

COMPLETE SERVICE



COMPLETE SERVICE MOBILE PDA EDITION



BENEFITS

- Immediate notification and transfer new service calls to field staff e.g. engineer receiving a new service call or a salesman receiving a new lead.
- Automated instant upload and ordering of parts orders from field staff.
- Van stock control with automatic synchronisation.
- Removes the re-inputting of call sheets.
- Speeds up invoicing and service call closedown.
- Software linked seamlessly to TomTom satellite navigation for quick direction of engineers to the next call.
- Links to GPS to provide real time field operative in your office. Often this feature removes the need for expensive vehicle tracking systems.
- Full GPS location history in your office enabling you to find out where any engineer was at any given time in the past.
- Automatic timesheets with timed calls and calculated driving distance recoding

Complete Service provides a full field automation module for your service engineers. This can be provided on laptops, tablets and PDA devices. The following guide is an example of Complete Service Mobile operating with a PDA .

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LOGIN SCREEN

Each field operative is provided with a userid and password. The PDA can be deactivated centrally should the PDA go missing.



TODAY SCREEN

The first screen of the application lists all the operatives calls booked in for the day. The calls are listed in the order they should be visited, This order is calculated centrally based on the priority of the client, the time of day the call was booked for and the optimum route to minimize the driving distance from home base (whether the office or home) to each call. Clicking on a call brings up the other tabs available on a call. The call cannot be edited until the 'Start Call' is clicked. This button begins the timing of the call.

Clicking on the 'TomTom' hands opens up the TomTom satellite navigation application pointing to the address of the currently highlighted call. This then immediately begins navigating to the next call address. This is very convenient for the field operative and speeds up their progress to the next call.

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CALL DETAILS

The call tab provides all the information concerning the call, client and customer for the service call. The customer information can be edited and is uploaded to the central data.

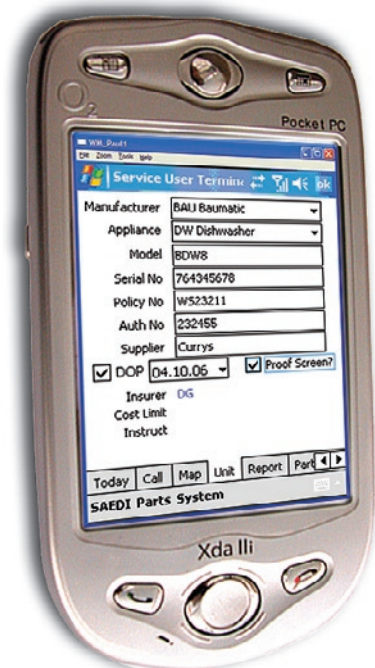


MAPPING AND ROUTING

Every call can have a map generated centrally (using Microsoft Mappoint©) and downloaded to the PDA with each call.

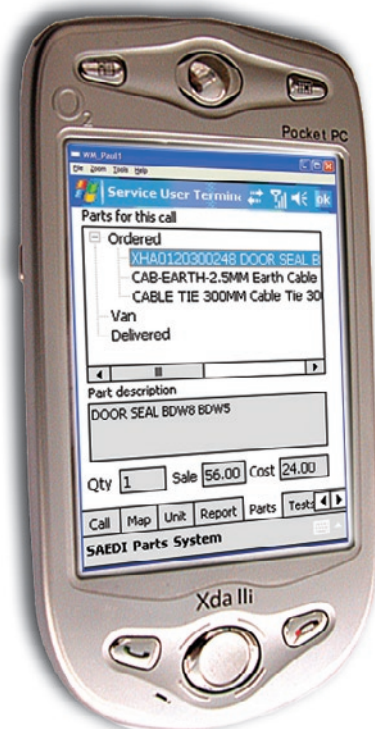
This map can be switched off centrally to conserve data download sizes. If you use TomTom on the PDA the maps are largely redundant.

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UNIT DETAILS

The unit tab will show all the information for the unit that is the subject of the call. All information on this tab can be edited and uploaded centrally. All the drop downs e.g. manufacturer are downloaded from the central data.



PARTS

The parts tab shows all the parts used and ordered. The 'Order' branch allows the field operative to order parts from the central office to complete the call. The 'Van' branch allows van parts to be assigned to a job and synchronise van stock centrally. The 'Delivered' branch lists all the parts ordered from the office and the previous call to fit or delivered on the current call.

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ENGINEERS REPORT

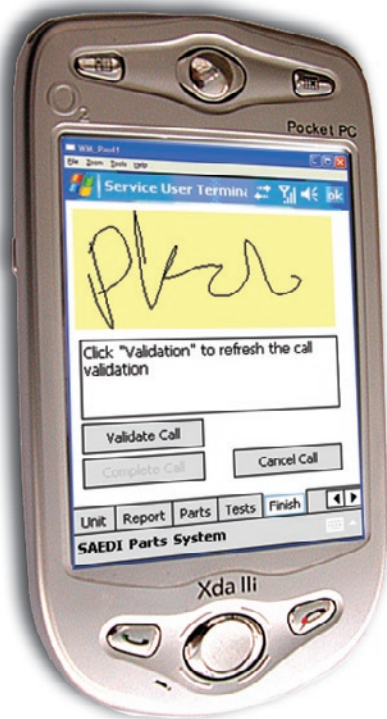
The 'Engineers Report' is filled out by the field operative describing the tasks performed on the call. The 'Fault codes' are selected from downloaded lists of categorized faults and fixes. The summary of charges is also listed.



TESTS

The tests tab is an example of an electrical\gas test taken on the PDA. This is configurable depending on what information should be collected by the field operative

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COMPLETING A CALL

The 'Finish' tab enables the engineer to close a call. A signature is taken from the customer onsite and uploaded to your service desk. The 'Validate Call' button will validate all the details of the call and list any invalid field e.g. the signature is mandatory. Once the call is validated engineer clicks the Complete Call button, the timer captures the time from 'Start Call' to 'Complete Call'. The call is then immediately uploaded centrally to your service desk running Complete Service. Once the call is uploaded it is removed from the PDA.