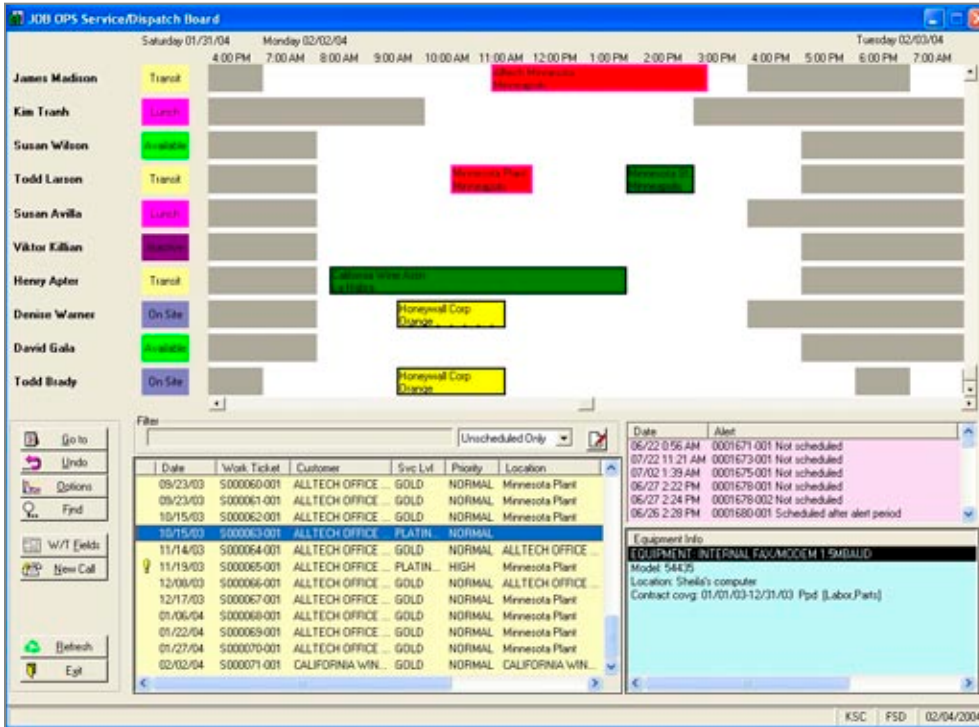# Field Service & Dispatch

The Service & Dispatch dashboard provides you with visibility into customer information, warranty status, service contracts, employee availability, parts and much more.

Integrated Field Service Solution

When your field service needs to stand above the rest, you need the integrated Field Service & Dispatch solution powered by JobOps and industry-leading Sage 100 ERP. This comprehensive solution delivers more than limited import/export tools or standalone products by giving you complete end-to-end functionality from service requests to billing.

Start today by streamlining your services with our fully integrated solution. With Field Service & Dispatch powered by JobOps you'll be able to manage your work orders with ease, track costs, dispatch employees and increase your overall profitability.

Key Benefits:

- Improve your overall customer experience
- Accurately schedule tasks and parts required for service calls
- Efficiently dispatch employees for service calls
- Capture real-time costs for analysis
- Real-time data and reporting
- Track costs against contracts
- Drag 'n drop capability helps you proactively manage scheduling changes
- Send e-mails to customers or employees regarding calls using Microsoft Outlook
- Reduce invoice errors and get paid faster
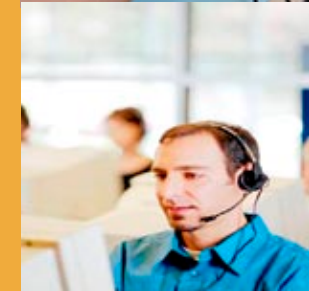
Features

Service Contracts

Field Service & Dispatch addresses contract coverage, billing methods, warranty coverage established globally and individually.

Preventative Maintenance

Service tickets are automatically generated for the preventative maintenance schedule. Multiple schedules for equipment or contracted service are possible.

Service Ticket Dashboard

Using the dashboard, users can click on the *New Call* button to quickly generate service requests. Drag 'n drop scheduling assigns the service person.

Service Style Billing and Invoicing

Dashboard approach to billing allows for easy recording of time and materials and other expenses. Overrides allow for billing beyond the scope of the contracted coverage.

E-mail Notification

E-mail messages may be sent to the customer, technician, salesperson or a group of people to notify them that the technician or service person has been assigned to the call and is on their way.

Full Services History

Full history of past service calls and warranty information of all parts including serialized items is available. If you also sold and/or produced the equipment being serviced, full details of the original build is also available including all labor and material transactions.

Available Repair Parts

Suggested repair parts alert the dispatcher of what materials are typically required. The dispatcher will also have visibility as to which service trucks currently have those parts available.

Technician Calendars

Available hours for each service person are clearly marked in the schedule board. Dispatchers can readily update the status of technicians who report back that they are in transit, running late, out to lunch or not currently available.

MicroSoft Outlook Integration

Once assigned to the service person or technician, details of the service call are posted to the technicians' Outlook Calendar.

Sage 100 ERP Integration

Integration with Sage 100 ERP allows you to manage both back office functions with field services easily.

Powered By

jobops

Eb e-business

Es enhanced scheduling

Pc product configurator

Tt time tracker

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