

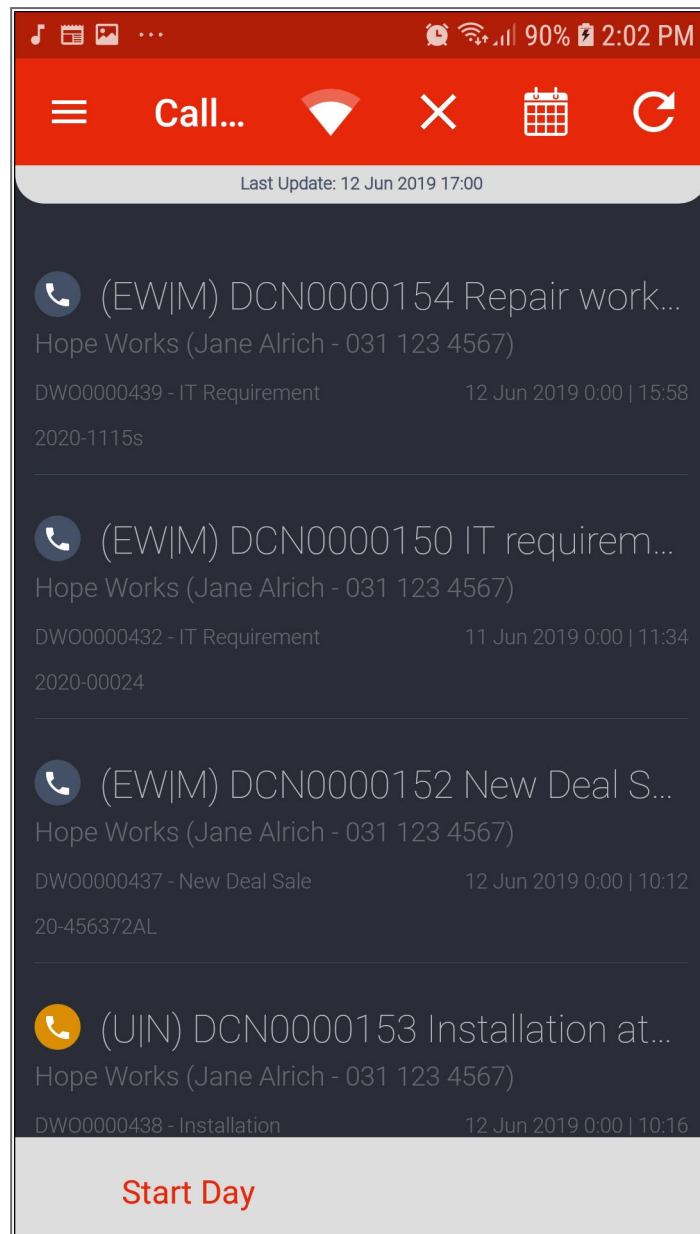
# TECHCONNECT

## ENVIRONMENT

### TECH CONNECT CALL SCREEN

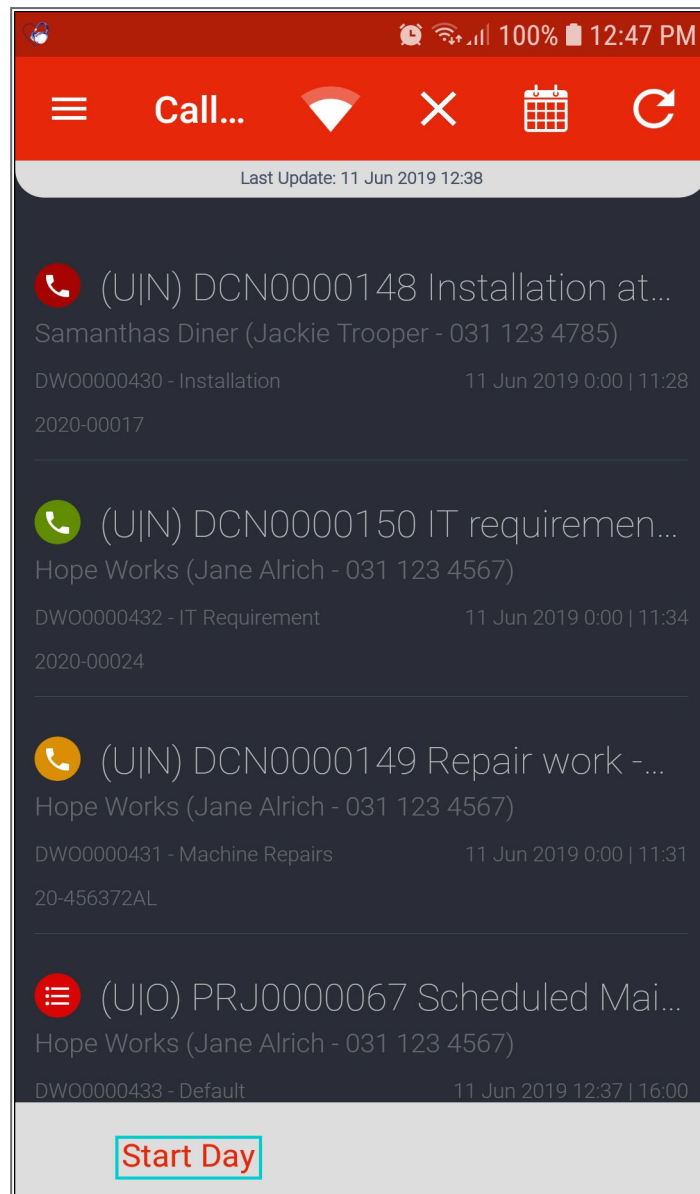
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- After logging in, a list of calls / projects assigned to you will appear in the ***Calls List*** screen.
- If there was a period where you did not have internet connection, you can select Refresh to check for any additional calls.
- From this screen, you can:
  - View assigned calls
  - Accept / Reject a call
  - Switch to Online / Off-line mode
  - Update current call (you can only work on one call at a time)
  - View your boot stock
  - View Time for the day
  - View Travel for the day
  - View Expenses for the day
  - Configuration: Refresh boot stock, 'main' warehouse part list, and services list.
  - When your work is done for the day: End Day
- **Tip:** Press **Back** on your device to go back to a prior screen.



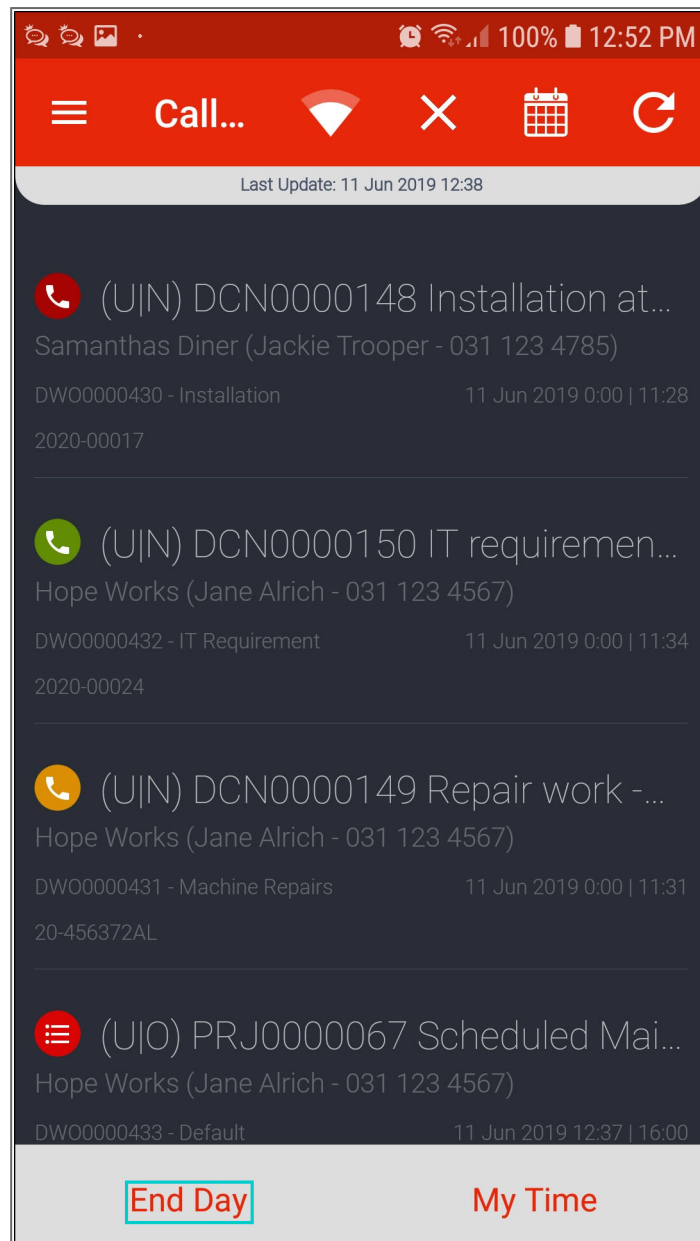
## START DAY

- Once you are ready to begin work, click on **Start Day**.



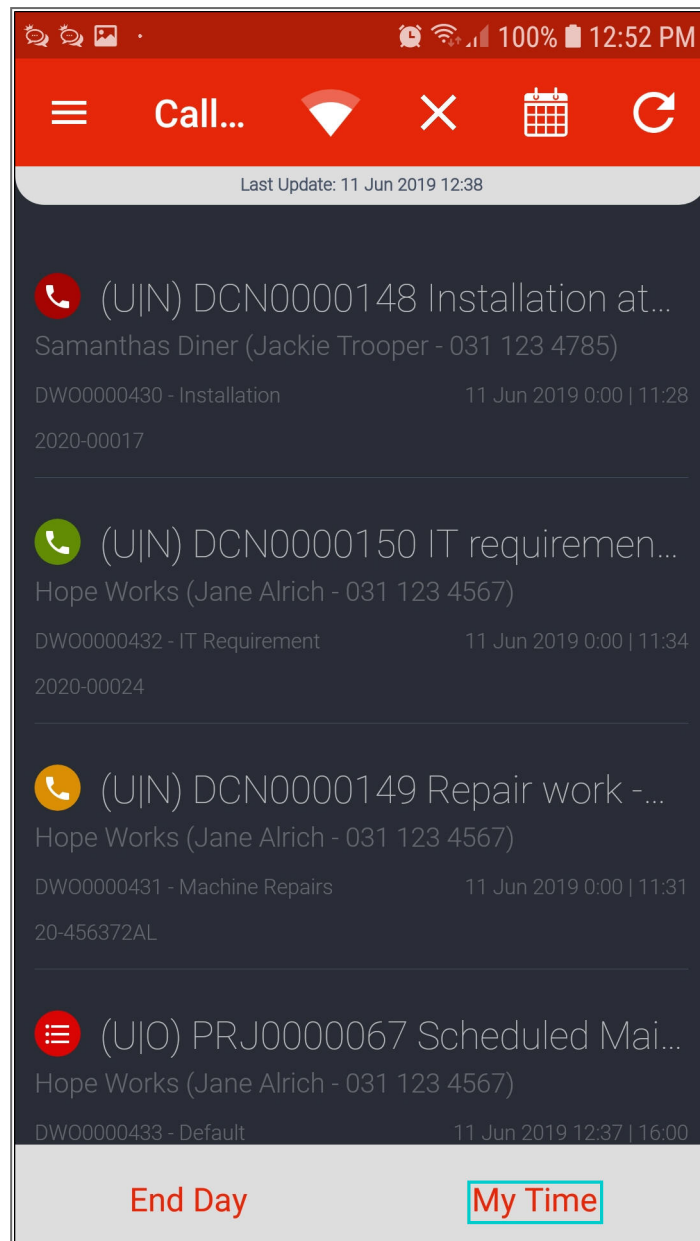
## END DAY

- Once all calls are done for the day, click on **End Day**.

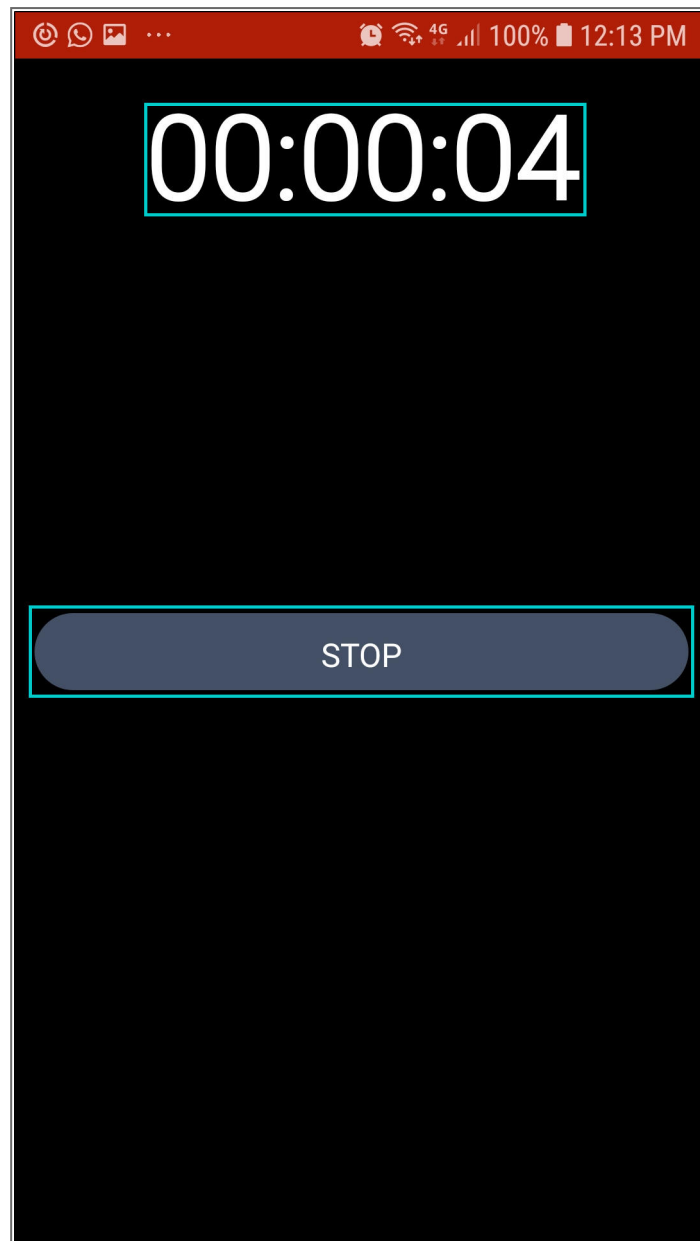


## MY TIME

- Click on **My Time**.

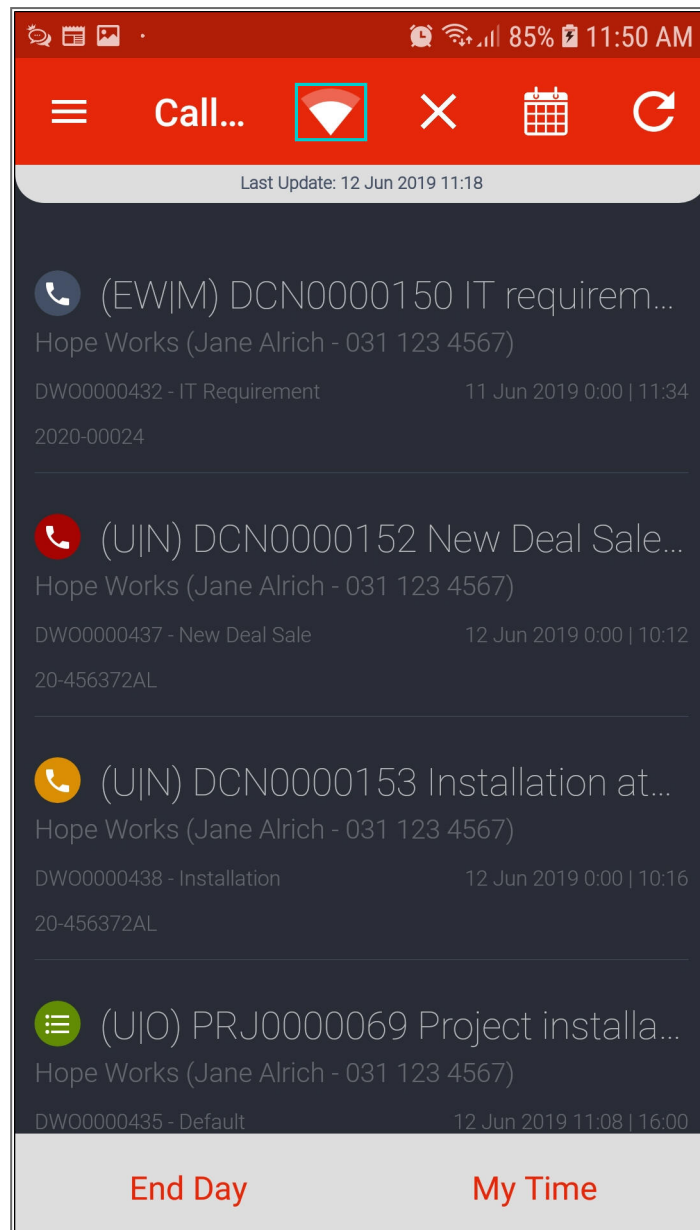


- The **Timer** will be displayed.
- Click on **Stop** to stop the **Timer** and you will return back to the **Calls List** screen.

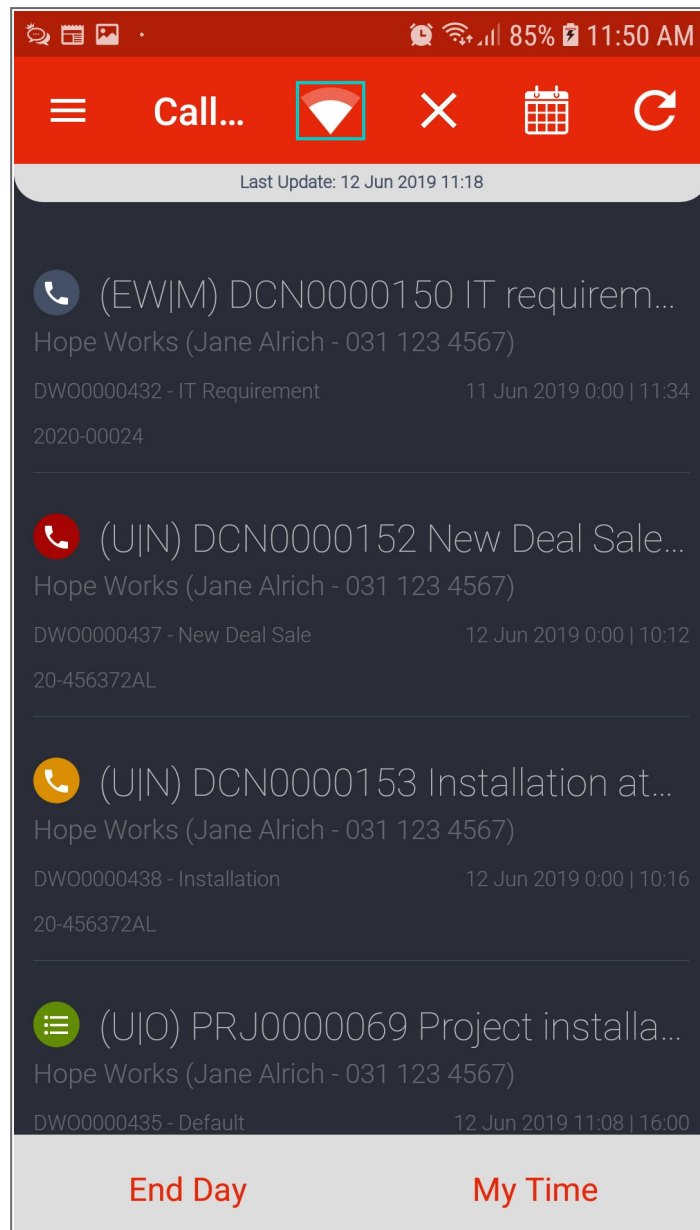


## ONLINE / OFFLINE MODE

- By default, *Tech Connect* will be *Online*.
- When *Tech Connect* is *Online*, the network icon will be 'activate'.
- In this image, *Tech Connect* is *Online*.

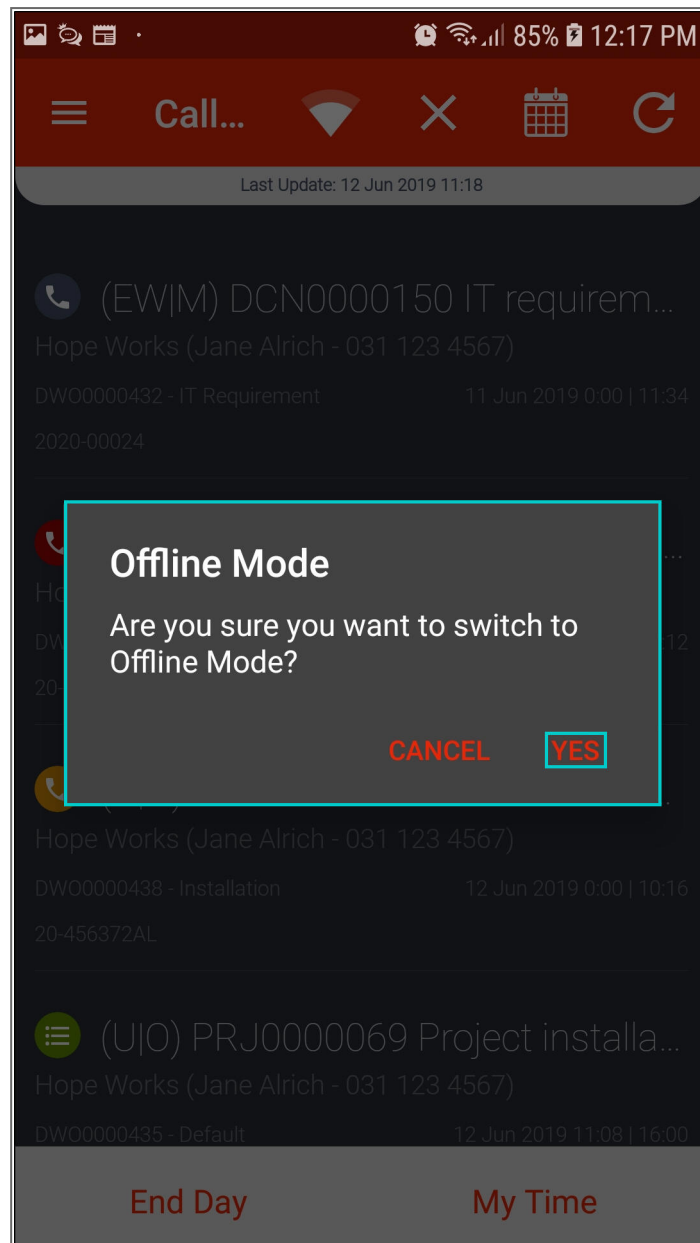


- To switch to **Offline** mode,
- click on the network icon.

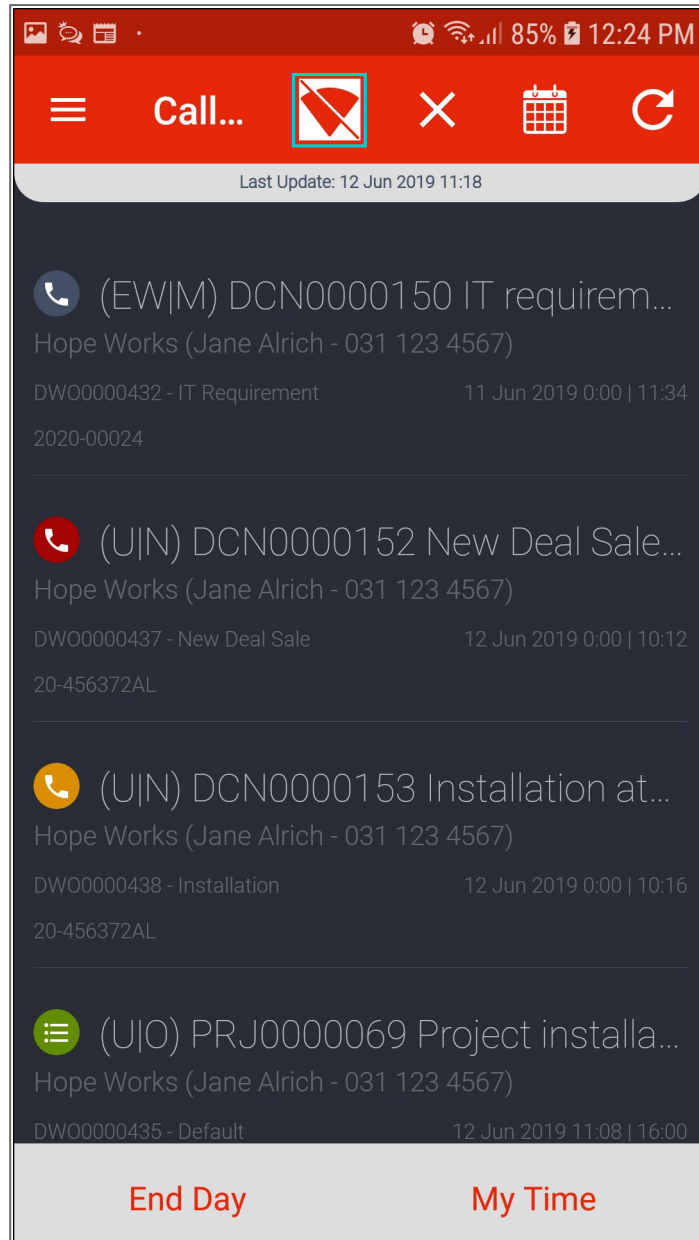


- An **Offline** mode message will pop up asking you;
  - ***Are you sure you want to switch to Offline Mode?***
- Click on **Yes**.

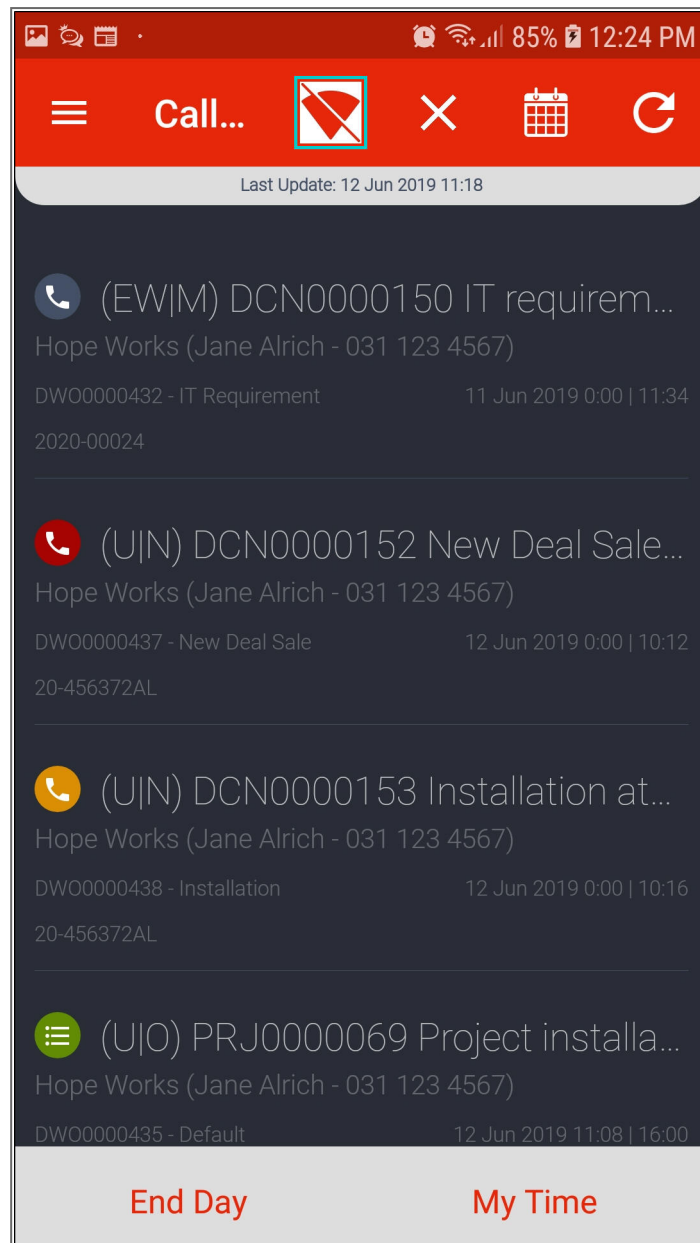




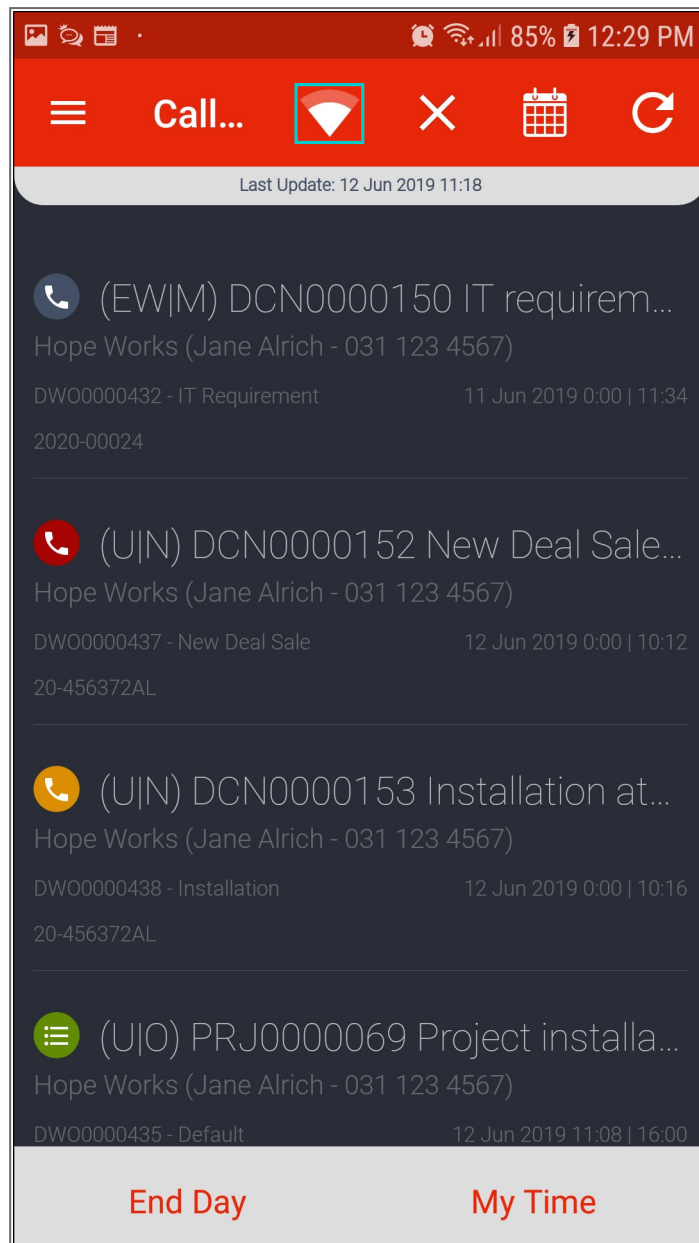
- The network icon will become 'cancelled'.



- To switch back to **Online** mode,
- click on the 'cancelled' network icon.

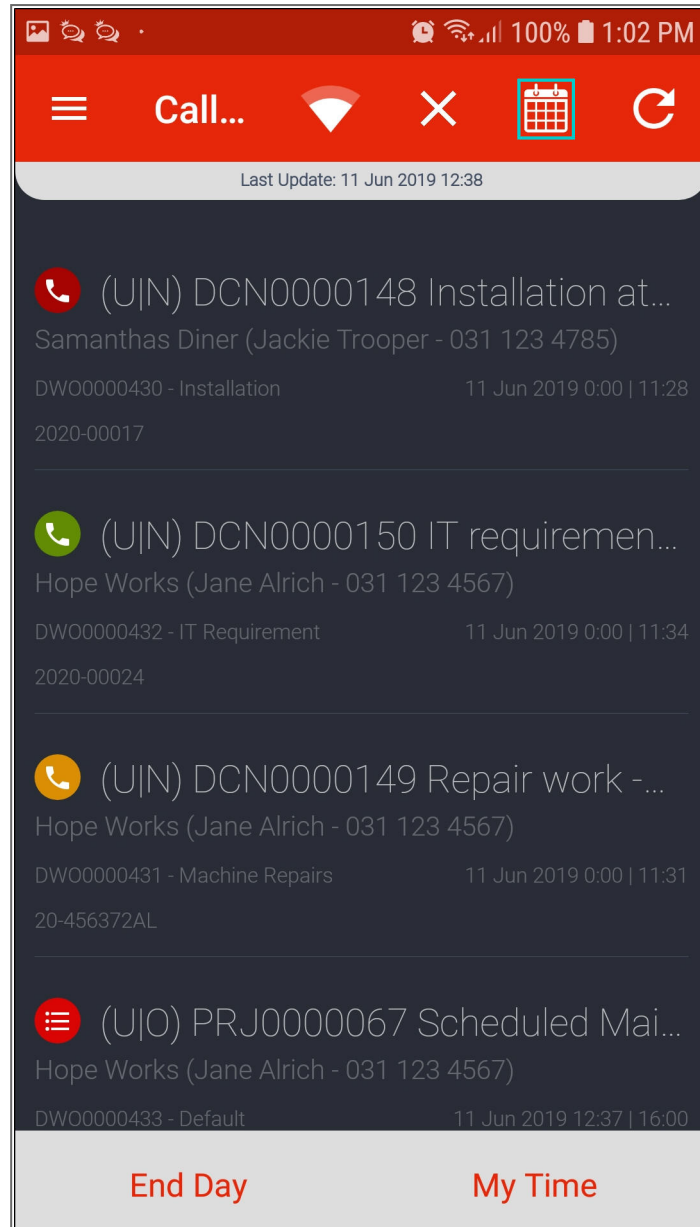


- The network icon will become 'active'.





## VIEW CALLS BY DATE

- Click on the **Calendar** icon.



- A **Calls Filter** screen will be displayed.
- Click on the desired date.
- The selected date will change colour to **red**.
- Click on **Filter**.

Calls Filter

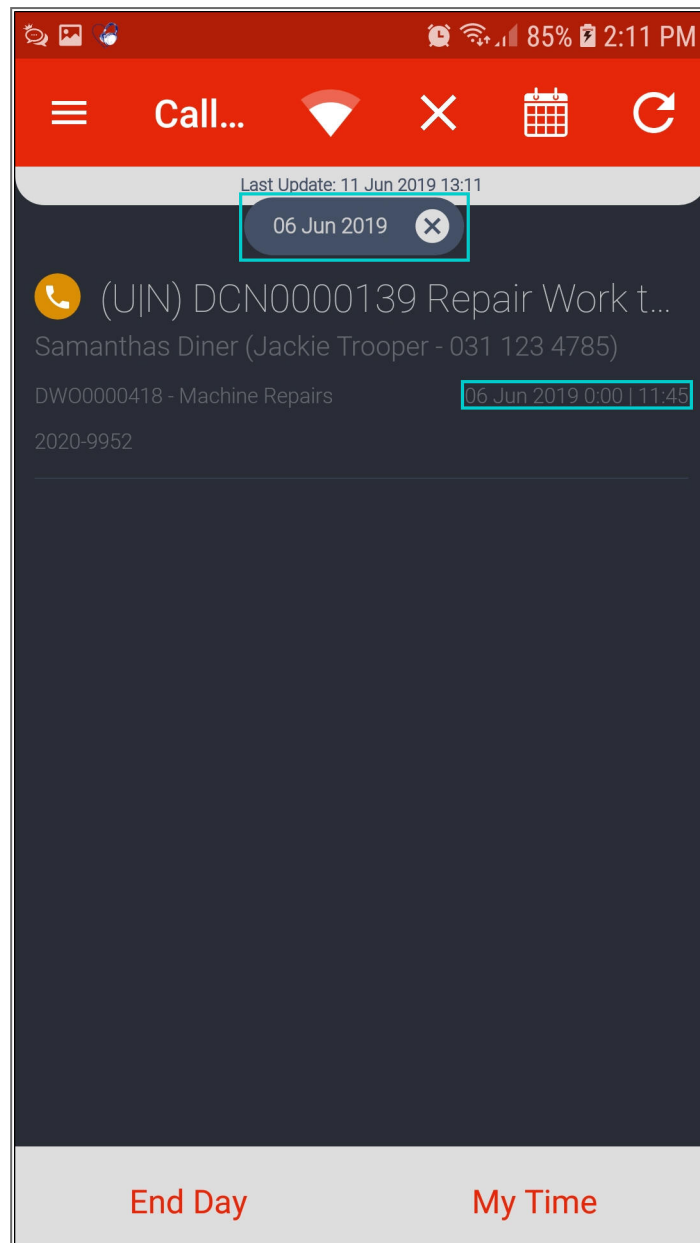
June 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

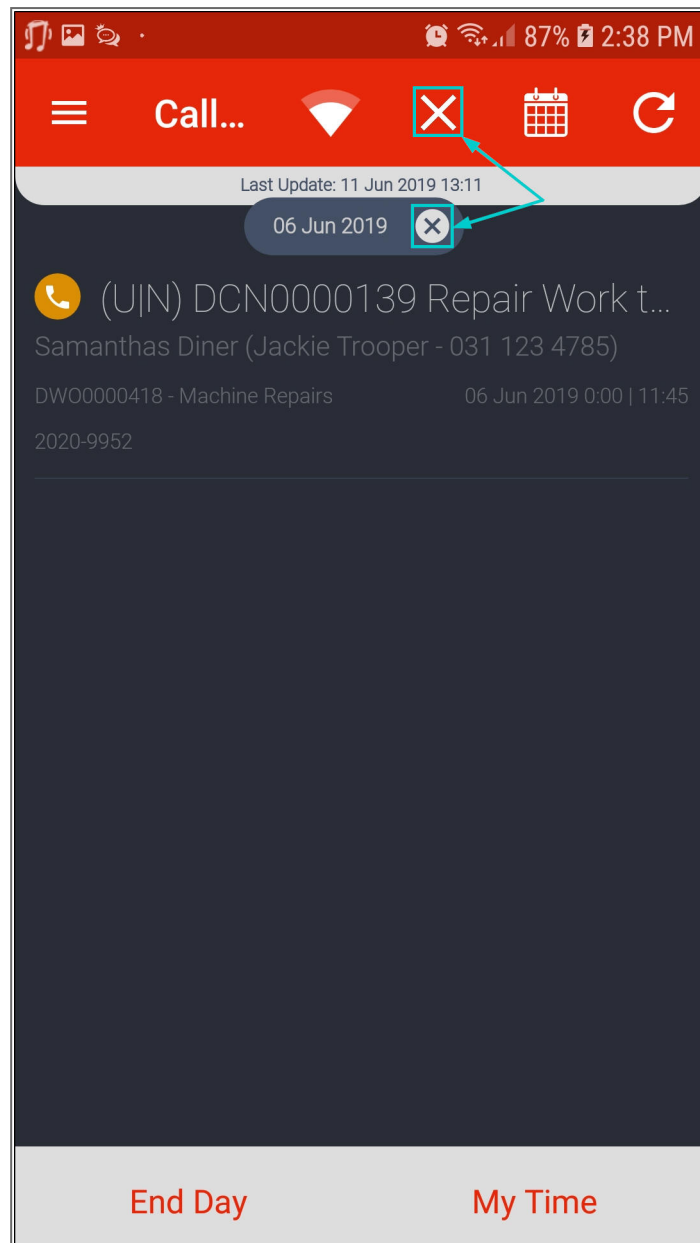
Filter

Cancel

- The call list will now be filtered by the selected date.
  - **Note:** The date displayed and filtered for, is the Scheduled Start Date of the underlying work order.



- To remove the filter, click on the (X) button in either the **Filter Calls by Date** section or the **Calls List** screen.

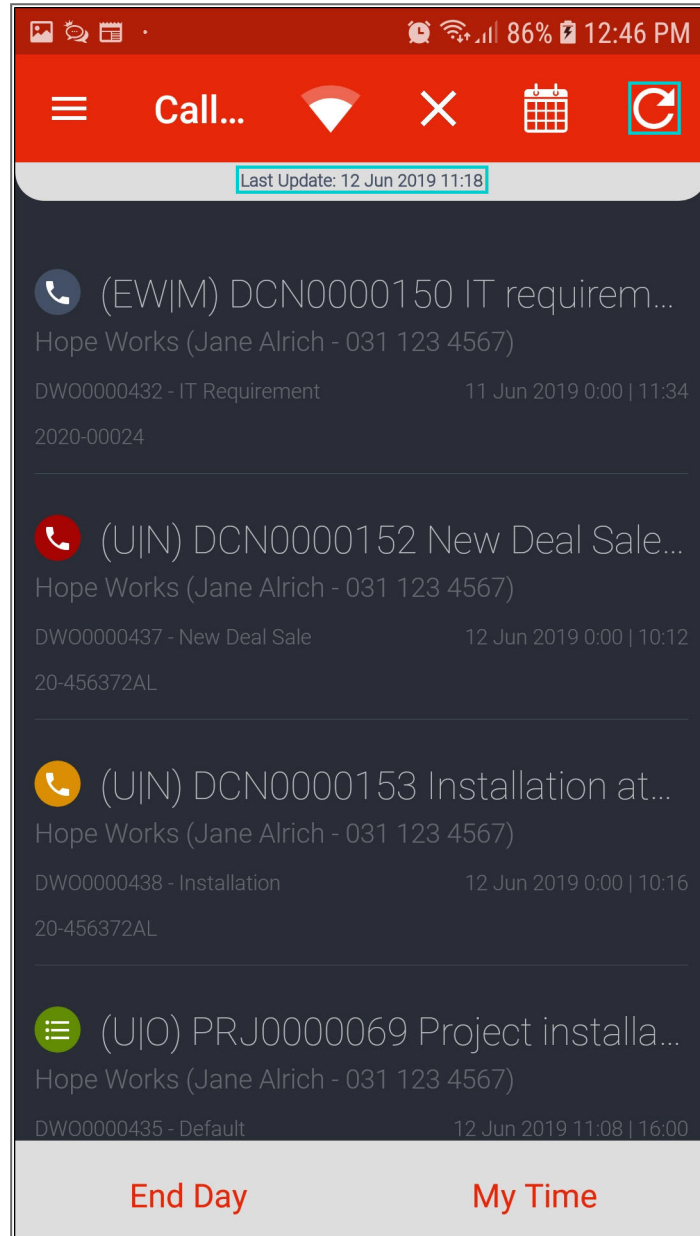


## SYNCING AND REFRESHING

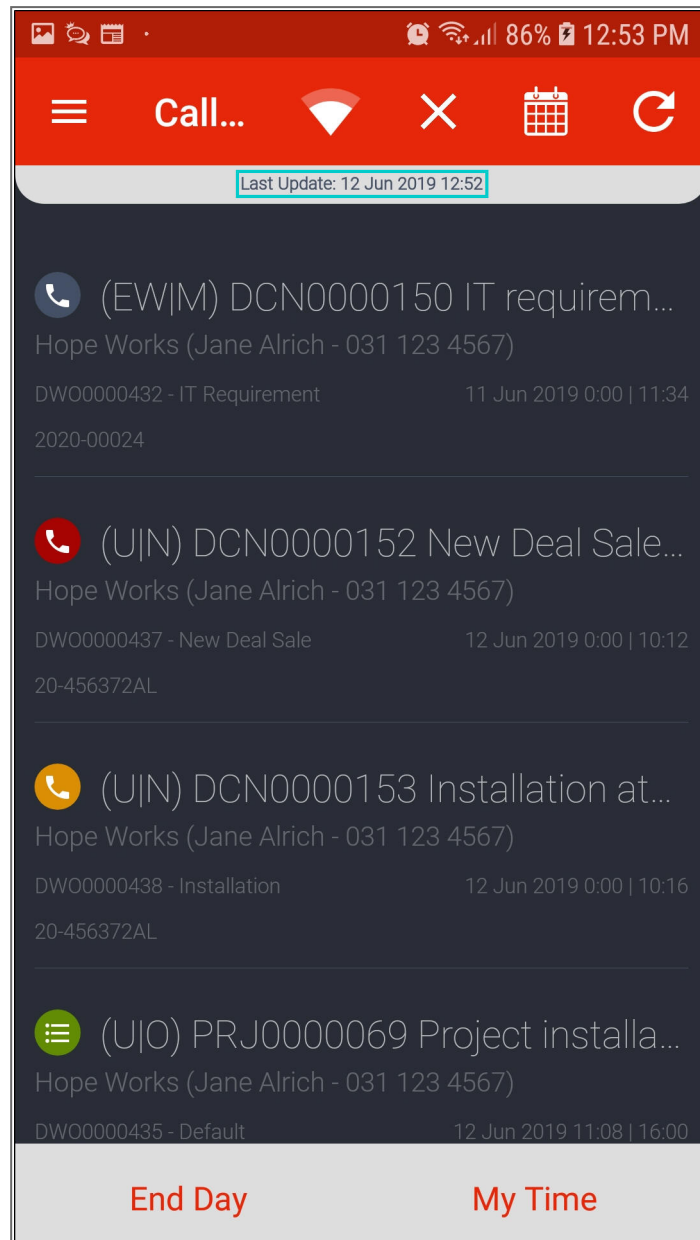
- Due to the functionality that enables the use of **Tech Connect** *off-line*, data is saved to the phone and will sync with the database, via the **TechWebService**, whenever a connection is available.



- It is essential that the **Call Centre** does not close off calls whilst the Technician is still working on a call or is offline.
- Syncing will happen during different application events but you can sync / refresh your data manually.
- **Last update [ ]** shows you the date and time the data was last manually refreshed.
- To refresh your data manually, click on the **Refresh** button.



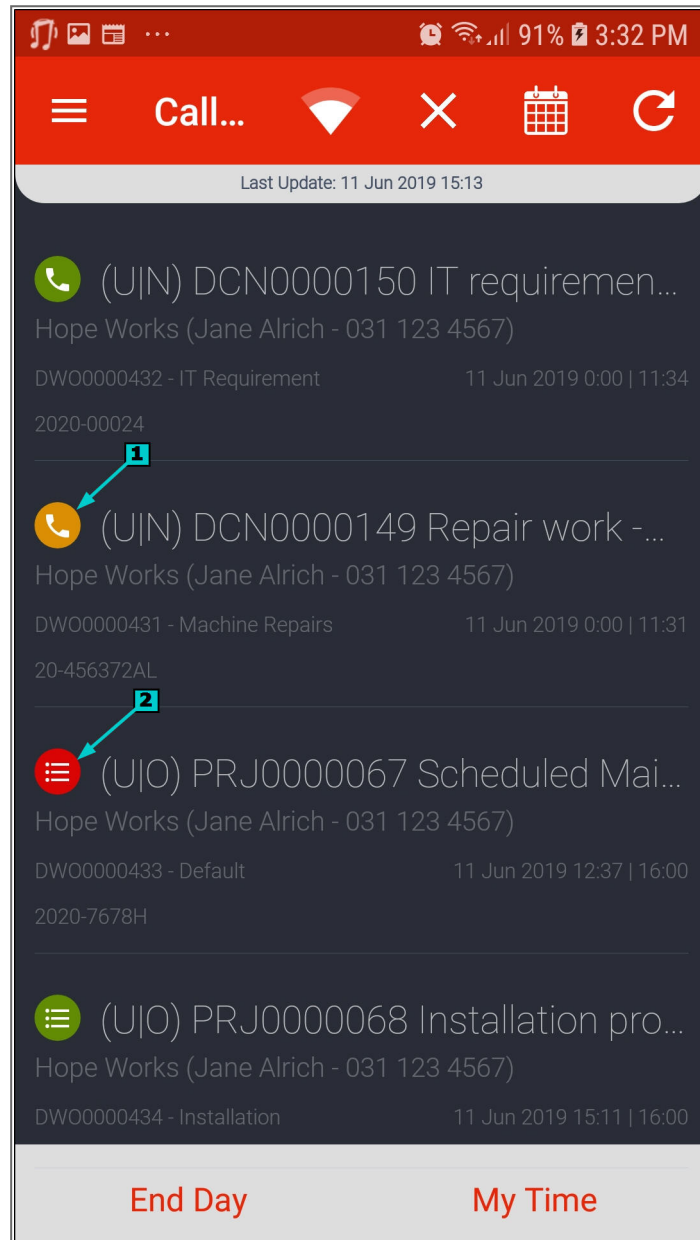
- The **Last Update [ ]** will change to the current date and time.



## ASSIGNED CALLS / PROJECTS

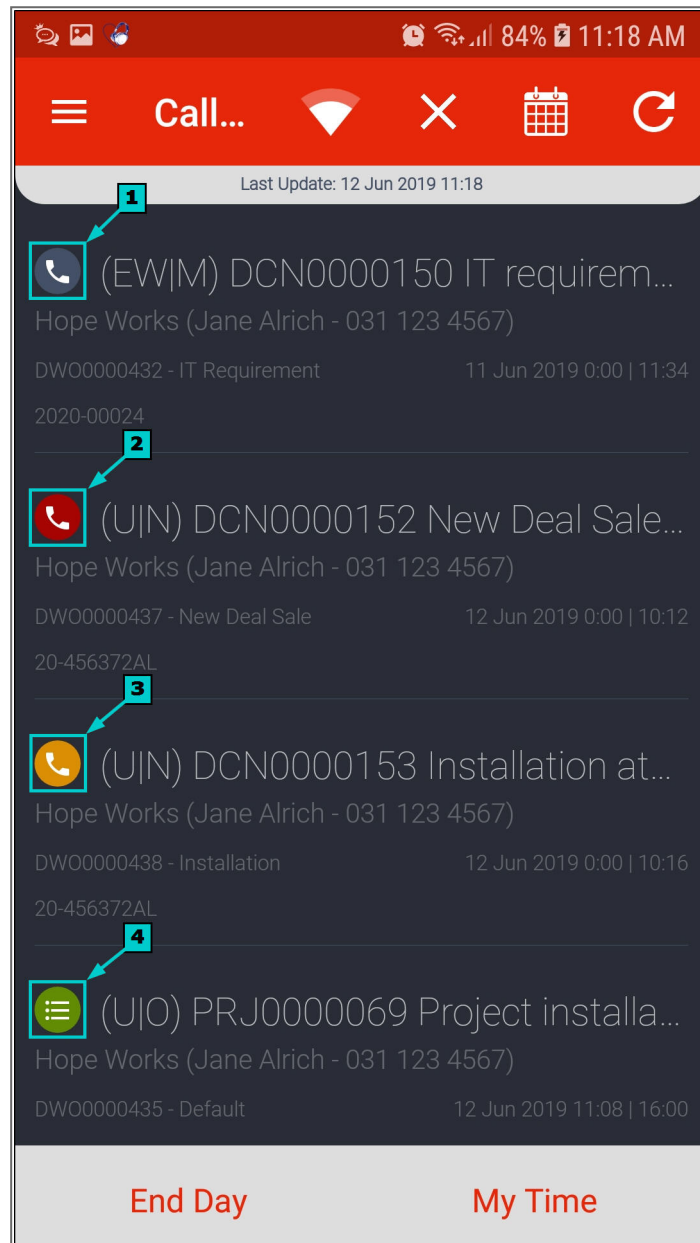
### CALL / PROJECT ICON

- If a work order is linked to a
  - Call** - a phone icon will display.
  - Project** - a '3 task list' icon will display.



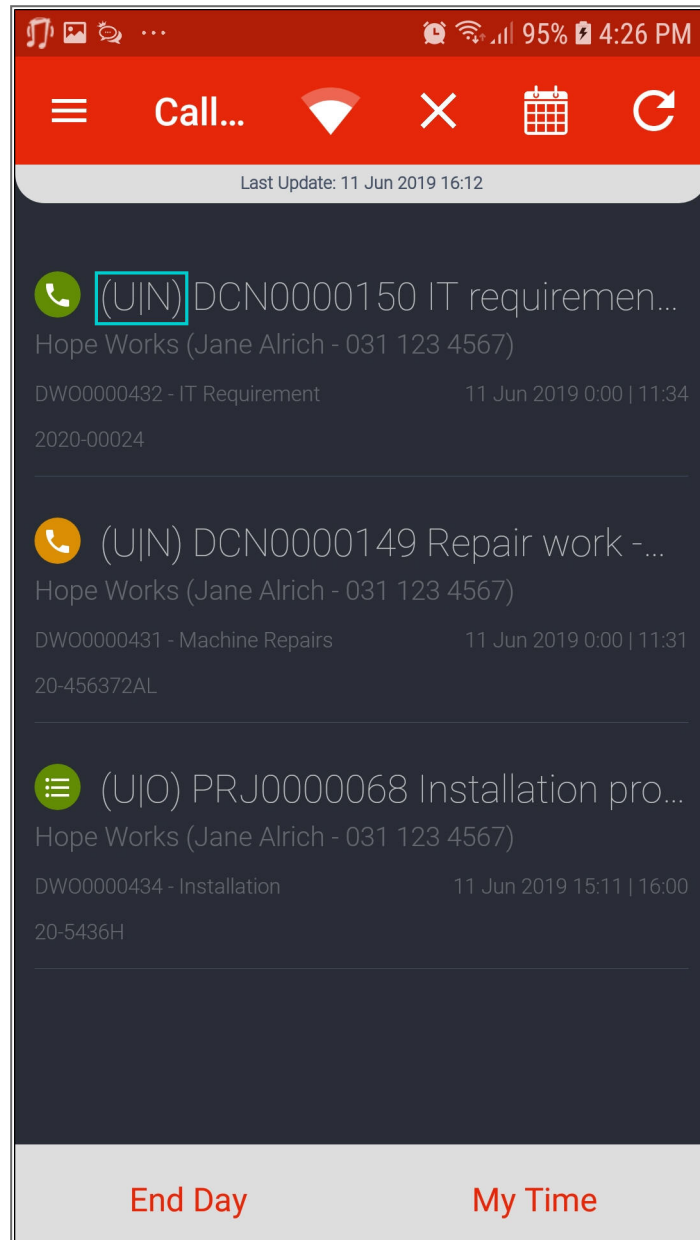
## WORK INFO CIRCLE

- The work info circle will be:
  - Grey** for **Completed** Work,
  - Red** for **High Priority** Work,
  - Orange** for **Medium Priority** Work
  - and **Green** for **Low Priority** Work.

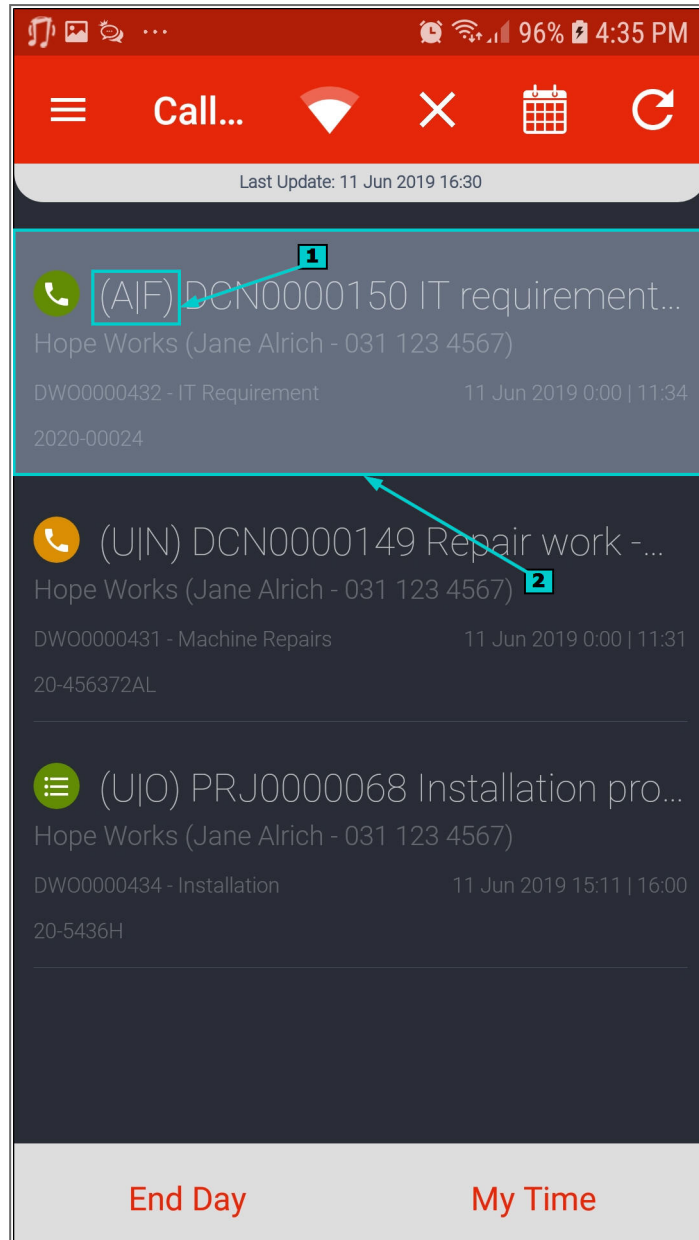


## CALL STATUS

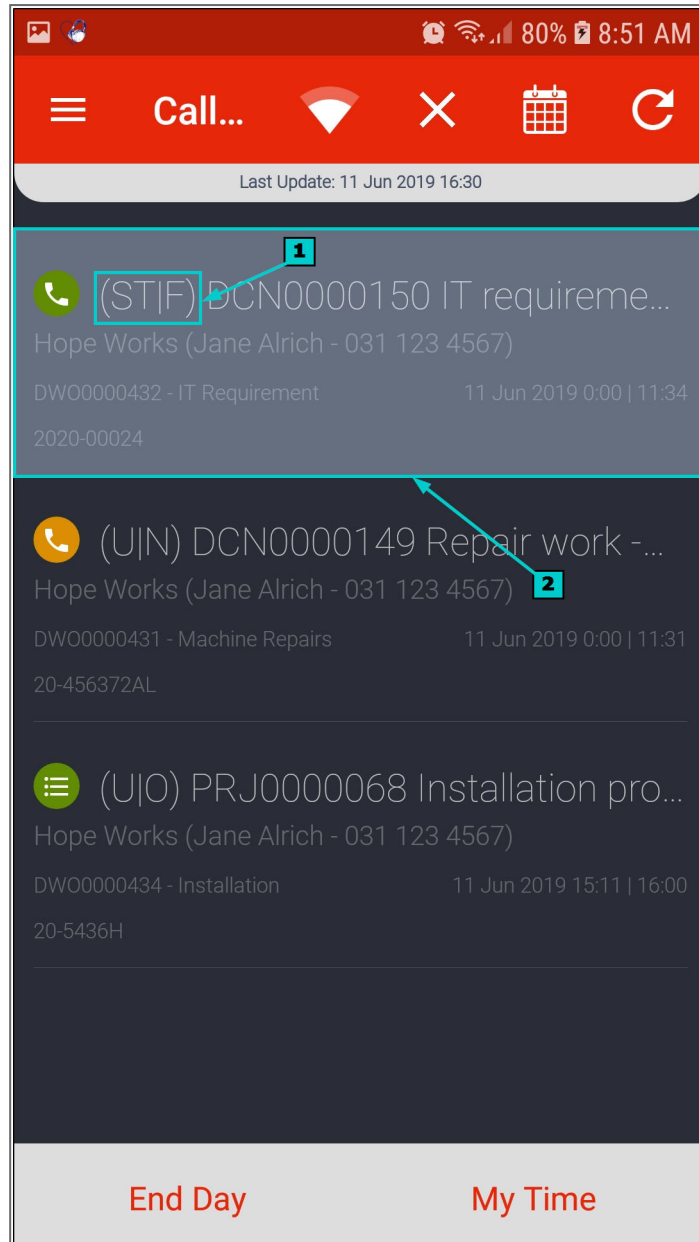
- If a work order linked to a call is awaiting acceptance - you will see the status as;
  - **(U|N)** - Awaiting Acceptance | New
- The call will be in Status - **New** in the **Call Listing** screen in **BPO**.



- If a work order linked to a call has been accepted - you will see the status as;
  1. **(A/F)** - Accepted | In progress
  2. and the colour will be **grey**.
    - Sometimes the status displays as **(A/N)** - Accepted | New but changes as soon as the screen is **refreshed** to **(A/F)**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.

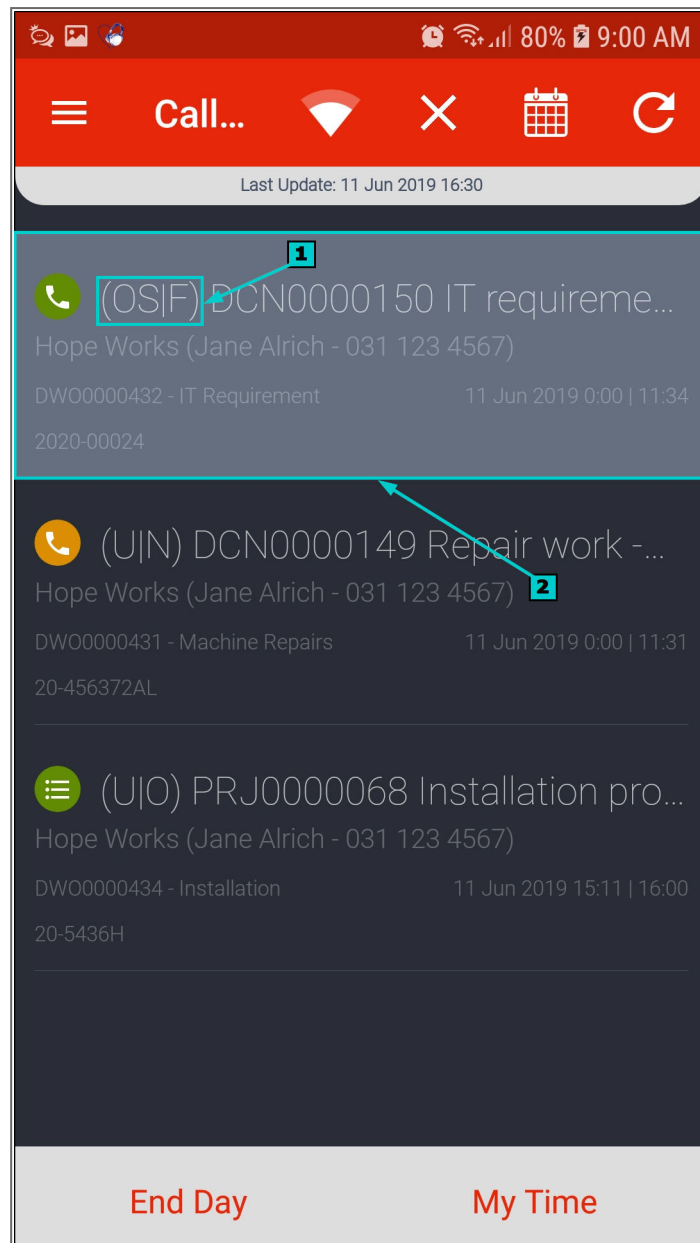


- If a work order is linked to a call and start travel has been selected - you will see the status as;
  1. **(ST/F)** - Start Travel | In progress
  2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.

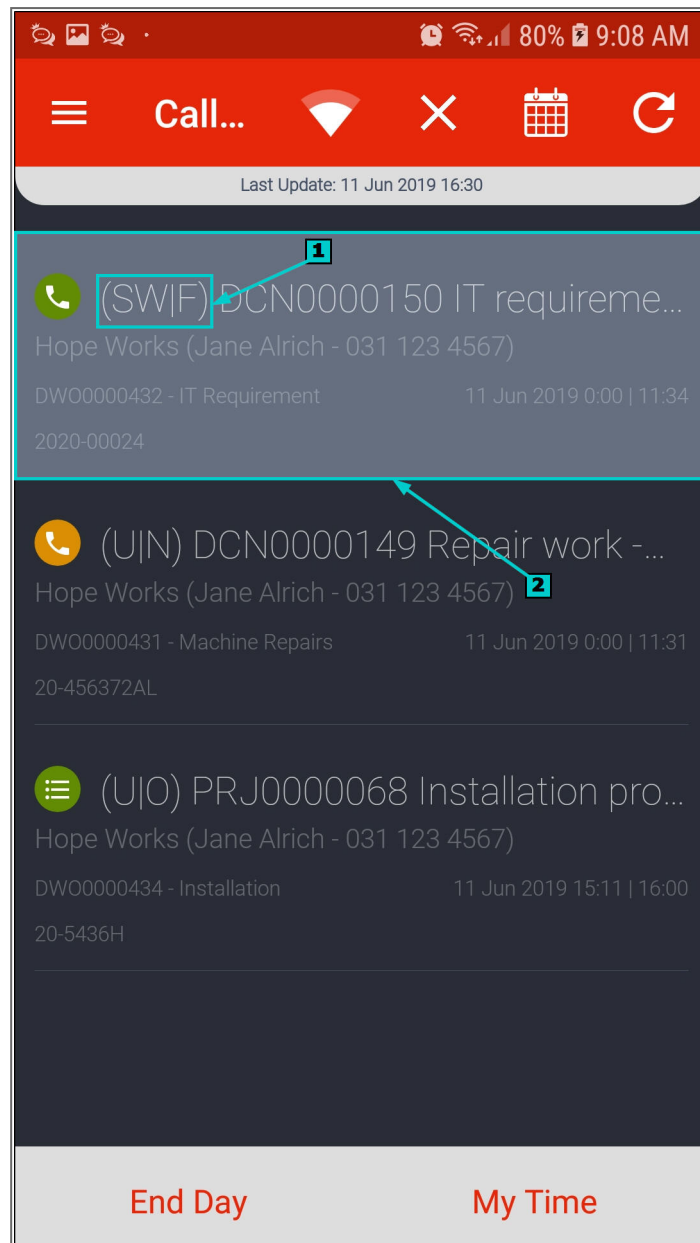


- If a work order is linked to a call and on site has been selected - you will see the status as;
  1. **(OS/F)** - On Site | In progress
  2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.



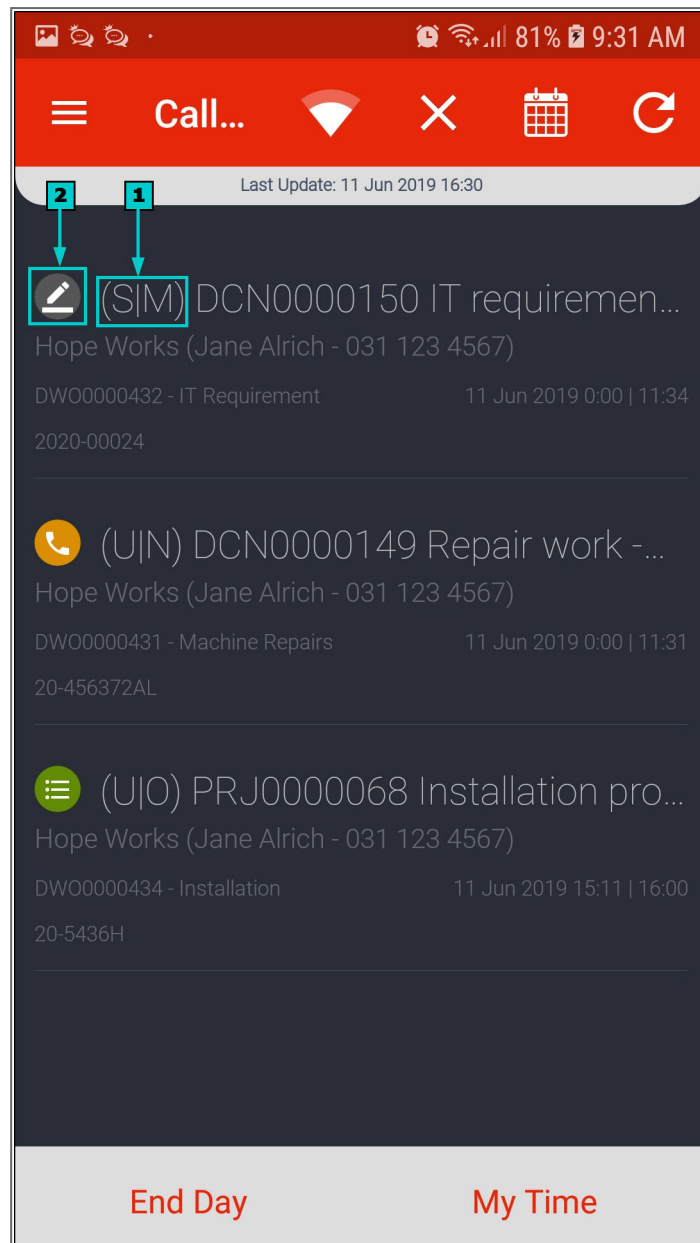


- If a work order is linked to a call and start work has been selected
  - you will see the status as;
    1. **(SW/F)** - Start Work | In progress
    2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.



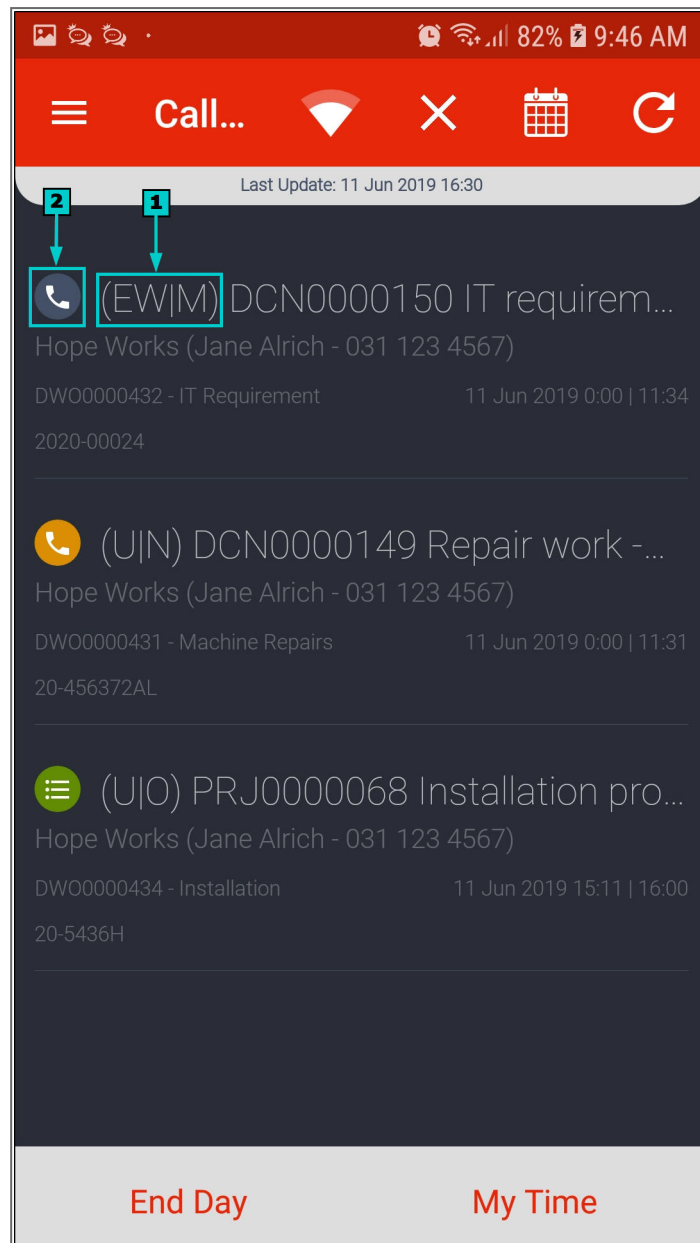
- If a work order is linked to a call and end work has been selected without signing off the work - you will see the status as;
  1. **(S/M)** - Awaiting Signature | Complete
  2. and a signature icon will be displayed and the **work info circle** will be **grey**.

- The call will be in Status - **Complete** in the **Call Listing** Screen in **BPO**.
  - **Note 1:** Only a call / project that was ended as Resolved will be displayed in this status.
  - **Note 2:** If work was ended as Unresolved or Unresolved Client without signing off the work, the call / project will be removed from the screen immediately.



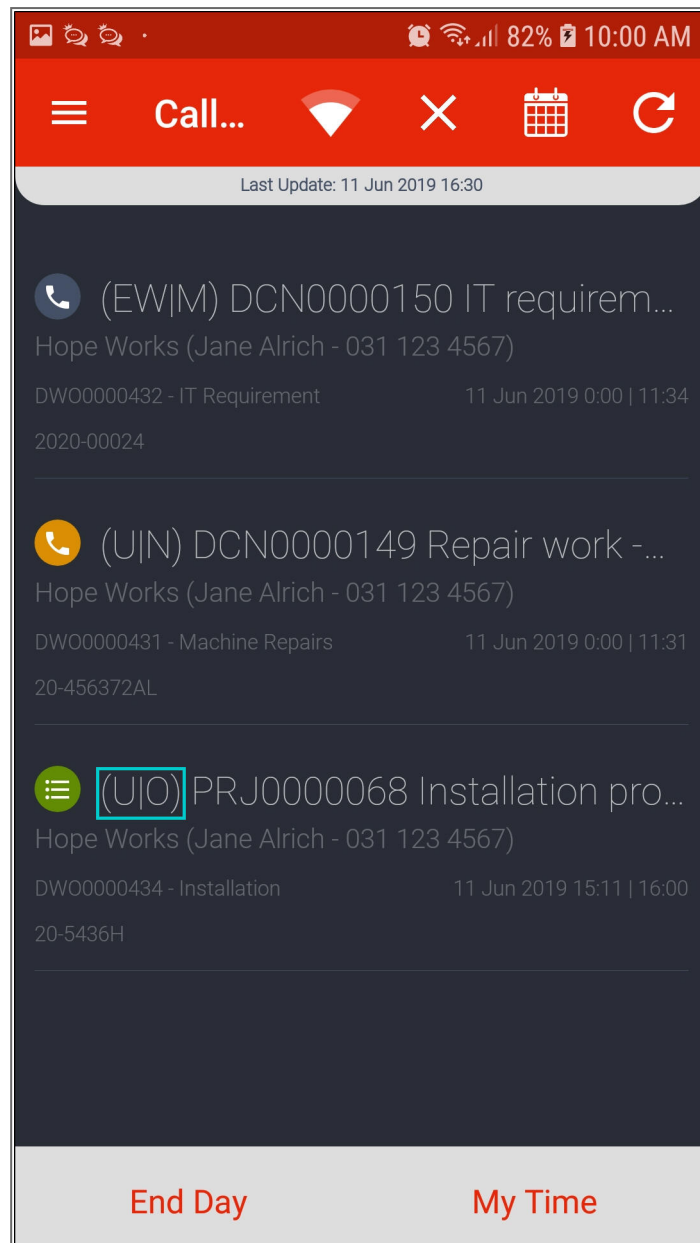
- If a work order is linked to a call and work has been ended and signed off - you will see the status as;
  1. **(EW/M)** - End Work | Complete
  2. and the work info circle colour around the call icon will be **grey**.

- The call will be in Status - **Complete** in the **Call Listing** Screen in **BPO**.
  - **Note 1:** If work was ended as Resolved, the call / project will remain on the technicians list until the following day, unless closed from **BPO** the same day.
  - **Note 2:** If work was ended as Unresolved or Unresolved Client, the call / project will be removed from the screen immediately or when the the screen is refreshed.

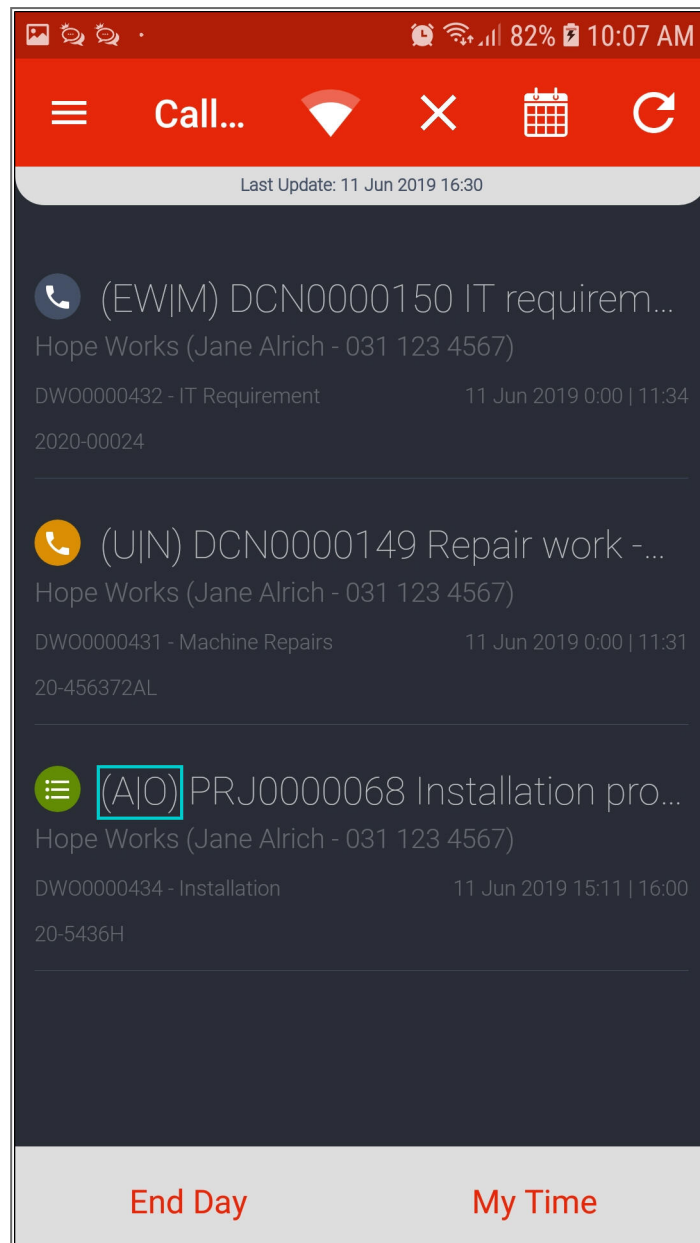


## PROJECT STATUS

- If a work order linked to a project is awaiting acceptance - you will see the status as;
  - (U|O) - Awaiting Acceptance | Open
- The project work order will be in Status - **Open** in BPO.

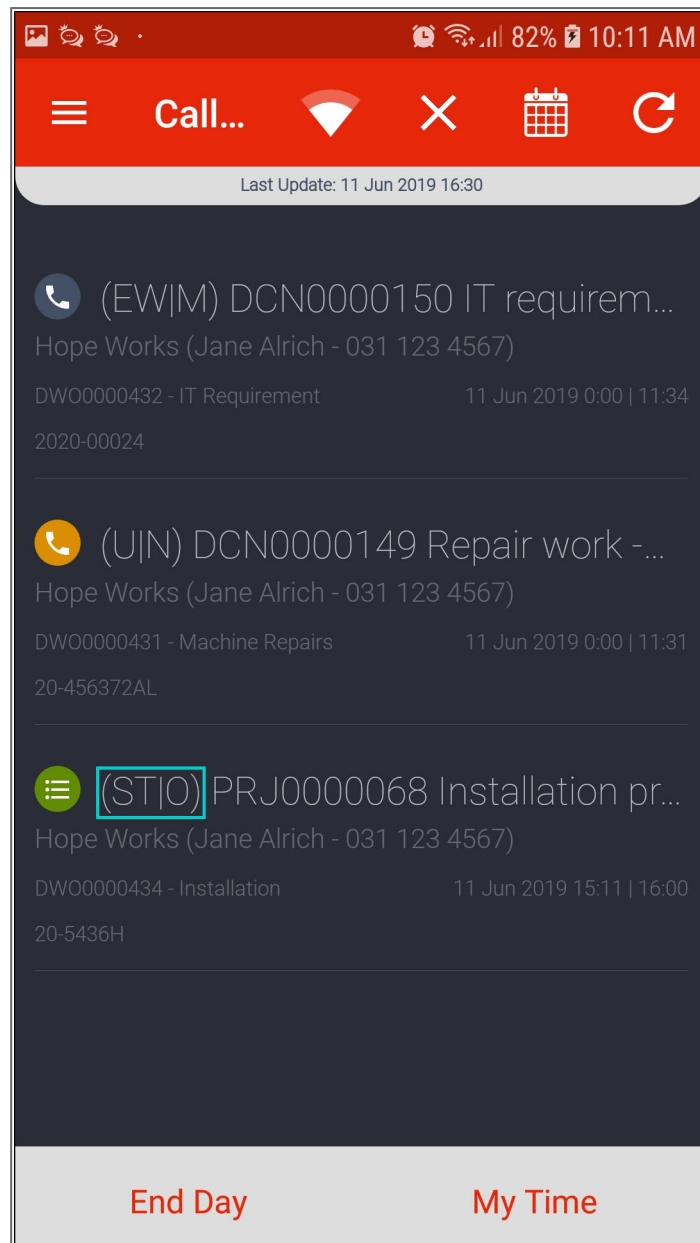


- If a work order linked to a project has been accepted - you will see the status as;
  - **(A/O)** - Accepted | Open
- The project work order will be in Status - **Open** in **BPO**.

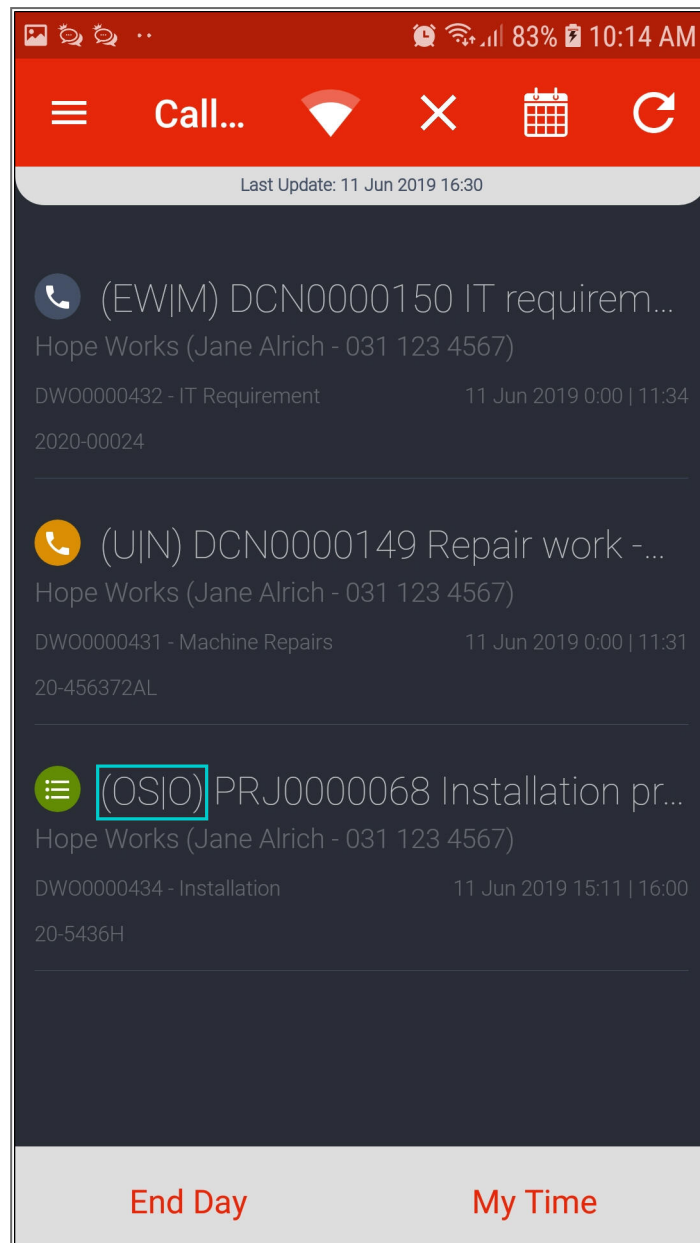


- If a work order is linked to a project and start travel has been selected - you will see the status as;
  - **(ST/O)** - Start Travel | Open
- The project work order will be in Status - **Open** in **BPO**.

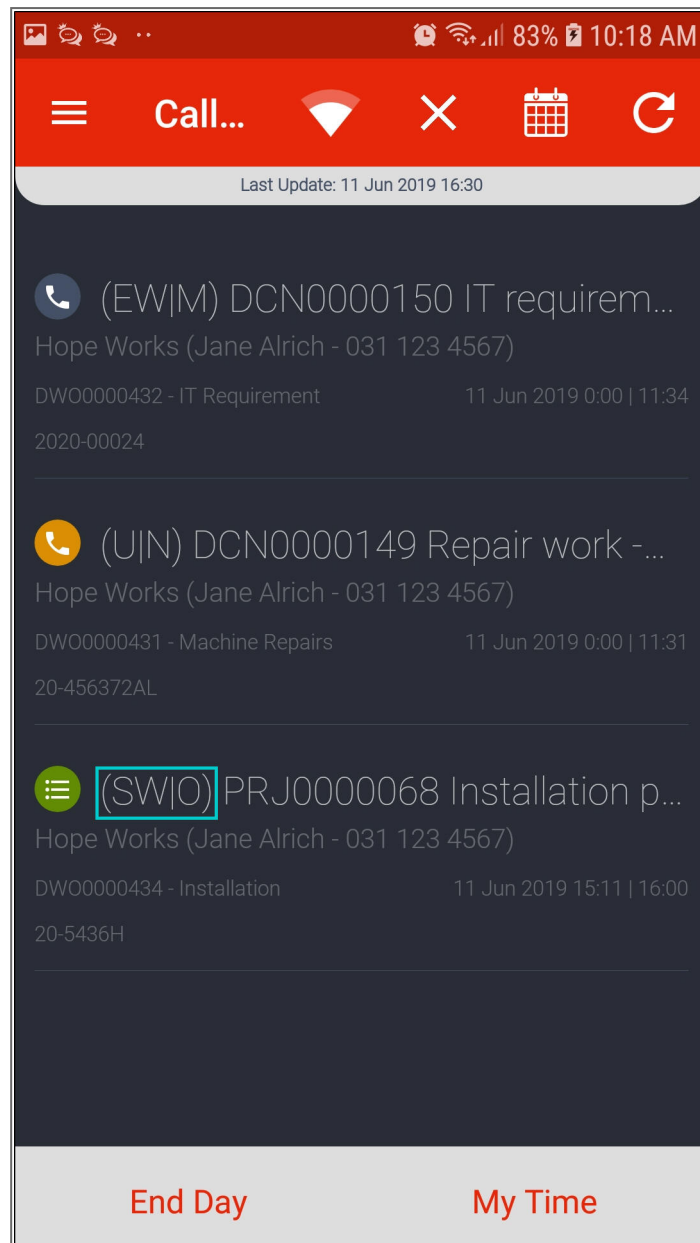




- If a work order is linked to a project and on site has been selected
  - you will see the status as;
    - **(OS|O)** - On Site | Open
- The project work order will be in Status - **Open** in the **BPO**.

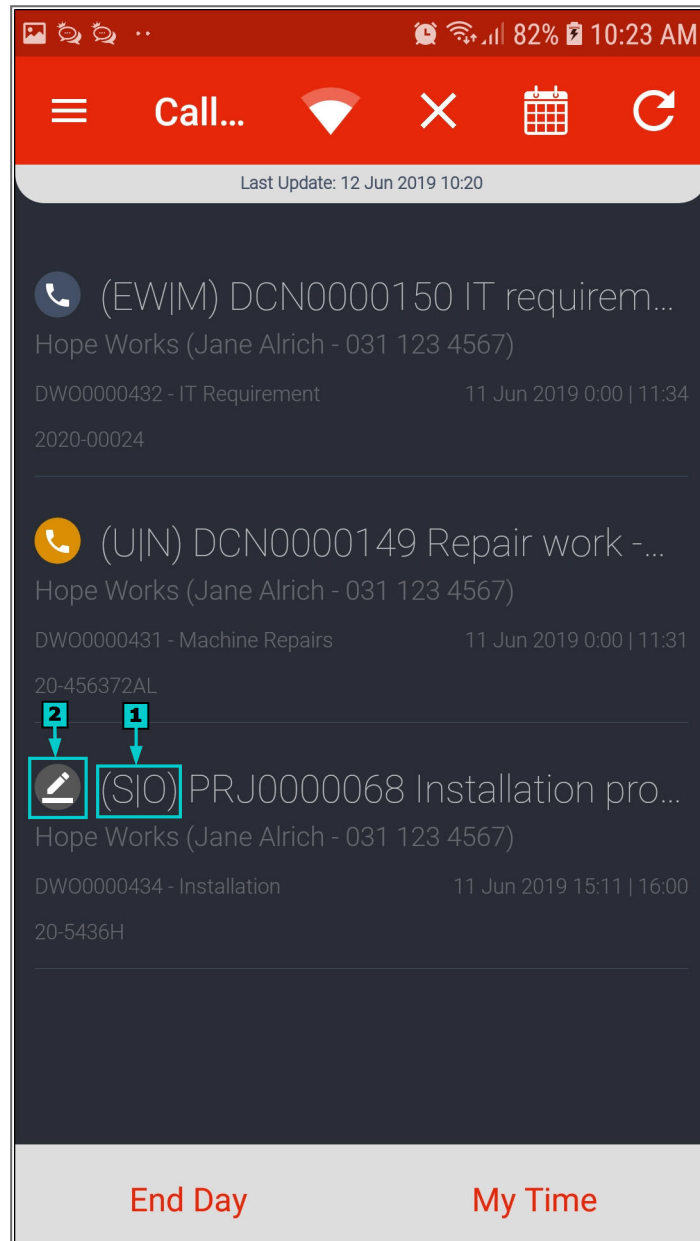


- If a work order is linked to a project and start work has been selected - you will see the status as;
  - **(SW|O)** - Start Work | Open
- The project work order will be in Status - **Open** in BPO.

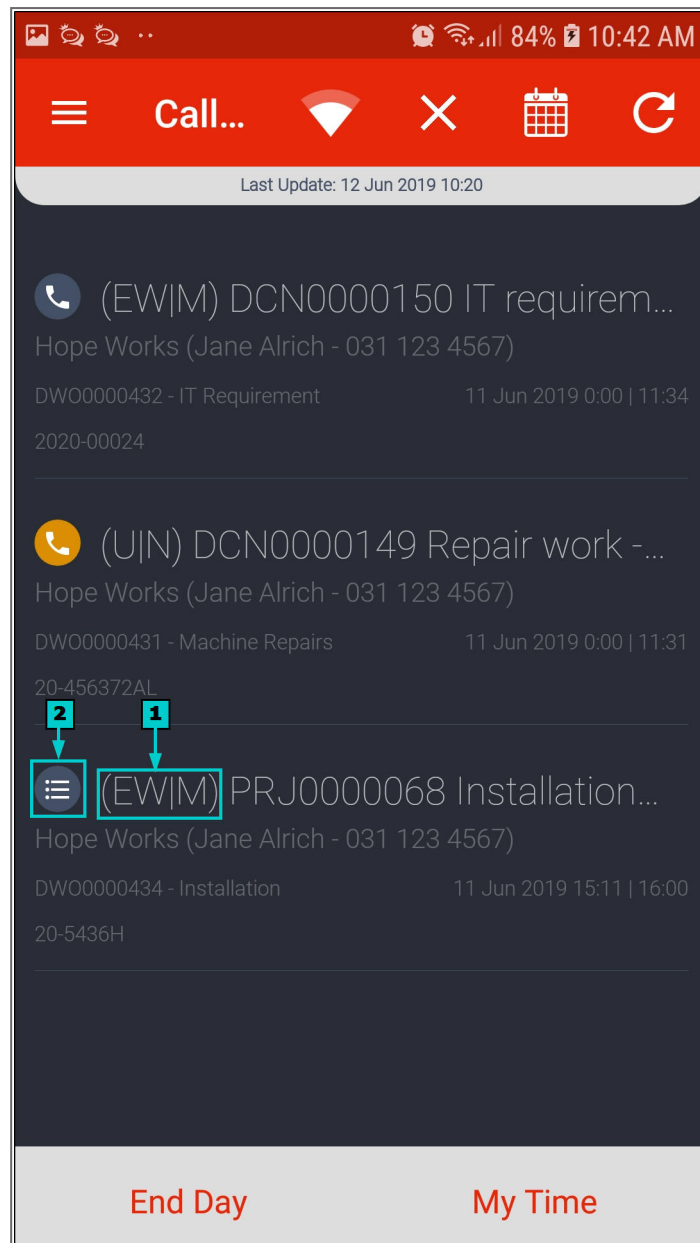


- If a work order is linked to a project and work has been ended as resolved without signing off the work - you will see the status as;
  1. **(S/O)** - Awaiting Signature | Open
  2. and a **signature** icon will be displayed and the **work info circle** will be **grey**.
- The project work order will be in Status - **Open** in **BPO**.

- **Note 1:** Only a call / project that was ended as Resolved will be displayed in this status.
- **Note 2:** If work was ended as Unresolved or Unresolved Client without signing off the work, the call / project will be removed from the screen immediately.



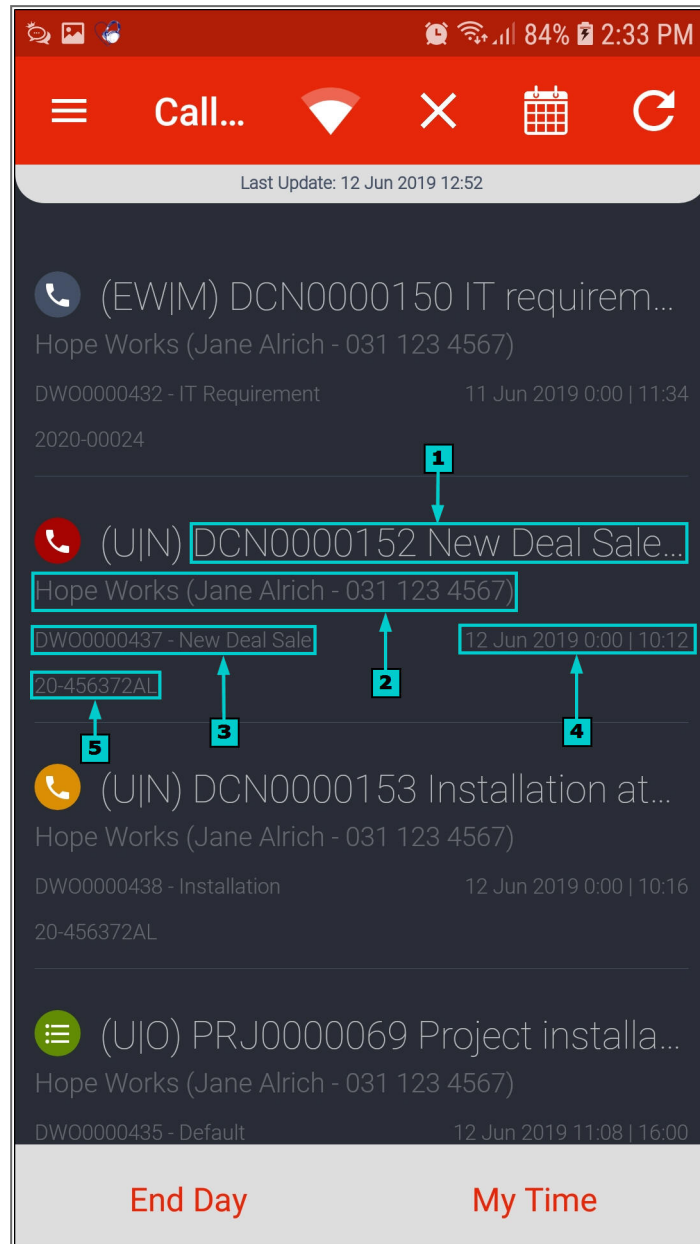
- If a work order is linked to a project and work has been ended as resolved and signed off - you will see the status as;
  1. **(EW|M)** - End Work | Complete
  2. and the work info circle colour around the project icon will be **grey**.
- The project work order will be in Status - **Complete** in **BPO**.
  - **Note 1:** If work was ended as Resolved, the call / project will remain on the technicians list until the following day, unless closed from **BPO** the same day.
  - **Note 2:** If work was ended as Unresolved or Unresolved Client, the call / project will be removed from the screen immediately or when the the screen is **refreshed**.



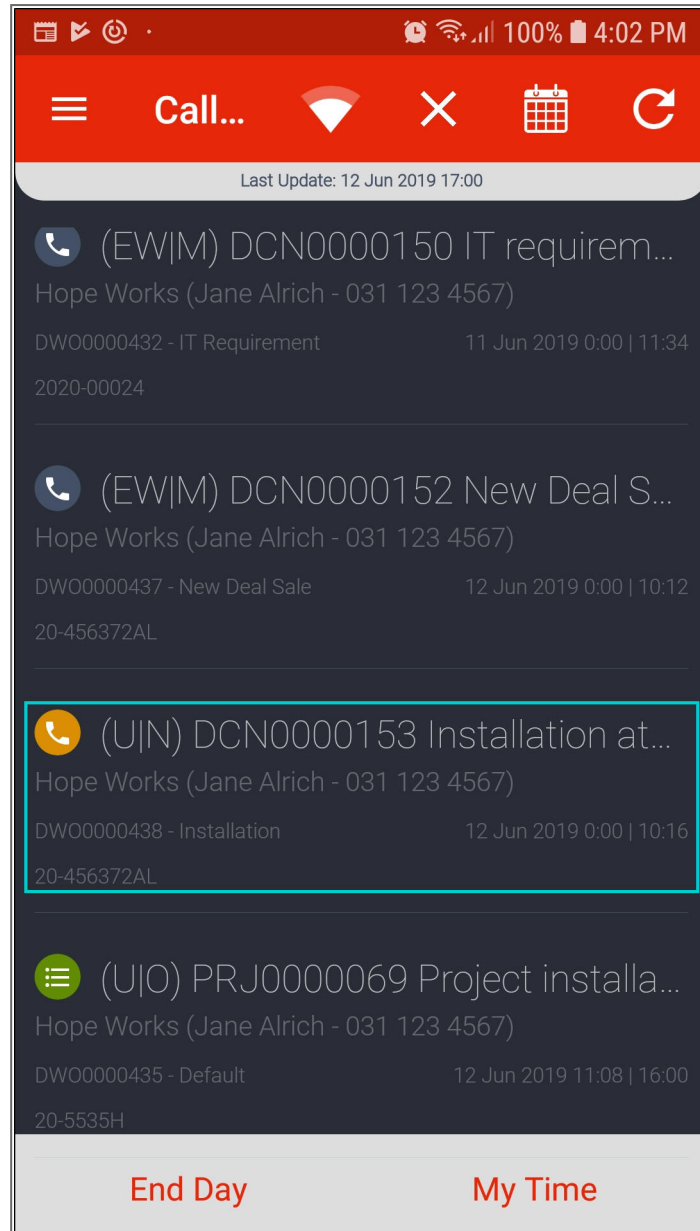
## ASSIGNED CALL / PROJECT DETAILS - CALLS LIST SCREEN

1. This shows the call / project number and description.
2. This shows the customer name, customer contact person and phone number.
3. This shows the work order number and the work order type.

4. This shows the scheduled start date and time.
5. This shows the serial number linked to the call / project work order.



- To view an assigned project / call, click on the project / call you want to view.



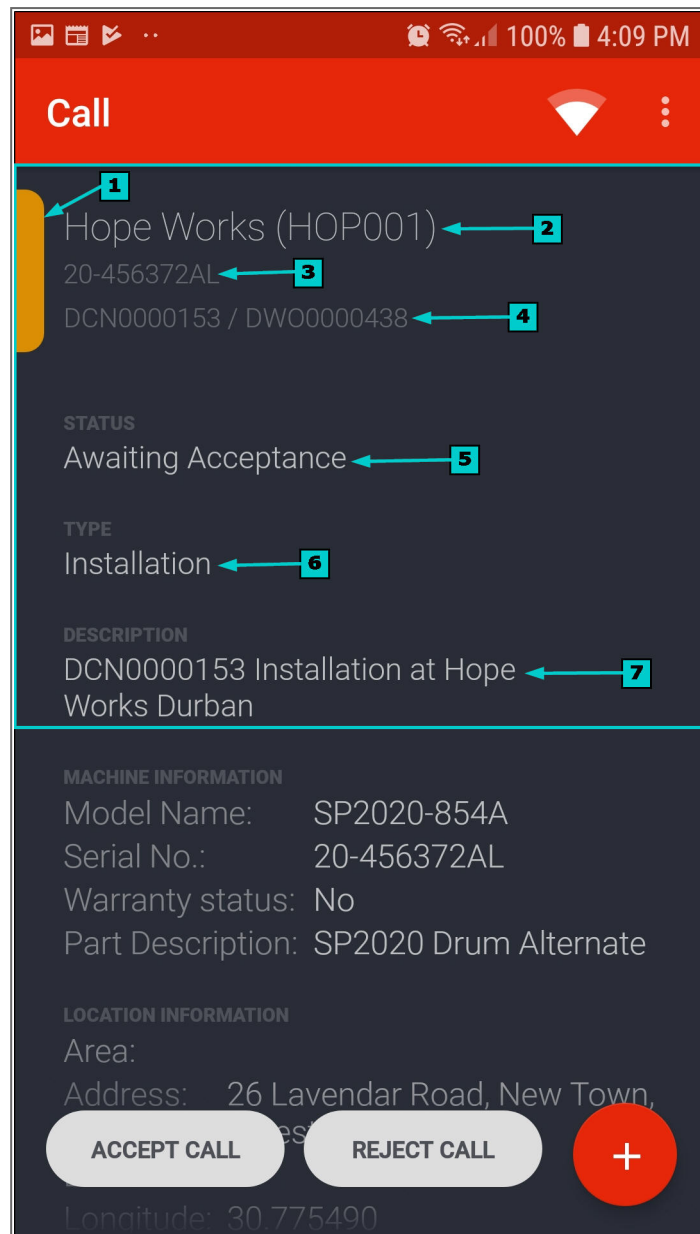
- The **Call** screen will be displayed.

## Call / Project Details - Call Screen

1. **Work Info Bar:** This shows the priority of the call / project.
2. **Customer Details:** This shows the Customer Name and Customer Code.



3. **Machine Details:** This shows the Serial Number linked to the project / call.
4. **Call / Project Details:** This shows the call / project number and the call / project work order number
5. **Status:** This shows the status of the call / project.
6. **Type:** This shows the call / project work order type.
7. **Description:** This shows the call / project number and description.



## Machine Information

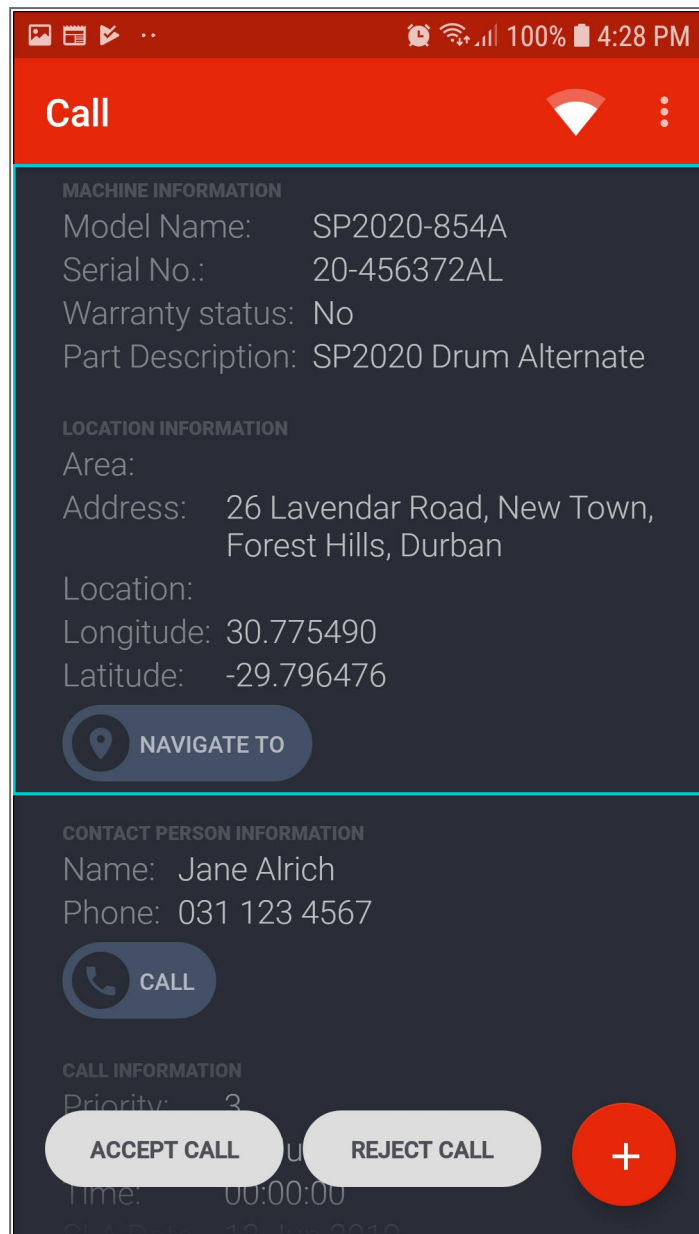
- **Model Number:** This shows the model number of the machine linked to this call / project.
- **Serial Number:** This shows the serial number of the machine linked to the call / project.

- **Warranty Status:** This shows whether the machine linked to the call / project is on warranty and if linked to a warranty whether the warranty is active or inactive.
- **Part Description:** This is the description of the machine linked to the call / project.

### ***Location Description***

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- **Address:** This shows the customer address.
- **Location:** This shows where the machine is located.
- **Longitude/Latitude:** This shows global address of the customer location for easy navigation.
- **Navigate To Icon:** Click on this if you want to use the longitude / latitude points to navigate to the customer address using **Google Maps** etc. This works if a valid global address was captured in the **Longitude / Latitude** fields.



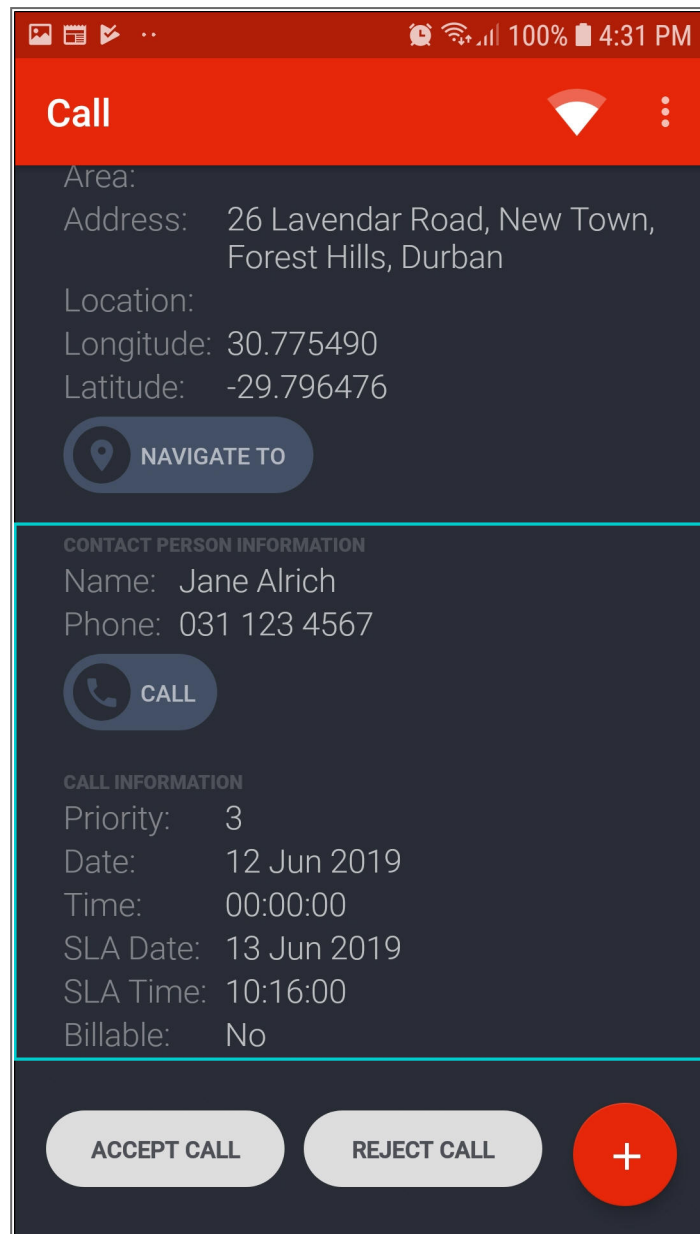
### ***Contact Person Information***

- **Name:** This is the customer contact person.
- **Phone:** This is the customer contact phone number.
- **Call Icon:** Click on this if you want to call the customer contact person. This only works if a valid phone number was captured in the **Phone** field.

## ***Call Information***

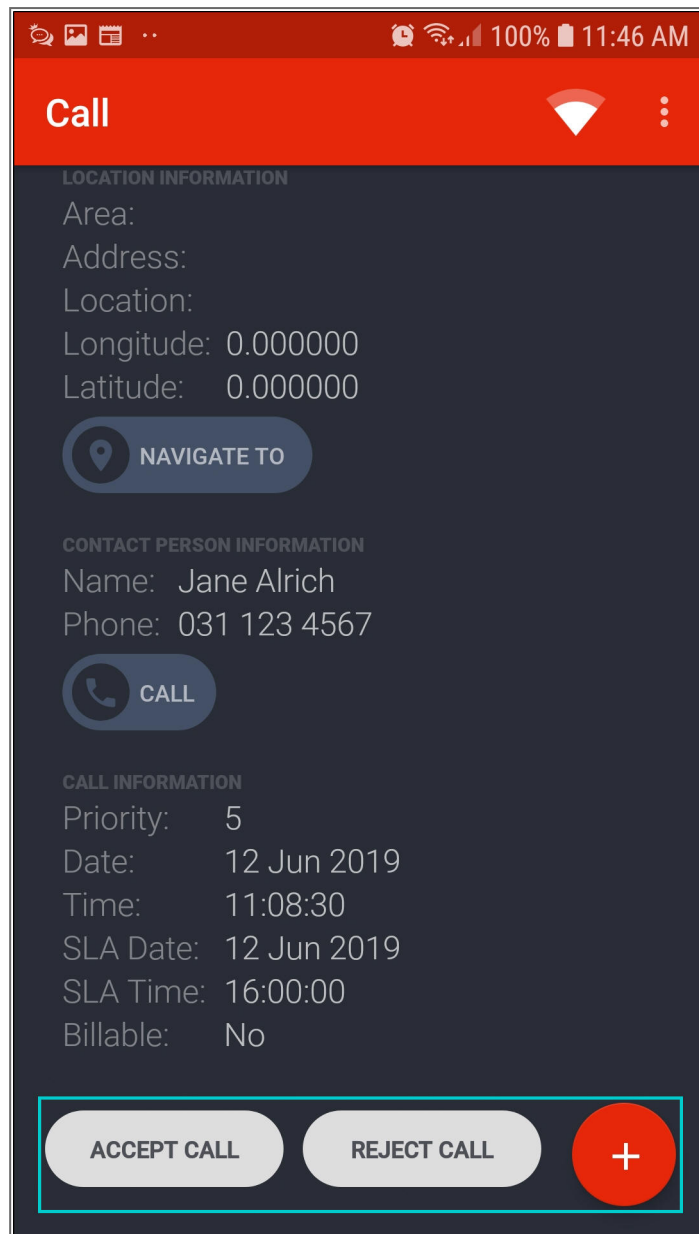
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- ***Priority***: This shows the priority of the call / project.  
High priority - **1** and Low Priority - **5**.
- ***Date***: This is the scheduled start date.
- ***Time***: This is the scheduled start time.
- ***SLA Date***: This is the scheduled end date.
- ***SLA Time***: Scheduled end time.
- ***Billable***: This shows whether the call is billable or non billable.



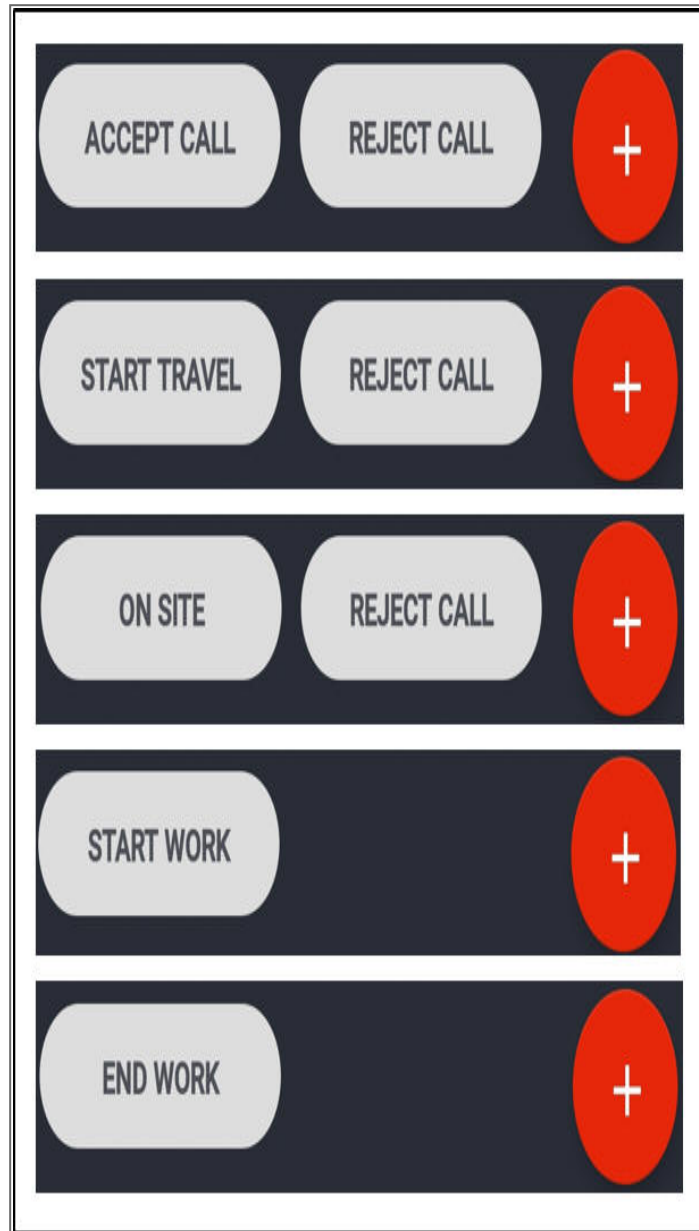
## Action Buttons

- Action buttons will be displayed at the bottom of the screen, they will vary according to the status of the call / project selected;



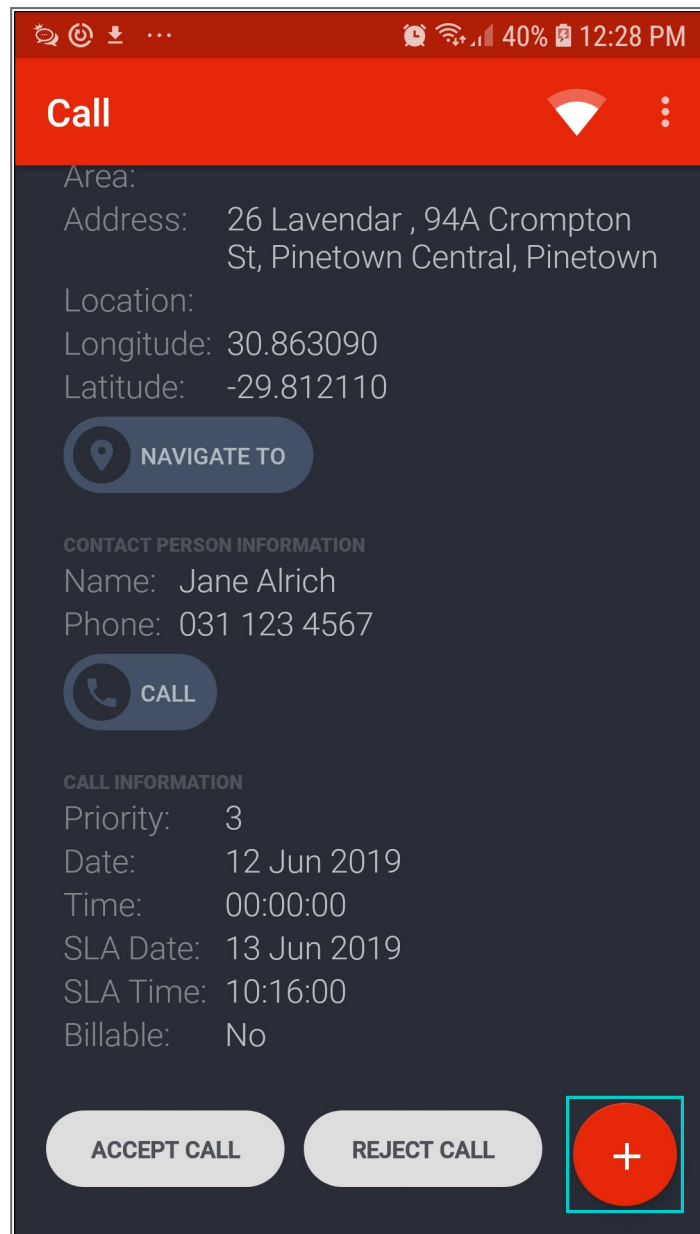
- **Awaiting Acceptance** Status: **Accept Call** | **Reject Call** buttons will be displayed.
- **Accepted** Status: **Start Travel** | **Reject Call** buttons will be displayed.
- **Start Travel** Status: **On Site** | **Reject Call** buttons will be displayed.
- **On Site** Status: **Start Work** button will be displayed.

- **Start Work** Status: **End Work** button will be displayed.
- **Note:** No action buttons are displayed in **Awaiting Signature** and **End Work** statuses.

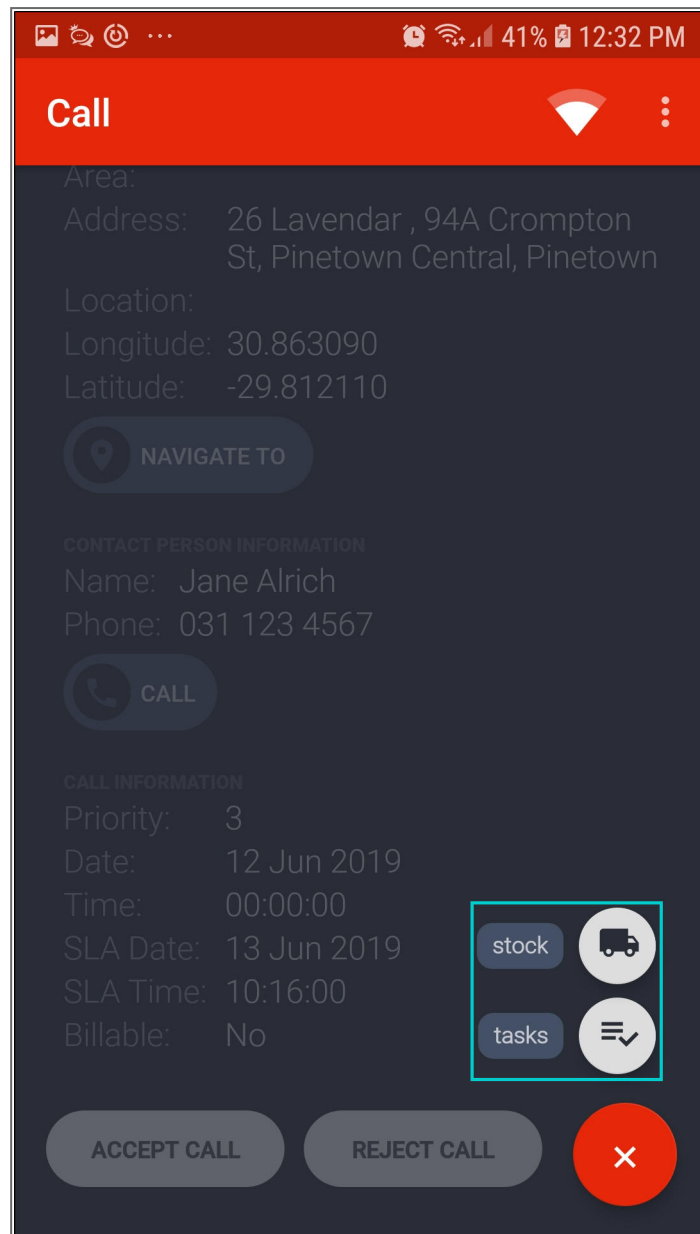


- Click on the '+' button.

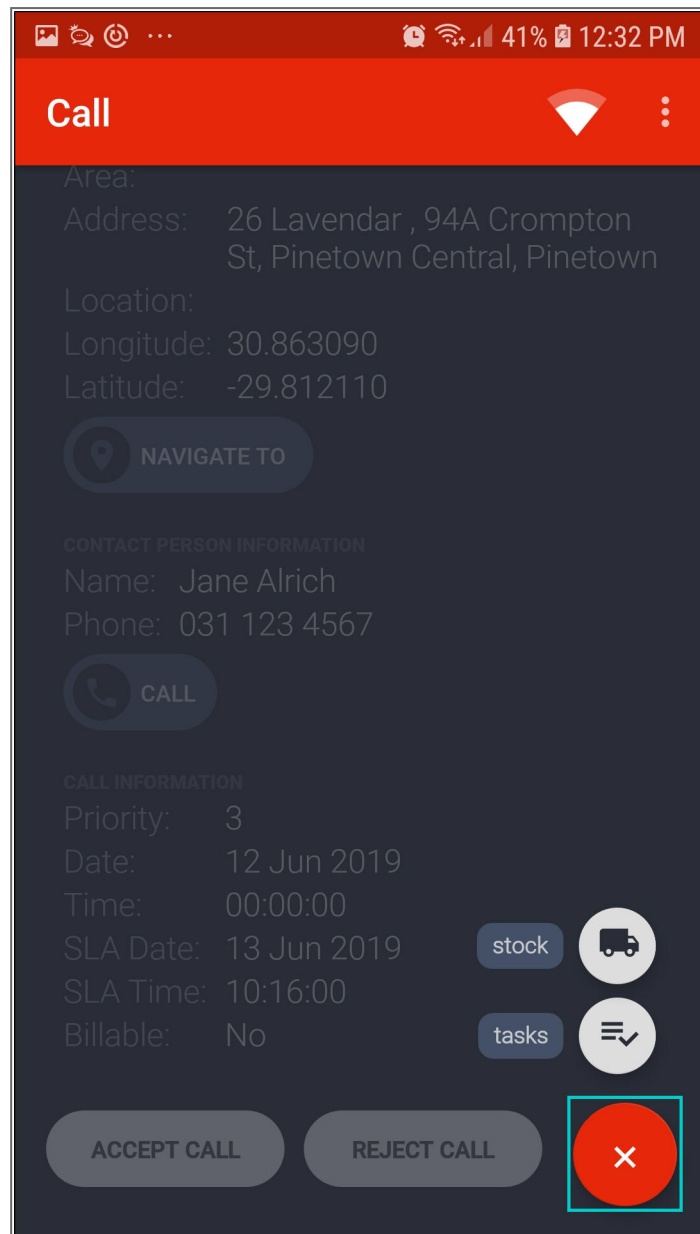




- A menu will be displayed showing different work options. The [work options](#) displayed will vary depending on the status of the call / project.
- For more information, refer to [Work Options](#).



- Click on the 'X' button to close this menu.



MNU.150.003

