

## Product Fact Sheet

MobileTEC, an effective extension of the WennSoft Service Management Series, provides back-office information where technicians need it most—the field. Written in .NET technology utilizing the Windows Mobile platform, MobileTEC can leverage all the power and potential that today's technology has to offer.

With MobileTEC, daily activities such as sending new service calls to the field, resolution tracking and initiating new service orders is routine. Core functionality has been designed to address the common needs of field-based employees.

### Service Call Dispatch

When the dispatcher selects a technician for a service call, the following information can be sent securely (using triple DES encryption) to and from the technician in the field:

- Customer information
- Call type and description
- Scheduled date and time
- Location, equipment and maintenance contract information
- Appointment status (en route, arrived, complete, etc.)
- Service call time stamps
- Follow-up e-mails for future work to dispatcher, service manager, etc.
- New multiple service calls
- Guaranteed response times
- Service history, tasks and required response
- Additional information and notes

### Call Closeout

Closing a call in the field facilitates accurate collection of data from technicians and enforces call closeout workflow. This single point of data entry can dramatically reduce administration overhead.

- Technician can record labor hours, personal or company vehicle mileage, reimbursable business expenses and parts usage
- Once the call has been completed, the technician can capture a customer signature and submit a work order containing a description of the completed work to the back office for processing
- A copy of the work summary can also be sent to the customer

### Field Purchase Order

- Users can create a purchase order for a service call in the field.
- A setup option allows users to enter a field purchase order number or have the system automatically generate the number.
- Purchase orders are numerically sequenced and a service call can contain multiple field purchase orders.
- When the appointment is transmitted to the Host, a header record and detail items are created from the information entered by the technician. A Field Purchase Order Inquiry window allows for editing transactions before they are processed into the system.
- The Invoice Posting button will review the Inventory Inquiry and Field Purchase Order Inquiry windows prior to posting to determine if there are pending transactions for a service call. If there are pending items, a warning message will be displayed, enabling the clerk to ensure that billing for service calls includes all costs.

### Maintenance Tasking

- The maintenance tasking feature guides the user through the tasks required to complete an inspection or maintenance procedure.
- Lists tasks to be completed
- Allows users to enter numeric readings, temperatures, voltages and more for each task
- Significantly reduces the amount of time spent documenting routine information
- Completely eliminates handwritten logbooks and reports
- Helps ensure that each step of the inspection or maintenance process is completed
- Collects task information for accurate reporting and analysis



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### Asset Capture Functionality

Field personnel can update equipment information and transmit those changes to be updated the host database.

### Time Entry

- Users can enter all time in MobileTEC, including time against a service call, time against a job or unbilled time
- The time review window will show both job and non-productive time and users will be able to broadcast both from an activity wizard
- Users can create a report (PDF) that can be sent via e-mail or stored on the mobile device for future reference
- Users can also review the time on screen, sign on the device and generate a composite document containing the time report and signature that can be e-mailed

### Paper or E-Mailed Work Orders

Users can create a composite document (PDF) that looks like a paper work order, complete with a signature. The document, including signature and work order data can be e-mailed, printed in the field or sent to the host as an attachment.

### Task Responses

- A tree view is used to illustrate all tasks associated with a service call
- A setup option enables users to select the status used for completed tasks, which allows task completion to be marked with a single checkbox
- A new Task Response that supports a Drop Down List is included
- To ensure consistent entry of required information, task responses will be entered in a simple pop-up window

### Photographic Attachments

Using the camera functionality commonly found in today's mobile devices, users can attach a photograph to a service call. Photographs can then be transmitted to the host and stored as attachments to the service call.

### Handheld Device Requirements

Component	Requirement
Device	Pocket PC or Pocket PC Phone Edition running Windows® 5.0 or 6.0
Memory	128 MB of storage memory 128 MB of program memory
Processor	400 MHz or more
Network	CDMA or GPRS/GSM

### PC/Tablet PC Requirements

Component	Requirement
Operating System	Windows®XP with Service Pack 2 or later (or Windows XP Tablet Edition)
Memory	Minimum of 512 MB
Hard Disk	Approx. 350 MB of available hard-disk space
Display	Super VGA (1,024x768) or higher-resolution video adapter
Other Devices	Microsoft® mouse or compatible pointing device
Other Requirements	Internet Explorer® 6.0 SP1 or later
Wireless Modem	WWAN card (CDMA/GPRS/GSM) and supporting wireless service. Unlimited data plan is recommended

### WennSoft MobileTEC Host System Requirements

Component	Requirement
Computer and processor	PC with a 1-GHz processor required; 2-GHz or faster processor recommended Support for up to four processors on one server
Memory	1 GB of RAM required; 2 GB or more recommended; 4 GB maximum
Hard Disk	20 GB for Operating System and MobileTEC Host Application
Drive	CD-ROM or DVD-ROM drive
Network Card	100 Megabit NIC card required; Gigabit NIC card recommended
Display	VGA or hardware that supports console redirection required; Super VGA supporting 800 x 600 or higher resolution monitor recommended



### **Document Transmission Options**

Users can transmit attachments (PDF/JPEG/PNG) bi-directionally from host to client and client to host to close the loop on visual attributes of a service call.

### **Client Dispatch Board Filters**

The MobileTEC client dispatch board offers enhanced flexibility and filters like the host system, allowing users to move columns and sort by column while retaining the original settings. Users can also filter by both date range and call type.

### **Inventory Tracking by Technician**

- Stocking levels are associated to a particular technician
- Each technician's location inventory is transmitted to the mobile device
- Inventory functionality supports both cost and list price
- Inventory levels are dynamically updated based on technician activities and use of inventory in the field

### **Zero Hours for Activities**

In order to account for all technician time in scheduling, technicians can enter zero hours for an activity (work orders, Job Cost job tasks, etc.). Users can then complete the activity and remove it from the Technician Board, but a transaction will not be sent to TimeTrack.

