SERVICE

TECHNICIAN MAP

The Technician map functionality is available in the BPO2 application interface and is for clients using TechConnect.

The technicians **last location** can be viewed on a map and other calls are showed in **New** on the map.

Calls are colour coded according to correspond to the **call type** colours.

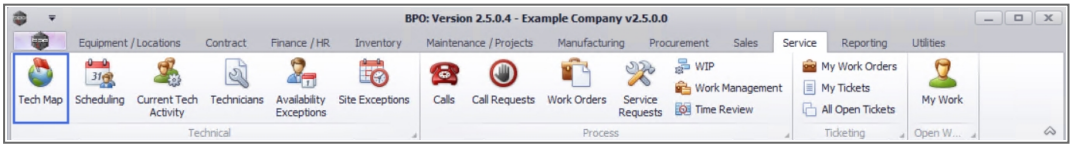
Filters supported:

- Technician associated with the call.
- Department of the customer
- Call Type
- Call Date

Configuration is required for:

- Map Zoom Level
- Home GPS Co-ordinates
- BPO2 application installation required on workstation

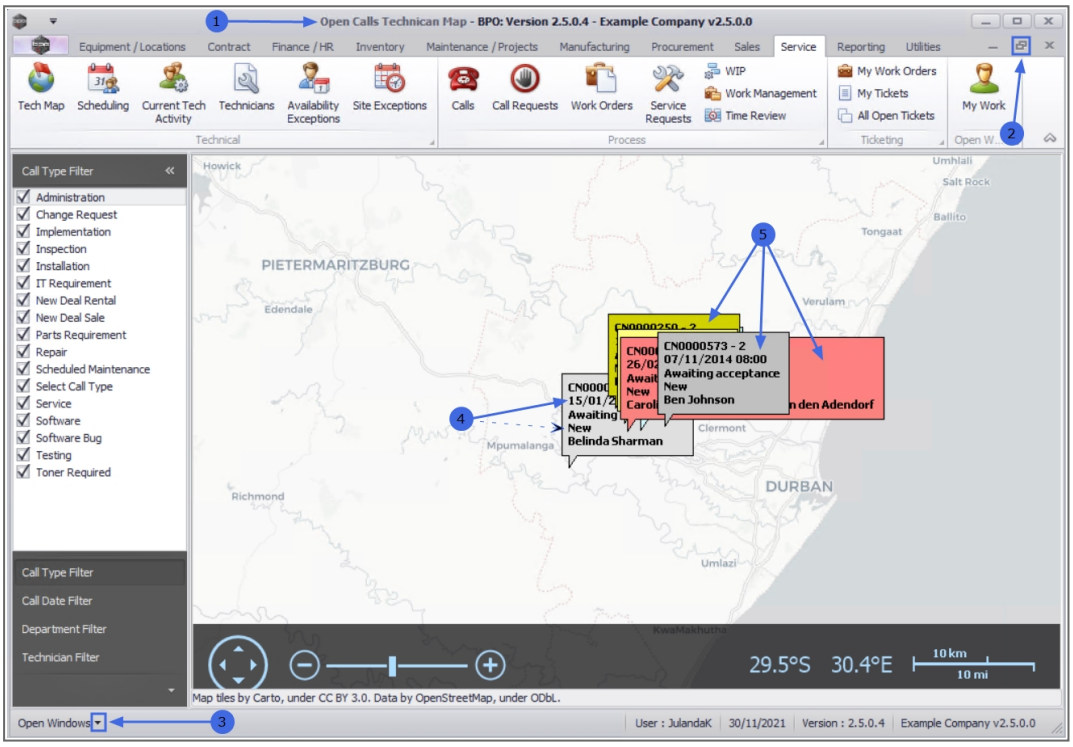
Ribbon Access: *Service > Tech Map*



1. The ***Open Calls Technician Map*** screen will be displayed.
2. ***Maximize*** the screen to allow you to view the information clearly.

CO3 Technologies (Pty) Ltd © Company Confidential

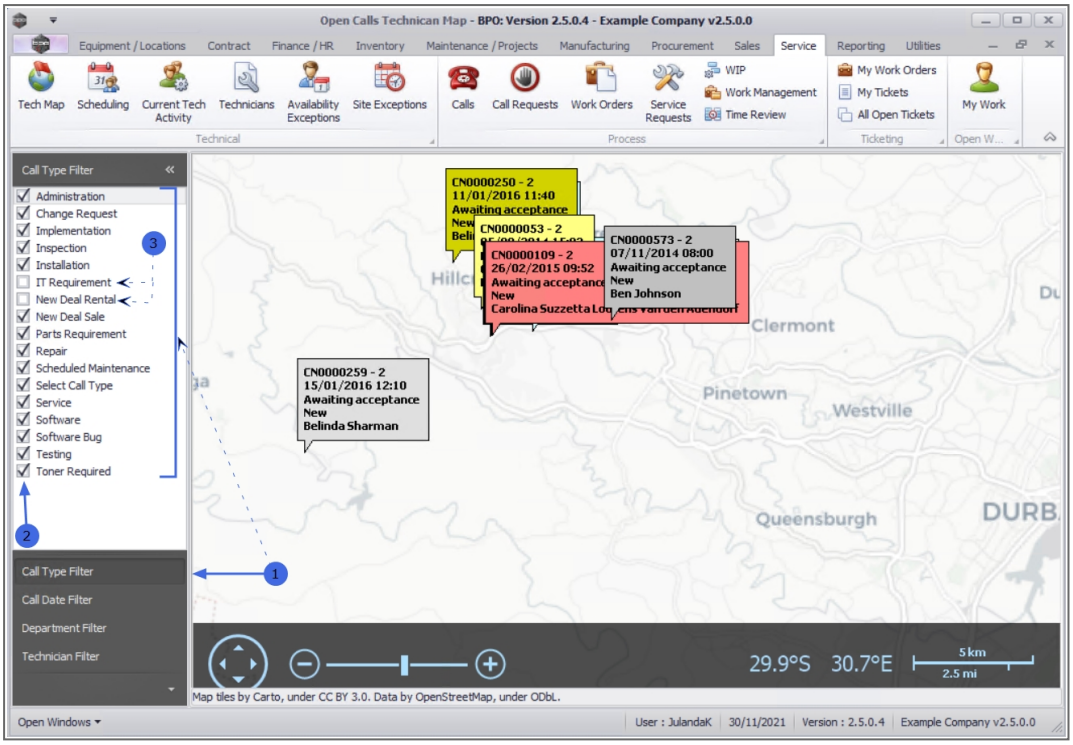
3. If you have ***multiple*** screens open, navigate between them by clicking on the down arrow next to ***Open Windows*** to display a list with all the open windows.
4. The Technician Map displays the technician's ***last location*** on the map, as well as any ***New*** calls.
5. The colour of the calls corresponds with the call type colour configuration in BPO. Also refer to the Call Centre screen to view the Calls.



CALL TYPE FILTER

1. Click on ***Call Type Filter*** to display a list of ***call types***.
2. By default all the ***Call Types*** have been selected.
3. ***Deselect*** the call type(s) you wish to exclude from the map, by clicking on the check box to deselect.

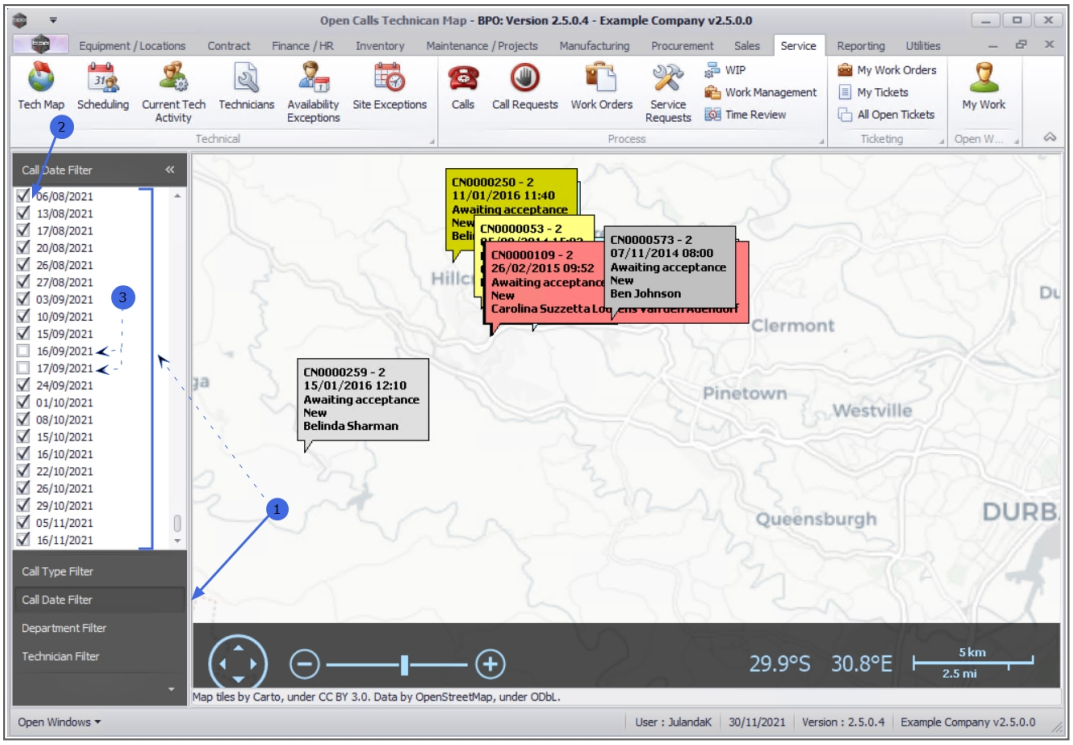
CO3 Technologies (Pty) Ltd © Company Confidential



CALL DATE FILTER

1. Click on ***Call Date Filter*** to display a list of ***call dates***.
2. By default, all the ***Call Dates*** have been selected.
3. ***Deselect*** the call date(s) you wish to exclude from the map, by clicking on the check box to deselect.

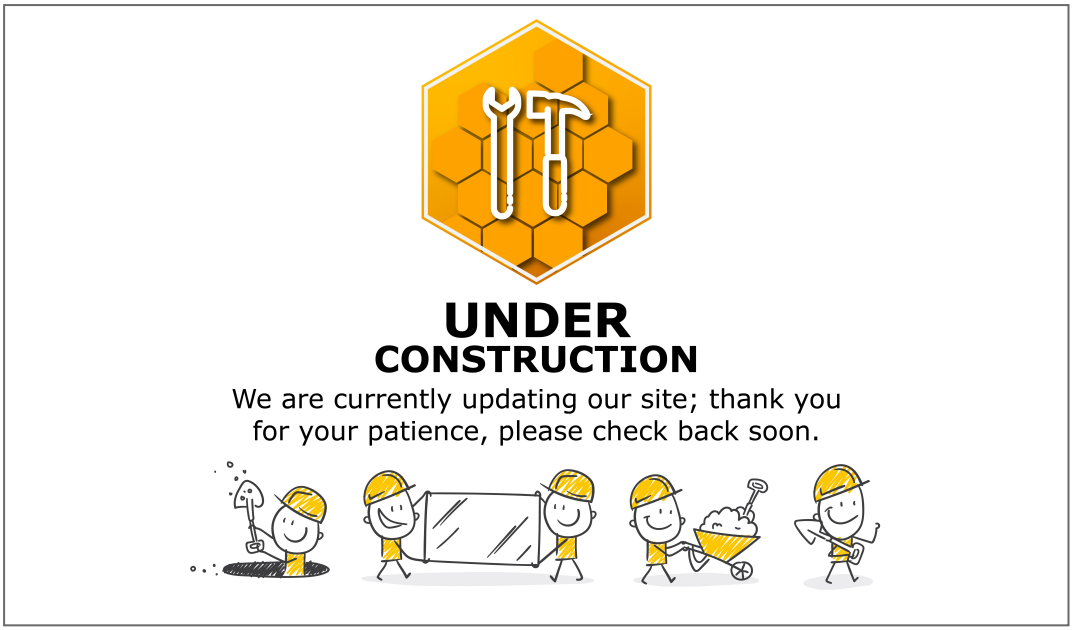
CO3 Technologies (Pty) Ltd © Company Confidential



DEPARTMENT FILTER

1. Click on ***Department Filter*** to display a list of Departments set up on the system.
2. By default, all the ***Departments*** have been selected.
3. ***Deselect*** the department(s) you wish to exclude from the map, by clicking on the check box to deselect.

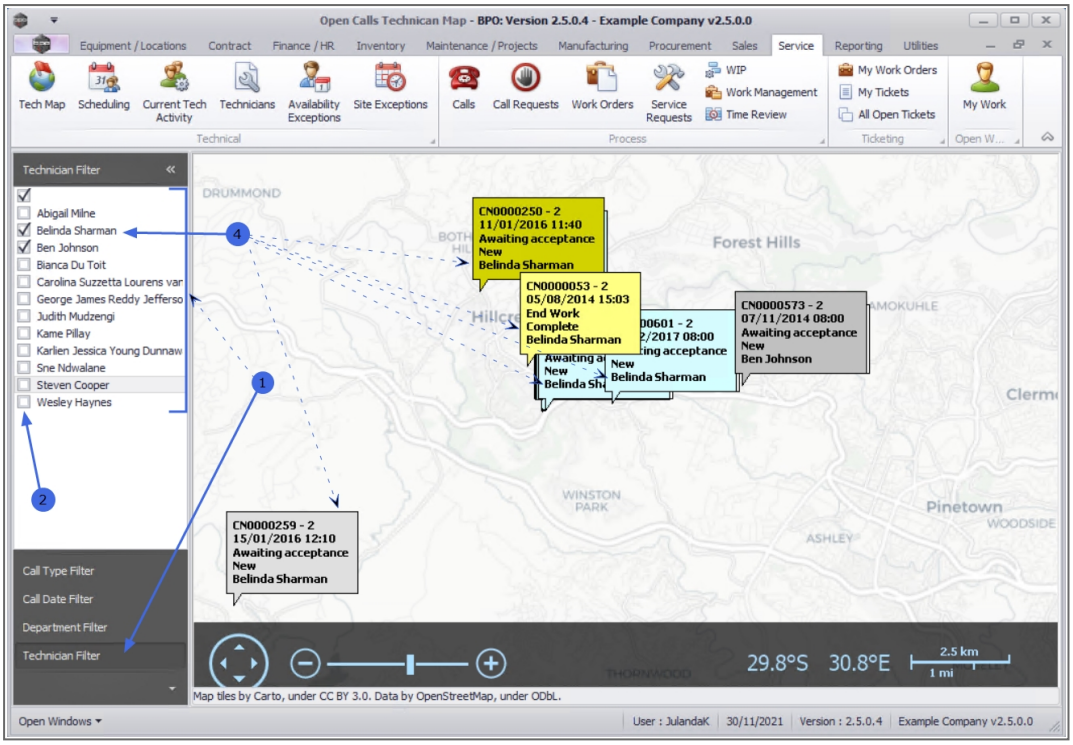
CO3 Technologies (Pty) Ltd © Company Confidential



FILTER BY TECHNICIAN

1. Click on ***Technician Filter*** to display a list of Technicians , as set up on the system.
2. By default, all the ***Technicians*** have been selected.
3. ***Deselect*** the technician(s) you wish to exclude from the map, by clicking on the check box to deselect.
4. The map will update to display only the calls for the Technician(s) selected.

CO3 Technologies (Pty) Ltd © Company Confidential



MAP NAVIGATION

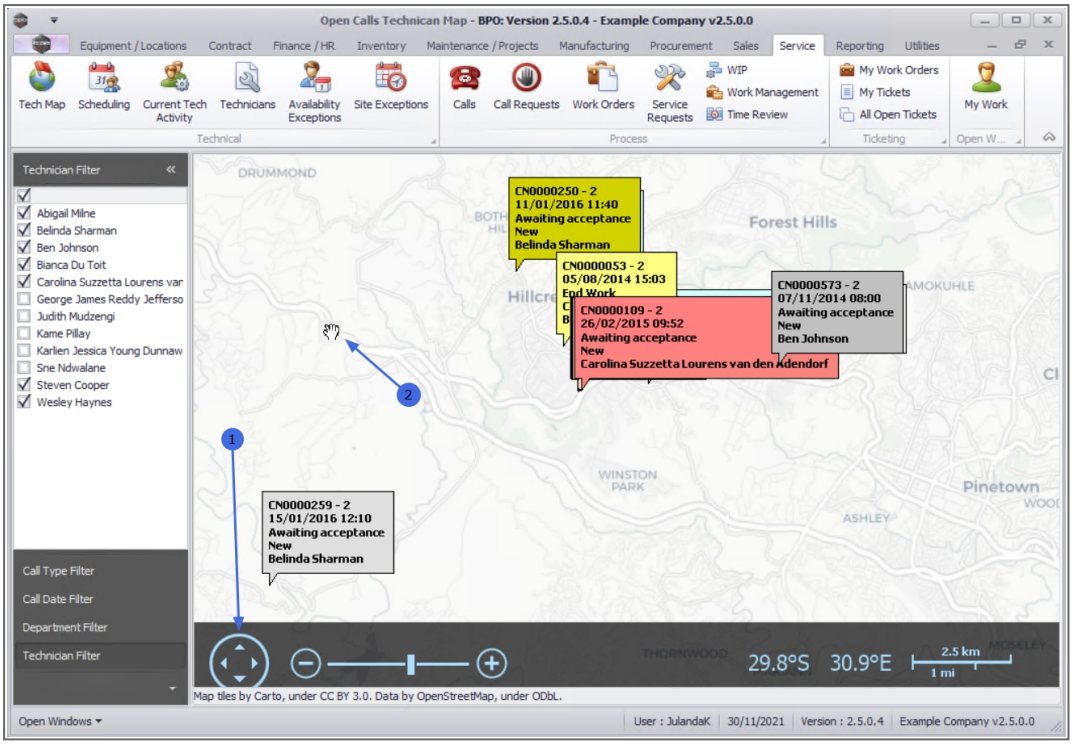
You can navigate around the map by *either*:

1. Using the ***directional arrow controls*** at the bottom of the map,

   or

2. ***Click and hold down*** your mouse to ***grab*** the map to navigate around in.

CO3 Technologies (Pty) Ltd © Company Confidential



ZOOM

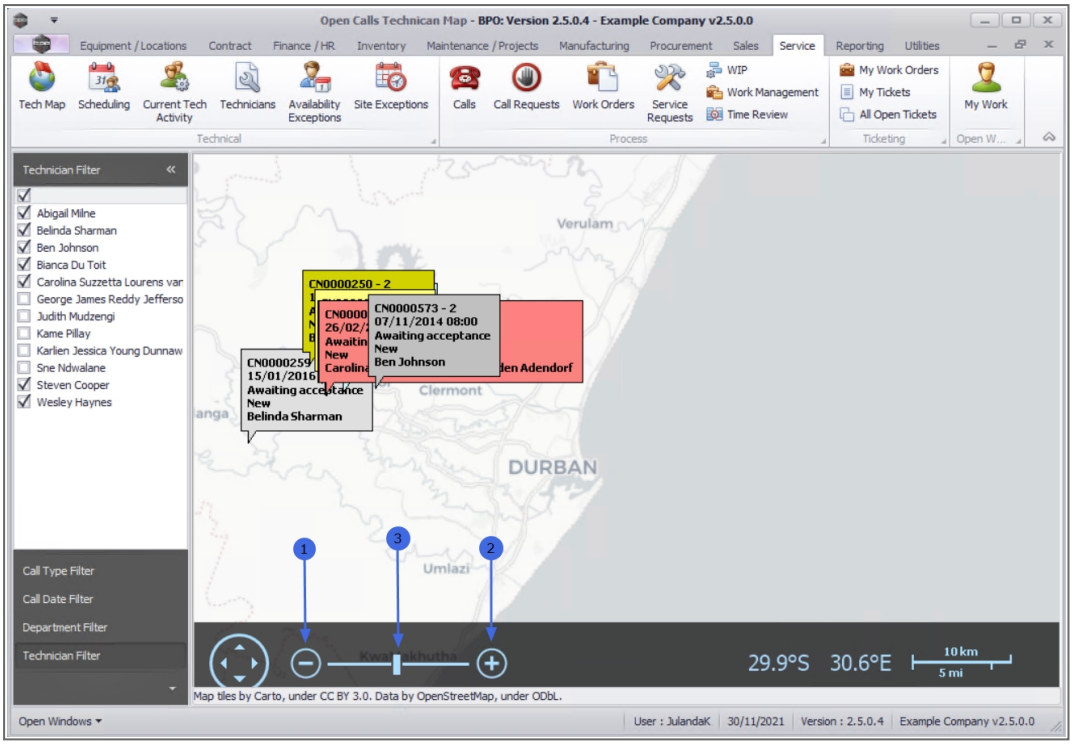
1. Reduce the size of the area of the map, ***zoom out*** by clicking on the minus **[-]**, or
2. Enlarge a certain area of the map, ***zoom in*** by click on the plus **[+]** to zoom in,

   or

3. Use the ***slider*** to zoom ***in*** (slide it ***right***) or zoom ***out*** (slide it ***left***).

Short cut key: ***Click*** on the map. Use ***track ball*** / ***wheel*** on your mouse to zoom in and out.

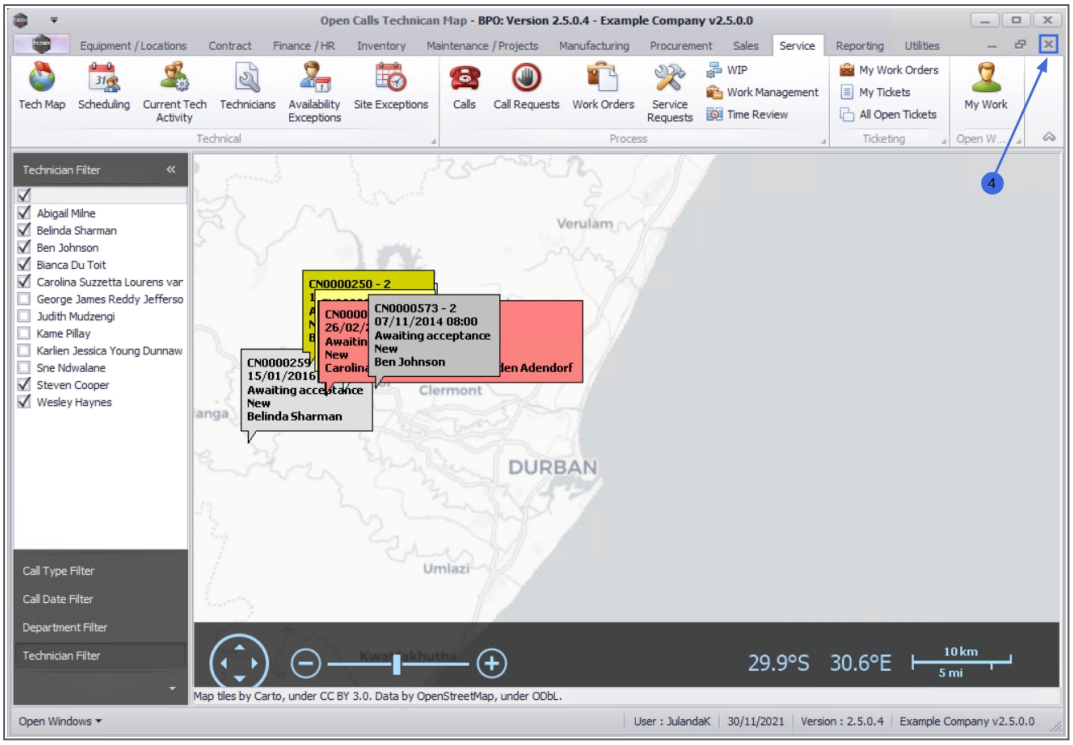
CO3 Technologies (Pty) Ltd © Company Confidential



CLOSE TECHNICIAN MAP

4. ***Close*** the screen when you are done.

CO3 Technologies (Pty) Ltd © Company Confidential



MNU.071.001

CO3 Technologies (Pty) Ltd © Company Confidential