

Service Requests

Service is improved through faster response times and better communication

Track Service Request and Increase Response Time

This module is an advanced communication tool that brings work order software directly to end users eliminating both administrative time for data entry and lost requests.

The Service Request module gives maintenance and non-maintenance personnel the ability to enter a service request on the spot. It streamlines requests for service and repairs, allowing remote users to submit service requests via web browser eliminating the need to install the software on every person's computer. Individuals in off-site warehouses, buildings on campus, etc. can request service instantly, by simply accessing a URL.

Customize the login screen with your company name, logo and welcome message. You can also customize which fields the users see per company, division or location.

■ Benefits:

- Reduce downtime, increase asset life and improve productivity
- Easy-to-access, the browser-based user interface to submit service requests
- Substantially reduce calls to your maintenance department
- Generate faster repairs and service
- Improves tenant satisfaction
- Provide requester with the ability to confirm receipt of a request automatically
- View real-time status reports for work requests and work orders by the asset, building, area, equipment, requester, etc.
- Check for duplicate requests
- Send e-mail message automatically to the requester when work has been accepted or denied
- Notify requester automatically about changed work order status

Document Management

Attach any type of document or multiple files to a record, which can be viewed on a workstation. This includes but is not limited to Word, pdf, Excel, jpg, video and cad drawings. Attach any type of document or multiple files to a record, which can be viewed on a workstation. This includes but is not limited to Word, pdf, Excel, jpg, video and cad drawings.



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