

Field Service

Thanks to the Field Service Module, the company has the opportunity to introduce a mobile application for users working in the field as service technicians. This will translate into improved support in the enterprise.

Service Call Management

- Manage all service calls (dynamic BPM),
- Access previous customer and device call history immediately,
- View real-time information displayed as pop-up notifications.

Field Service Inventory Management

- Manage inventory in technicians' vehicles effectively,
- Track inventory stored in company warehouses including other technicians' vehicles,
- Creating a demand for the main warehouse.

Purchasing

- Receive goods directly from vendor to technician,
- A technician can generate a purchase requisition at any time if the stock does not allow for a stock transfer.

On-Site Opening of Service Calls

- Allow field technicians to open service calls anywhere, anytime.

Service Call Reporting

- View report of parts used, labor, actual service provided,
- Get report of malfunctions and repairs,
- See report of service call duration, including support of automatic reporting based on arrival and departure times,
- Review description of the repair (including photos), meter readings and more.
- View service call summary reports and checklists,
- Capture customer signature on original system documents on touch screens and print them,
- Store the service call location and the signed document automatically as an attachment in the main system.

Surveys

- Conduct customer satisfaction surveys.

Planning

- Generating service plans based on entered data