

Quick Start Guide

To install Cingular Field Service Automation on

Field Service Automation Solutions

powered by Corrigo

Logging In on a BlackBerry



Navigating to Your Work Order



Picking up and starting the Work Order (Status New to Open: In Progress)

🕎 WO0037
Type: <u>Request</u>
status: <u>New</u>
C <u>u</u> stomer: <u>Professional Printers, Inc.</u>
Contact: <u>Sammy Reshevsky</u>
Contact At: <u>(706) 555-3492</u>
Address: <u>8972 N. 5th Street ,</u>
Portland, OR, 97502

1. Scroll to the Status line, near the top of the work order details screen, click the trackwheel, and choose Select.

🖸 Action Menu
New 0:00 None
Select your new action: Pickup
Pickup and Start
Needs Attention
On Hold

2. On the Action Menu, highlight Pickup and Start, click the trackwheel, and click Select.



3. The Work Order displays again with the status of Open.



Quick Start Guide

Field Service Automation Solutions

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Completing the Work Order (& Adding Labor, Materials and Repair Categories)

🖸 WO0037
Fype: <u>Request</u>
status: <u>Open:InProgress</u>
2 <u>u</u> stomer: <u>Professional Printers, Ir</u>
Contact: <u>Sammy Reshevsky</u>
Contact At: <u>(706) 555-3492</u>
Address: <u>8972 N. 5th Street ,</u>
<u>Portland, OR, 97502</u>
bisp:

1. Open Complete WO

Action Menu
Dpen:InProgress 0:00 REG
Select your new action:
Split Time
Complete
Pause
Needs Attention

On Hold

Highlight the status line, click the trackwheel, and choose Select. On the Action Menu, highlight Complete and Select.

omplete WO
W00037
RepairCode : Select RPR Category
Labor : Oh 13m
Materials : 0.00
AllCosts :
Comments :

On the Complete WO screen, you can enter Repair Codes and add Labor and Materials before submitting the work order.

D			
Ž	Omplete WO	Repair Cat	Repair Cat
ز	W00037	HVAC	Replaced compressor
	RepairCode : Select RPR Category		Adjusted temperature
ğ	Labor : Oh 13m		Repaired compressor
ע	Materials : 0.00		Replaced component
2	AllCosts :		Called vendor
2	Comments :		Repaired thermostat
ť	Highlight Repair Code, click the track-	Highlight the Repair Category, click	Choose the Repair Code, click the
•	wheel, and Select.	the trackwheel, and choose Select.	trackwheel, and choose Select.
1			
Ş	P Labor Costs	2 Labor	Labor Costs
5	Labor - Oh 13m Delete Item	Etart date: Mar 27, 2007 12:00 AM	Labor - Oh 38m Delete Item
_	REG (Active) - Oh 13m Back	Duration: U:20	REG (Active) - Oh 18m Back
5	Minimize		REG - Oh 20m Minimize
٢	Exit	A CO	Exit
i		M WE	
	On the Complete WU screen, nightight	Edit the labor start date, Duration, and	Verify the labor totals, then click the
	and Select Labor, then click the track-	Labor Code as needed, then click the	trackwheel and choose Back.
	wheel and choose Add Labor.	trackwheel and choose Save.	
<u>v</u>	Material Costs Select	Materials Save	Partial Search
	Material Costs Materials - \$0.00	Materials Froduct: <select ma<="" th=""><th>Partial Search</th></select>	Partial Search
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