

Technician Dashboard Powered by JobOps

Close

Schedule

Arrive

Parts

Notes

History

Expenses

Depart

Message

<u>Technician No</u>	<input type="text" value="12-0000301"/>	<input type="text" value="Todd Larson"/>		Ticket No	<input type="text" value="1 / 3"/>	⏪ ⏩ ⏴ ⏵
<u>Service Ticket</u>	<input type="text" value="S000012-001-001"/>	<input type="text" value="LASER PRINTER DRUM"/>		Current Status	<input type="text" value="At Customer Site"/>	
<u>Customer No</u>	<input type="text" value="01-0001400"/>	<input type="text" value="HIGH TECHNOLOGY, INC."/>				
Contact	<input type="text"/>					
<u>Address</u>	<input type="text" value="HIGH TECHNOLOGY, INC
277413 BROOKHURST
GARDEN GROVE, CA 92880"/>			Scheduled	Actual	
				Date	<input type="text" value="6/28/2011"/>	<input type="text" value="6/28/2011"/>
				Start Time	<input type="text" value="08:00 AM"/>	<input type="text"/>
				End Time	<input type="text" value="10:00 AM"/>	<input type="text"/>
				Duration	<input type="text" value="2:00"/>	<input type="text"/>
Telephone No	<input type="text" value="(714) 533-1749"/>	<input type="text" value="112"/>				
<u>Step No</u>	<input type="text" value="001"/>	<input type="text" value="LASER PRINTER DRUM"/>	Int Serial No	<input type="text"/>	Service Agreement	<input checked="" type="checkbox"/>
<u>Item Code</u>	<input type="text" value="PRT-3908-DRUM"/>	<input type="text" value="LASER PRINTER DRUM"/>			Preventive Maintenance	<input type="checkbox"/>
<u>Mfg Serial No</u>	<input type="text" value="RJ0450411"/>	<input type="text" value="LASER PRINTER DRUM"/>			Warranty Repair	<input type="checkbox"/>
<u>Svc Agreement</u>	<input type="text" value="HGHPRTY"/>	<input type="text" value="HIGH PRIORITY"/>				
Problem Code	<input type="text"/>	<input type="text"/>				
Exception Code	<input type="text"/>	<input type="text"/>				
Notes	<input type="text" value="Clean machine and Install maintenance kit.
Customer is complaining that printer frequently jams when printing in duplex mode."/>					

Driving Productivity Into The Field

Driving Productivity into the Field

Technician Dashboard Powered by JobOps is a mobile application that integrates seamlessly with the JobOps Field Service and Dispatch module and goes where your technicians go—capturing the parts, labor, and expense details of every service call and sending that data in real-time to Sage ERP MAS 90 and MAS 200.

Are your technicians currently recording time, parts or expenses on paper service tickets? Do they call your dispatcher when a job is complete to get the next assignment, or to ask for directions? When they return, how much time is spent keying in their time, parts and expenses into the database?

Keep your technicians in the field rather than driving back to the shop with Technician Dashboard. It displays technicians' updated schedules, sends and receives instant messages, and can even provide them directions to the next appointment.

Empower your field service technicians with Technician Dashboard and drive productivity into the field.

Key Benefits:

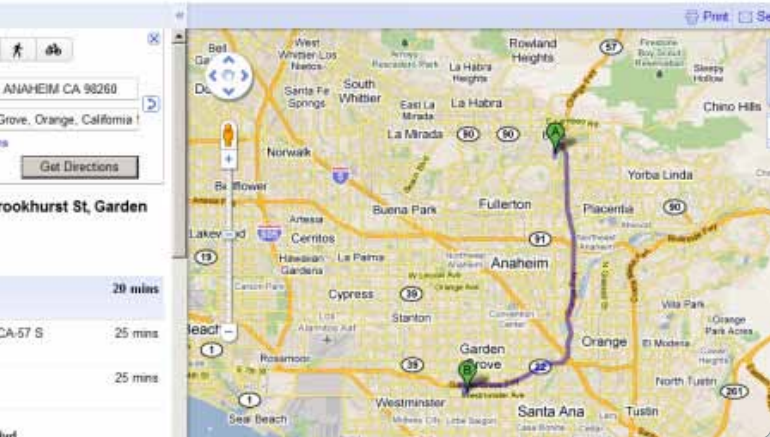
- Timeclock feature captures actual time spent on each service call.
- Saves steps and boost accuracy by recording actual parts and expenses on the spot.
- Initiate billing right away—complete service call information available at the completion of the call.
- Communicate with your technicians, and enable your technicians to communicate between each other.
- Improve efficiency by viewing all pertinent data from a single, actionable location.
- Real-time interface keeps both technicians and dispatchers in the loop.
- Minimize downtime between calls with the ability to view up-to-date schedule.
- Generate driving directions to speed technicians to their next service call.



800.815.8483

www.jobops.com





Productivity On The Road

Equipped with an Internet connection, your technicians can work anywhere, anytime.

The Functionality They Need

Technicians can clock in, clock out, update a ticket's status, view a service call's history, look up parts, record parts used, enter expenses, confirm their latest schedule and more.

Real-Time Interface

Technician Dashboard communicates in real-time with your Sage ERP MAS 90 and MAS 200 and JobOps Field Service databases. Look up parts, customers, service tickets and more. Technicians can update the service ticket status to speed billing and keep your dispatcher in the know.

Arrive Prepared

Technicians can view the history of each call and an expected parts listing so they arrive ready with the correct parts reducing downtime and increasing customer satisfaction.

Single Screen Simplicity

Single dashboard screen with intuitive icons and hyperlinks facilitates rapid navigation.

Navigate to the Next Service Call

Using Bing™, Google Maps, Yahoo!, or MapQuest, Technician Dashboard will route your field personnel to their next call—quickly and easily.

Quick Communications

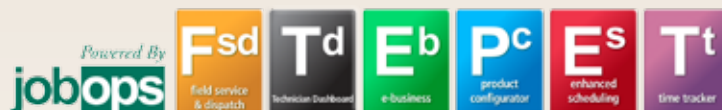
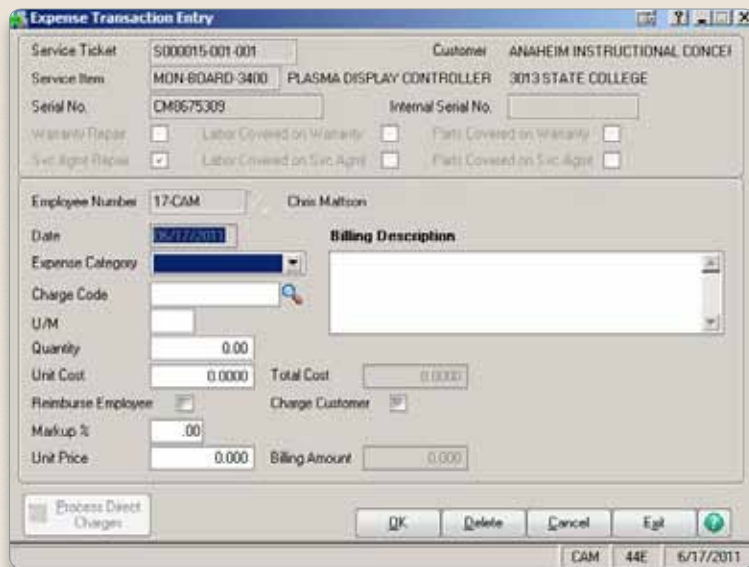
Enables instant communication between technicians and between dispatch and technicians.

Choose Your Device

Technician Dashboard operates on a variety of today's mobile devices as well as laptops.

Cost Effective

Low overhead option to traditional remote real-time applications that have been available for years. Technician Dashboard can be accessed via a web browser.



Powered by JobOps

The Powered by JobOps program features several add-on modules that can be added to the base JobOps Job Management Software. These products give your business additional functionality in managing scheduling, tracking, configuration and e-business for JobOps and Sage ERP MAS 90 and 200 systems.

About JobOps and Synergistic Software Solutions, LLC

JobOps is a suite of integrated modules for the award-winning Sage ERP MAS 90 and 200 systems and is published by Synergistic Software Solutions, LLC, a separate legal entity affiliated with BDO USA, LLP. More than 700 customers, representing over 8,000 end-users have selected JobOps to power their custom job management operations and workflow.

Synergistic Software Solutions, LLC is the publisher of JobOps Job Management Software for small and mid-sized businesses. Synergistic Software Solutions, LLC is based in Minneapolis, Minnesota and has an extensive network of JobOps Solution Providers throughout the U.S. to better service our customer base.



For more information please go to:
www.jobops.com
 or call (800) 815-8483

JobOps Solution Provider Contact Information