



GoServicePro

Service Solutions - Delivered!

Mobile Field Service Using Wireless Advisor™



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5. Service Tasks	█																



GoServicePro Delivers Service Solutions for:

- ▶ **Customer Service**
- ▶ **Contracts**
- ▶ **Scheduling & Dispatching**
- ▶ **Mobility**
- ▶ **Partner Integration**
- ▶ **Logistics**
- ▶ **Billing**
- ▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

Timely and accurate communications with remote service technicians is the cornerstone of any service organization. Field resources need to be directed to their assignments and given instructions for what to do once they get there. Technicians need to update their status, report activities performed and record parts used back to the home office. Often companies use a combination of paper and cell phone based processes to manage their workforce communications. However, significant efficiency gains come from enabling real-time wireless communication between the field and the home office – allowing dispatchers to make decisions in real time and pass critical information to their mobile workers automatically, without having to call them on their cell phones. Service technicians benefit tremendously from having easy access to corporate information and from the ability to get answers to their customer's problems without having to involve back office resources.

Communicate in real-time with mobile technicians...
Capture field service activities and parts used...

GoServicePro's Wireless Advisor™ is a fully integrated wireless service platform that enables real-time communication between the dispatching center and field technicians. Wireless Advisor™ allows mobile technicians to work in offline mode while outside of cellular coverage and synchronizes automatically when connectivity is restored. Wireless Advisor™ provides the field technician with an unparalleled suite of field service functionality, allowing them to get driving directions, log time and parts used, generate estimates, receive payments, and manage personal calendars from their handheld device. Wireless Advisor™ is available for Pocket PC and Blackberry platforms and works with all major cellular carriers. The system takes full advantage of GPS capable devices by transmitting its current location to the back office throughout the day, allowing dispatchers to make intelligent, real-time dispatching decisions. With Wireless Advisor™, field technicians are more connected, more productive and more empowered to deliver superior service.



- ✓ **Full-featured mobile platform that supports all critical field service tasks**
- ✓ **Online/Offline store and forward architecture allows the user to continue working when out of cellular coverage**
- ✓ **Integrated support for GPS capable devices**
- ✓ **Pre-integrated with Microsoft MapPoint.NET for routing and turn-by-turn driving directions**
- ✓ **Fully Customizable framework allows for customer specific enhancements**
- ✓ **Remote Diagnostic utility allows administrators to query remote devices and remotely troubleshoot issues**

Wireless Advisor™ Features

- Easy to use and intuitive user interface requires very little training.
- Fully customizable front and back end architecture.
- Supports extensive field service functionality including:
 - Accept/Reject work orders
 - Change Status
 - View Driving Directions and Alerts
 - Log Timestamps
 - Log Time & Expenses
 - Log Notes
 - Log Activities
 - Create/Fulfill Tasks
 - Log Parts Used
 - Order, Receive and Return Parts
 - Maintain Site Configuration
 - Manage Truck Inventory
 - Create & Run Custom Reports
 - View and Maintain Personal Skills and Schedules
 - Create and Print Service Estimates
 - Record Payments and Print Receipts
 - Close Work Orders
- Fully integrated forward and reverse logistics functionality for tracking installations and returns.
- Store and forward online/offline scalable architecture allows users to work when the out of coverage and automatically synchronize when coverage is restored
- Fully encrypted data transmission insures the highest levels of security for sensitive corporate information
- Fully integrated GPS and integration with MapPoint.Net provide Driving Directions and location based reporting
- Works with all major cellular carriers
- Supports Bar Code Scanning and signature capture on capable devices



✓ Reduce Costs

✓ Increase Customer Satisfaction

✓ Improve Operating Efficiency

✓ Increase Revenues

Business Benefits

Reduced Costs

- ✓ Streamlined mobile FE activity reporting reduces data entry time and cost
- ✓ Ability to notify FE of critical changes to schedule in real time improves SLA attainment which reduces contractual penalties
- ✓ Increased accountability for trunk inventory reduces stock outs and leakage

Improved Operating Efficiency

- ✓ Real time feedback on technician activities enables dispatchers to make better mission critical dispatch decisions
- ✓ Real time notification of FE schedule changes insures FEs are working the most important work orders
- ✓ Recording of parts used and defect data enable improved root cause failure analysis

Increased Customer Satisfaction

- ✓ FEs have all pertinent site configuration, site history, and current work order information enhancing first time fix rate
- ✓ Real time management of FE schedules improves SLA attainment
- ✓ Visibility into FE truck inventory insures FE arrives with appropriate parts to fix the customers issue

Increased Revenues

- ✓ FE ability to generate service estimates in the field increase up-sell potential and reduce collection issues
- ✓ Payment collection in the field improves cash flow and reduces back office invoicing efforts
- ✓ Streamlined field processes allow FEs to complete more work orders per day

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