

Pocket Field Technician™

Service organizations that strive to provide quality service and customer satisfaction require technicians to provide detailed reports and maintain contact with home base. Mobile technicians can work smarter and handle more calls if they have a tool that manages details and communicates seamlessly with the central office while they focus on service. Pocket Field Technician - our mobile service ticket manager - organizes workflow and automates calls.



Technicians face challenges every day

While a field technician's day may begin with scheduled appointments, that can quickly change with the need to respond to emergencies and schedule changes. Whether a valued customer has an emergency or there's an opportunity to save the day for someone new, flexibility and communication are key. Who's available nearby to handle the call? How soon can someone get there? Who has the right parts on-board? Time spent on the phone adjusting priorities takes time away from the current call.

The tasks of acquiring, providing, and recording information occupy a significant part of a service tech's day, time that could be used to complete additional calls.

Let technology lend a hand

Add field service automation where it belongs: in the field, at your technicians' fingertips. Maximize workforce productivity by giving field staff access to real-time data and removing the burden of paper-based reporting, while automatically maintaining communication with the central office.

Pocket Field Technician runs on easy-to-carry Microsoft® Windows Mobile®-based mobile devices. Our logical and intuitive Windows Mobile/Windows® CE interface lets technicians manage downloaded service calls without clipboards and paper tickets. The application captures work and travel time, records parts used/ordered, and lets the user enter notes using the operating system's "soft" keyboard or a device such as the Sprint® PPC-6700, which offers an integrated sliding keyboard. Guided workflow ensures call results completion by requiring and capturing a customer signature and permits multiple active tickets, simplifying records for calls requiring multiple visits. Uploading complete service records that don't require manual transcription reduces back-office costs and accelerates the billing cycle.

Mobile devices provide flexible connectivity via GPRS, CDMA, iDEN, 802.11 WLAN, cradle, or dial-up. This allows the application to store and forward call results using any available wireless connection or manually via an Ethernet or modem connection. For further hands-off convenience, the application requests new calls and updates for parts and equipment reference data automatically or at user-defined intervals.

Our solution for your business

Pocket Field Technician can be customized to fit your business: on-site maintenance and repair, warranty service, and installation/removal, or training. Customizable bar code scanning, printing, and digital photo options are available. The application can also be customized to calculate part prices, labor hour fees, and sales tax.

Learn more at www.invisionsoft.com.

Pocket Field Technician™

Our mobile service ticket manager organizes workflow and automates call results reporting.

Advantages

- Maximizes service efficiency
- Improves response time
- Eliminates paper tickets
- Automatically documents repairs
- Captures work and travel time
- Ensures accurate invoices
- Accelerates billing
- Helps maintain parts inventory
- Reduces back-office effort
- Customizable options:
 - bar code scanning
 - calculate parts prices, labor fees, sales tax
 - mobile or belt printer for service call results

Data Transfer

- Requests new calls automatically or at user-defined intervals
- Customer information includes location, equipment at site, and service history
- Reports ETA, check-in, call status, and parts orders in real time
- When configured with location-based services, transmits coordinates along with ETA
- Stores and forwards call results automatically using an available wireless connection or manually via Ethernet or modem connection

Workflow

- Accept a service call, specify ETA
- Denied calls are reassigned
- Check in at the customer site
- Select equipment to be serviced
- Define needed repairs
- Select parts from on-board parts database; indicate parts to ship
- Record labor hours
- Enter comments using device keyboard
- Obtain customer signature
- Send service call results in real time

Ease of use

- At-a-glance status
 - review downloaded service calls
 - prioritize calls by urgency/location
- Maintains multiple active calls
- Intuitive guided workflow ensures complete service record
- Automatic entry validation
- Spin controls save time and screen space
- Pick lists reduce keyboard use
- Flexible connectivity via GPRS, CDMA, iDEN, 802.11 WLAN, cradle, or dial-up

Solution specifications

Mobile Handheld

- Microsoft® Windows Mobile® 2003 O/S or newer mobile device with WWAN support
- Microsoft .NET Compact Framework
- May include an integrated digital camera
- Can be configured for **open** (access to all available Windows Mobile applications) or **dedicated** (access only to Pocket Field Technician) operation

Mobility Base Station™

- Windows® 2000 Server or Windows Server 2003
- Microsoft .NET Framework, Internet Information Server (IIS), and SQL Server 2000 or SQL Server Desktop Engine (MSDE 2000)
- Automatically stores and forwards updates to mobile handhelds

For more information

InVision Software, Inc.
110 Lake Avenue South, Suite 35
Nesconset, NY 11767
Phone: (631) 360-3400
Email: sales@invisionsoft.com
URL: www.invisionsoft.com

