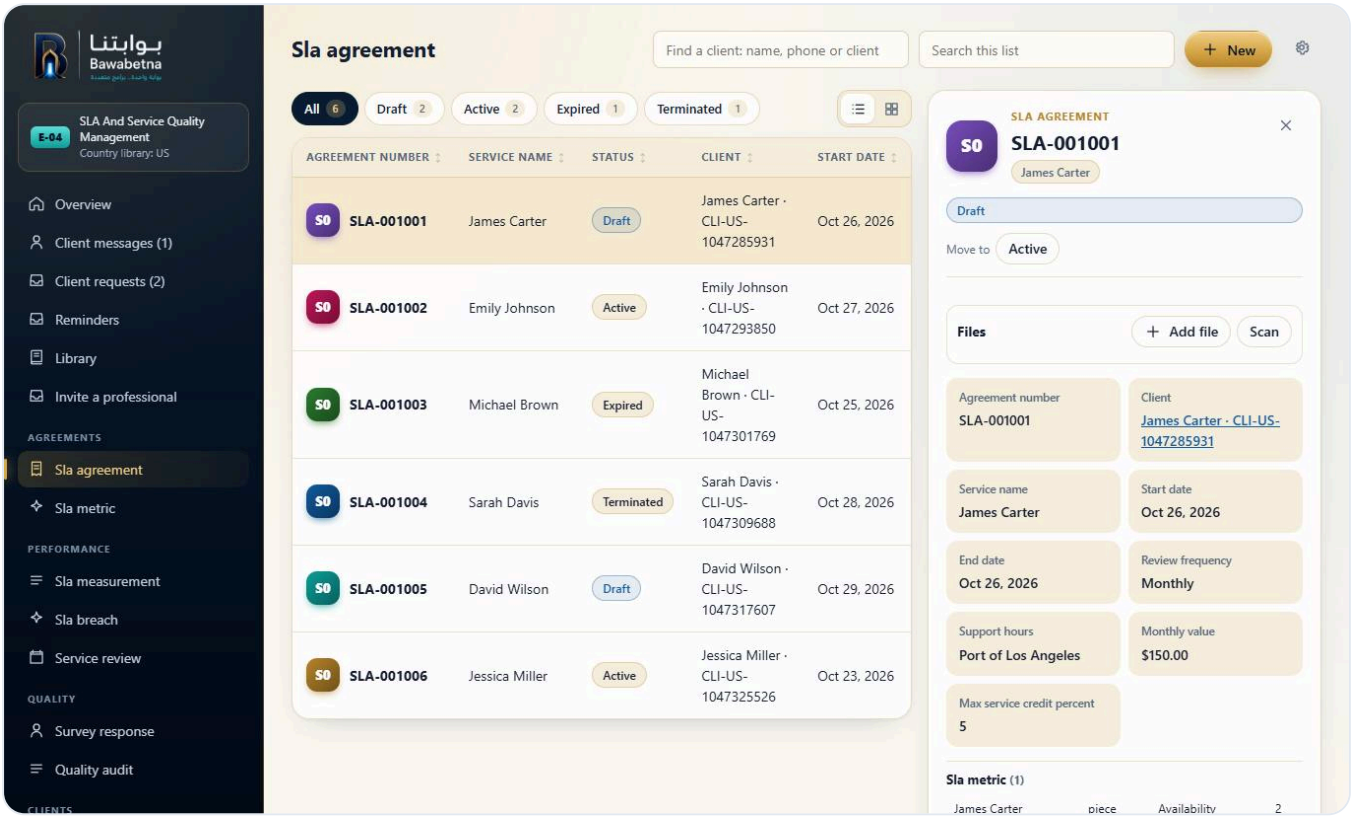
Screens and what you record in them

The side menu groups the screens by kind of work. Each screen lists its records: New adds one, a click opens it, and the buttons at the bottom of a record move it to its next stage.

Agreements



Sla agreement



A record open for editing

Sla agreement

What you record: Agreement number (worked out by the program), Client (required), Service name (required), Start date (required), End date (required), Review frequency (required), Support hours, Monthly value, Max service credit percent, Files, Status (required)

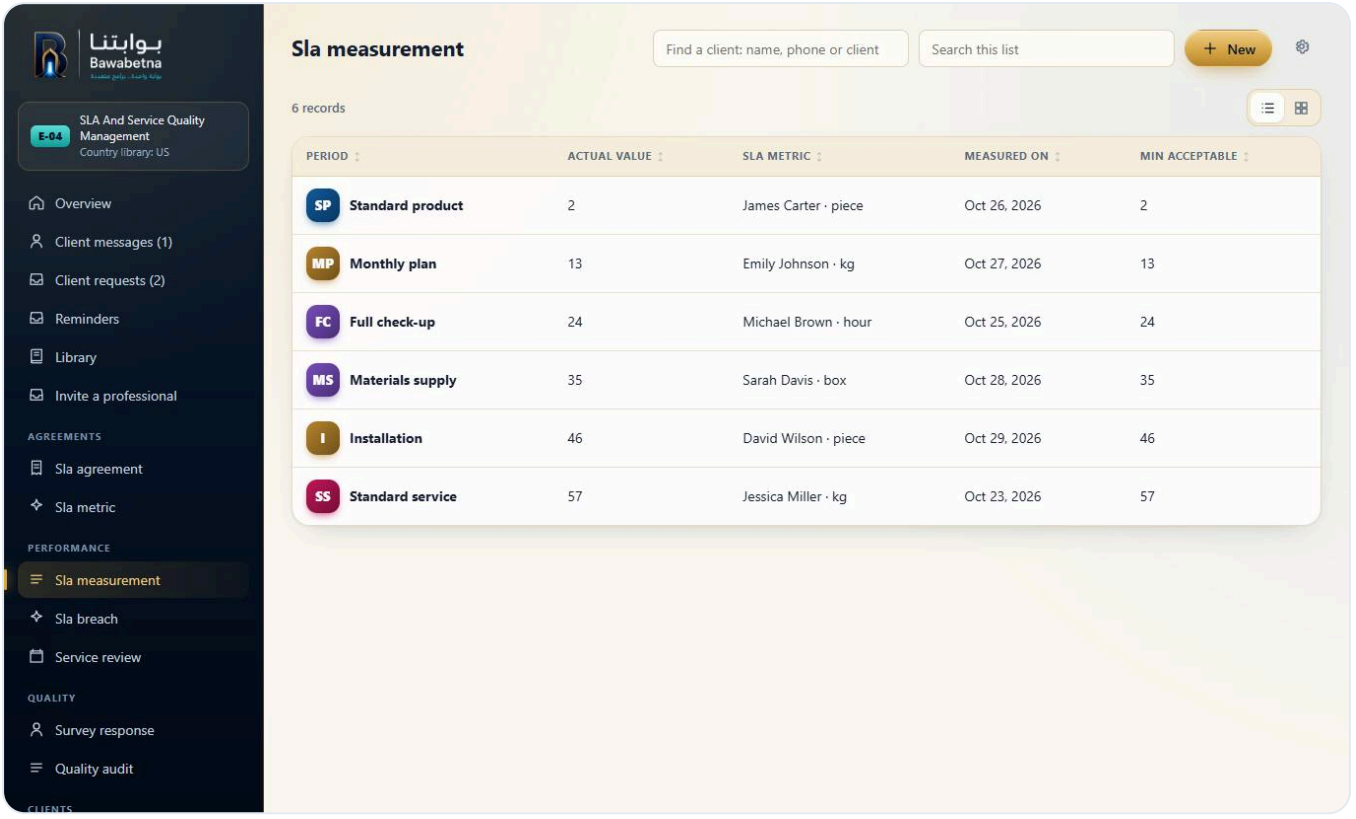
Stages: A new record starts as "Draft".

Active → Expired | Active → Terminated | Draft → Active | Expired → Active

Sla metric

What you record: Sla agreement (required), Name (required), Metric type (required), Unit (required), Min acceptable, Max acceptable, Service credit percent

Performance



Sla measurement

Sla measurement

What you record: Sla metric (required), Period (required), Measured on (required), Actual value (required), Min acceptable (worked out by the program), Max acceptable (worked out by the program), Flag (worked out by the program), Evidence, Note

Sla breach

What you record: Sla agreement (required), Sla metric, Occurred on (required), Severity (required), Description (required), Root cause, Corrective action, Quality officer, Action due, Service credit amount, Status (required)

Stages: A new record starts as "Open".

Action planned → Resolved | Open → Action planned | Open → Resolved | Resolved → Verified | Resolved → Action planned

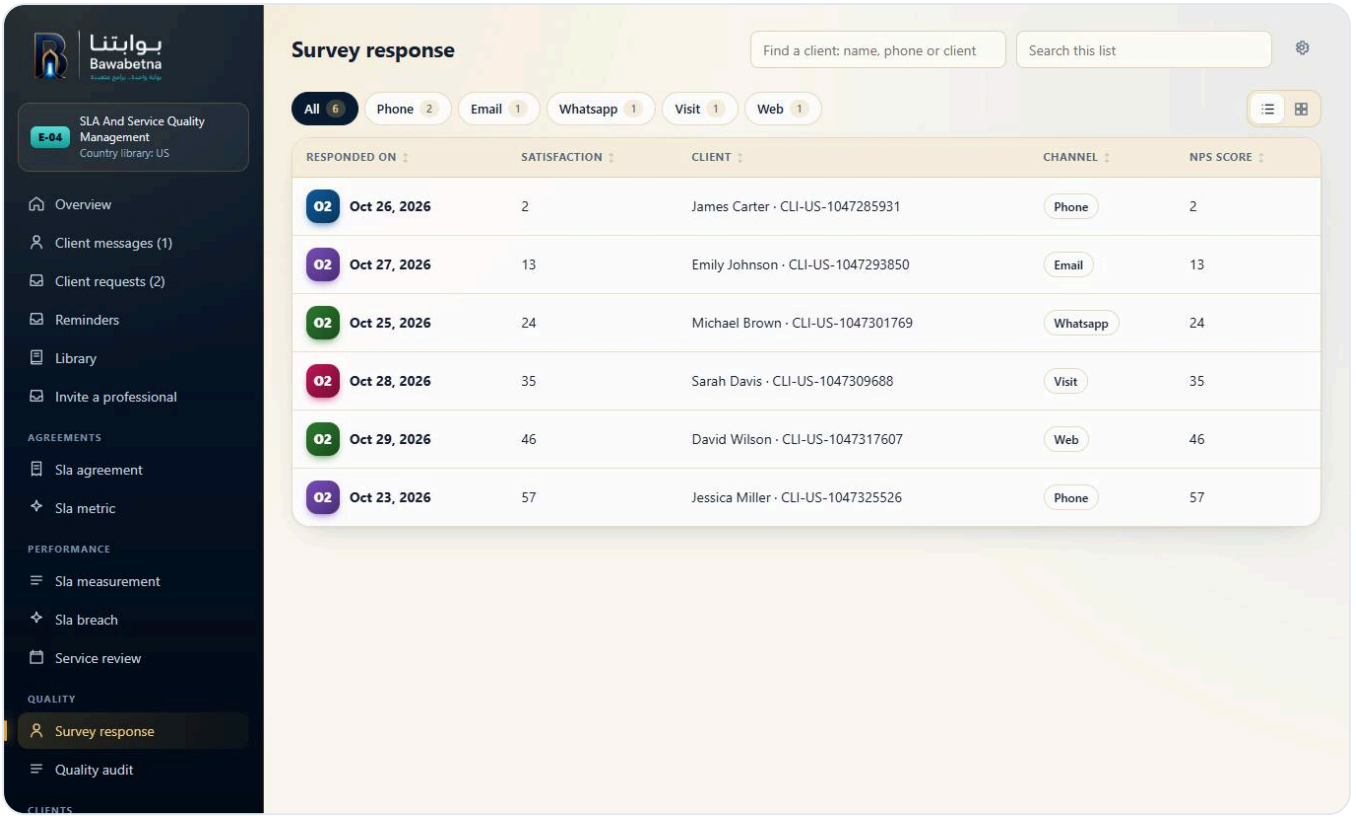
Service review

What you record: Sla agreement (required), Client (worked out by the program), Period (required), Review date (required), Attendees, Overall rating, Minutes, Action items, Next review, Files, Status (required), Completed at (worked out by the program)

Stages: A new record starts as "Scheduled".

Held → Completed | Scheduled → Held | Scheduled → Cancelled

Quality



Survey response

Survey response

What you record: Client (required), Responded on (required), Channel, Satisfaction (required), Nps score, Comment, Follow up needed

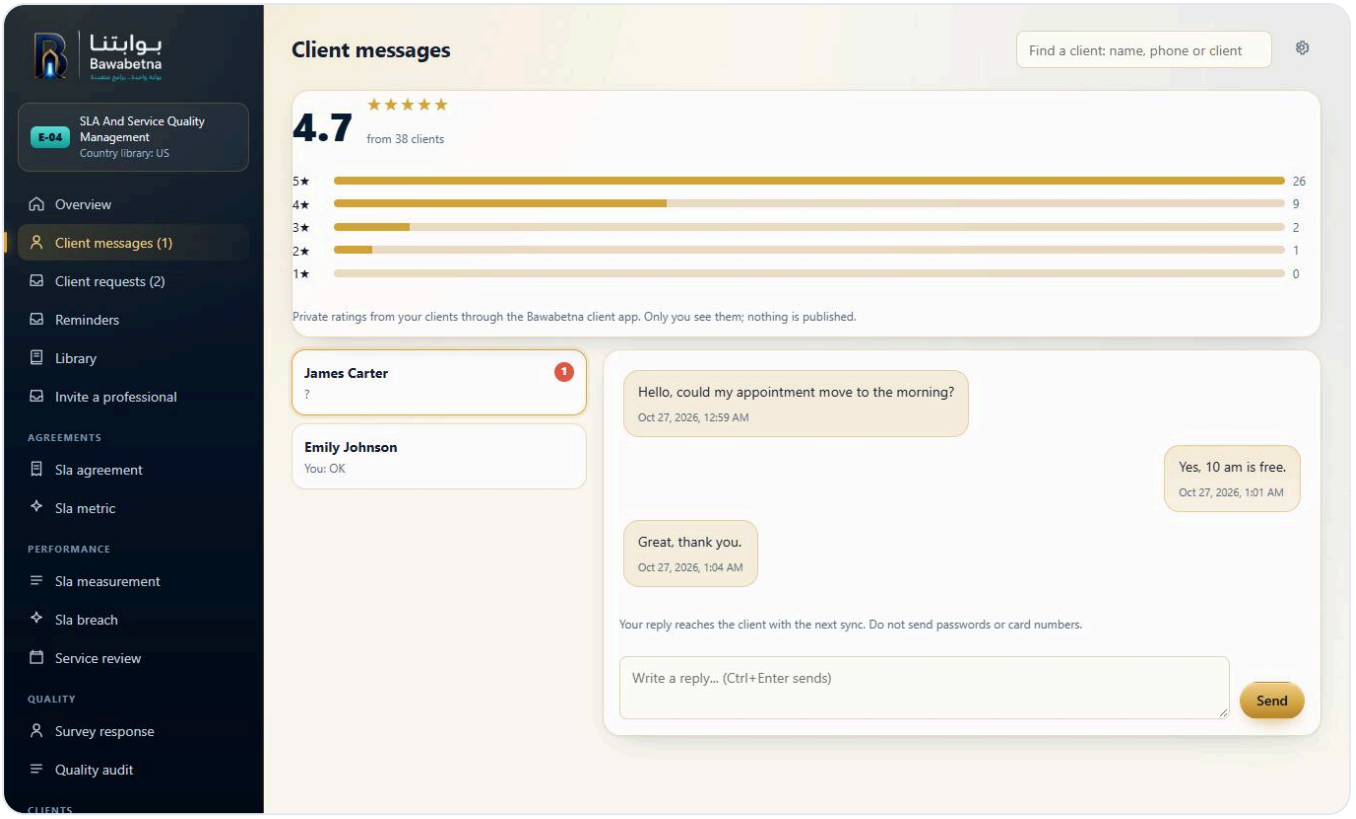
Quality audit

What you record: Area (required), Audit date (required), Quality officer (required), Standard reference, Score, Findings, Nonconformities, Corrective actions, Close by, Files, Status (required)

Stages: A new record starts as "Planned".

Actions open → Closed | Done → Actions open | Done → Closed | Planned → Done

Clients

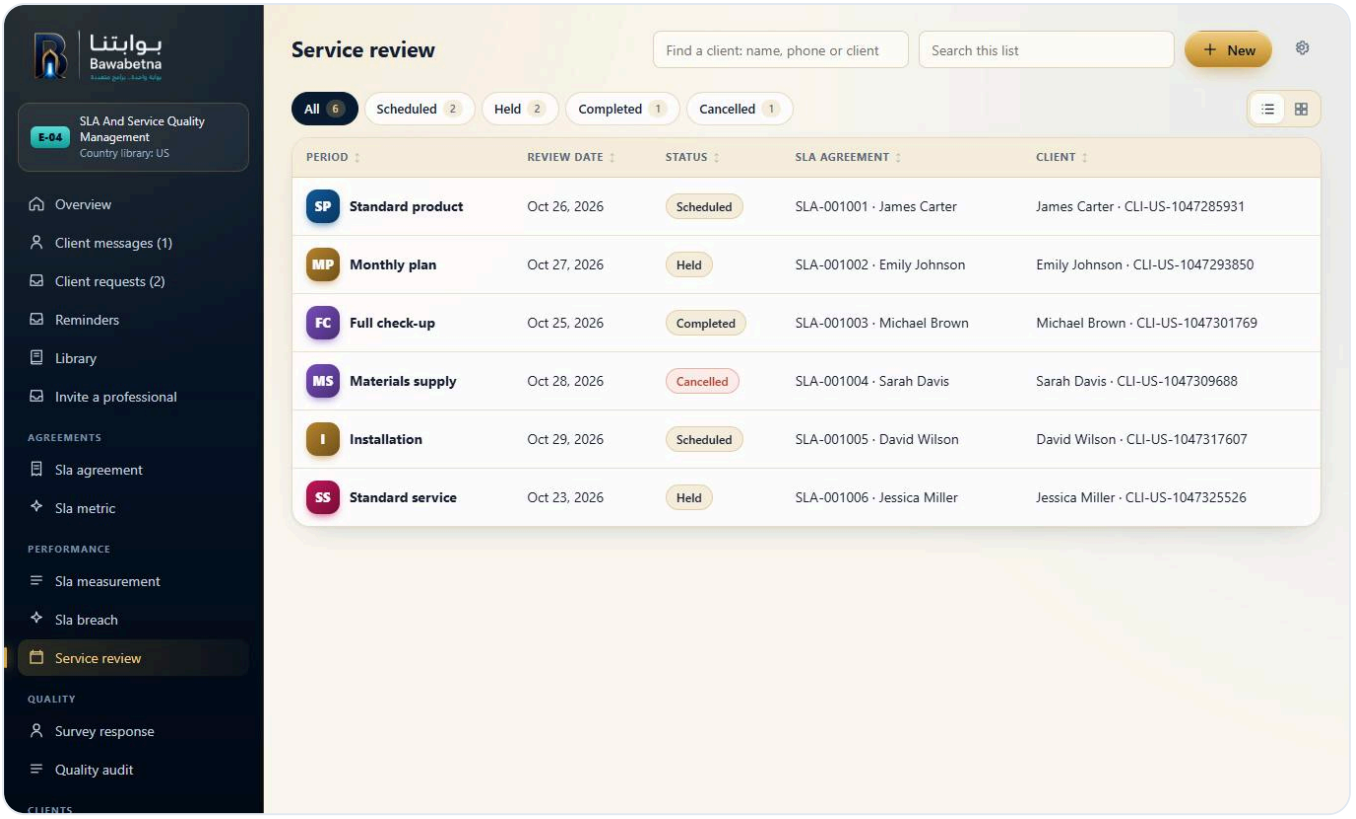


Client

Client

What you record: Full name (required), Company name, Email, Phone, Client code, Ecosystem registration, Identity country, Official identity number (required), Notes

Billing



Service

Service

What you record: Code, Name (required), Category, Price (required), Vat rate (required), Active

Invoice

What you record: Invoice number (worked out by the program), Client (required), Sla agreement, Currency (required), Issued at (worked out by the program), Subtotal (worked out by the program), Tax total (worked out by the program), Total (worked out by the program), Paid (worked out by the program), Refunded (worked out by the program), Net paid (worked out by the program), Balance (worked out by the program), Status (required), E invoice reference, Notes

Stages: A new record starts as "Draft".

Draft → Issued | Draft → Voided | Issued → Voided | Refunded → Reconciled | Settled → Reconciled

Invoice line

What you record: Invoice (required), Service, Description (required), Quantity (required), Unit price (required), Discount, Vat rate (required), Line net (worked out by the program), Line tax (worked out by the program), Line total (worked out by the program)

Payment

What you record: Receipt number (worked out by the program), Invoice (required), Amount (required), Method (required), Transaction reference, Paid at (worked out by the program)

Refund

What you record: Refund number (worked out by the program), Payment (required), Invoice (worked out by the program), Amount (required), Reason (required), Refunded at (worked out by the program)

Setup

Service provider

What you record: Name (required), License number, Country (required), Tax number, Default currency, Whatsapp enabled, Online meeting link, Payment link, Review link, Ai assistant enabled, Ai model, Ai endpoint

Branch

What you record: Service provider (required), Name (required), Address, Phone

Quality officer

What you record: Branch (required), Full name (required), License number, Email, Active

Reports

Reports are worked out on your computer from your records. Choose a period, see the chart and the table, then print or export them. The reports of this program:

- Measurements by result

- Misses by metric
- Breaches by severity
- Satisfaction by client
- Revenue by month
- Revenue by service
- Collections by payment method
- Outstanding balances by client
- Receivables aging (days since issue)

Working with your clients

A client with a Bawabetna Client Code can, from the free client app: book an appointment, write to you, send requests and documents, sign documents, see what they owe and pay you directly, tell you they have arrived, ask for an earlier time and see their points. Everything reaches this program with its next sync.

Your data

Your records are kept encrypted on your own computer; only a short summary of each transaction is sent to Bawabetna. Make a backup from Settings; it is encrypted with your recovery key.

Help

Write to info@bawabetna.com or use the contact page at bawabetna.com/contact.