

We are currently updating our site; thank you for your patience.

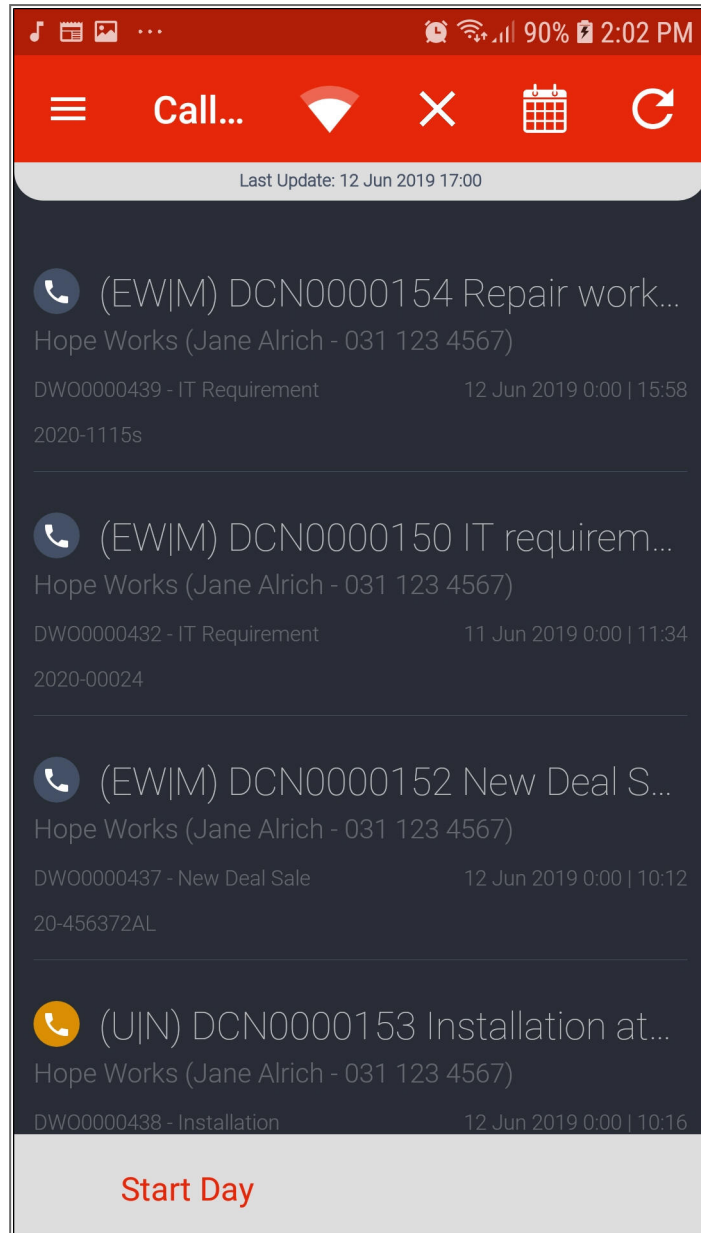
# TECHCONNECT

## ENVIRONMENT

### TECH CONNECT CALL SCREEN

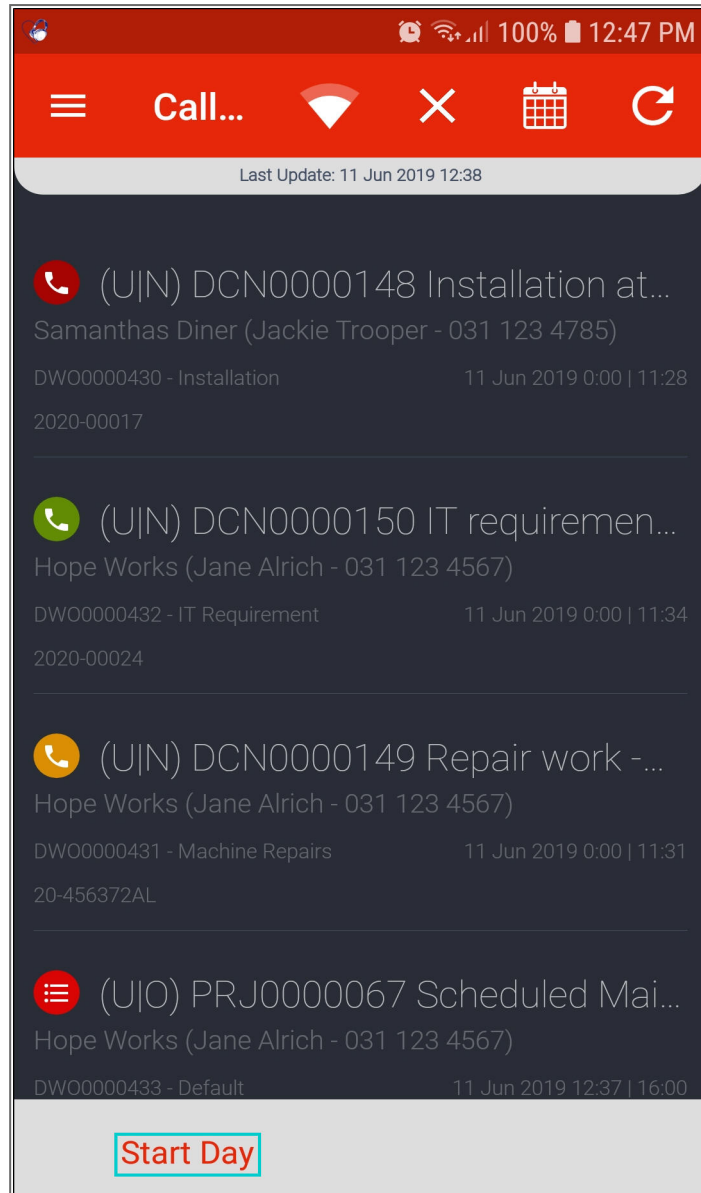
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- After [logging in](#), a list of calls / projects assigned to you will appear in the **Calls List** screen.
- If there was a period where you did not have internet connection, you can select [Refresh](#) to check for any additional calls.
- From 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.



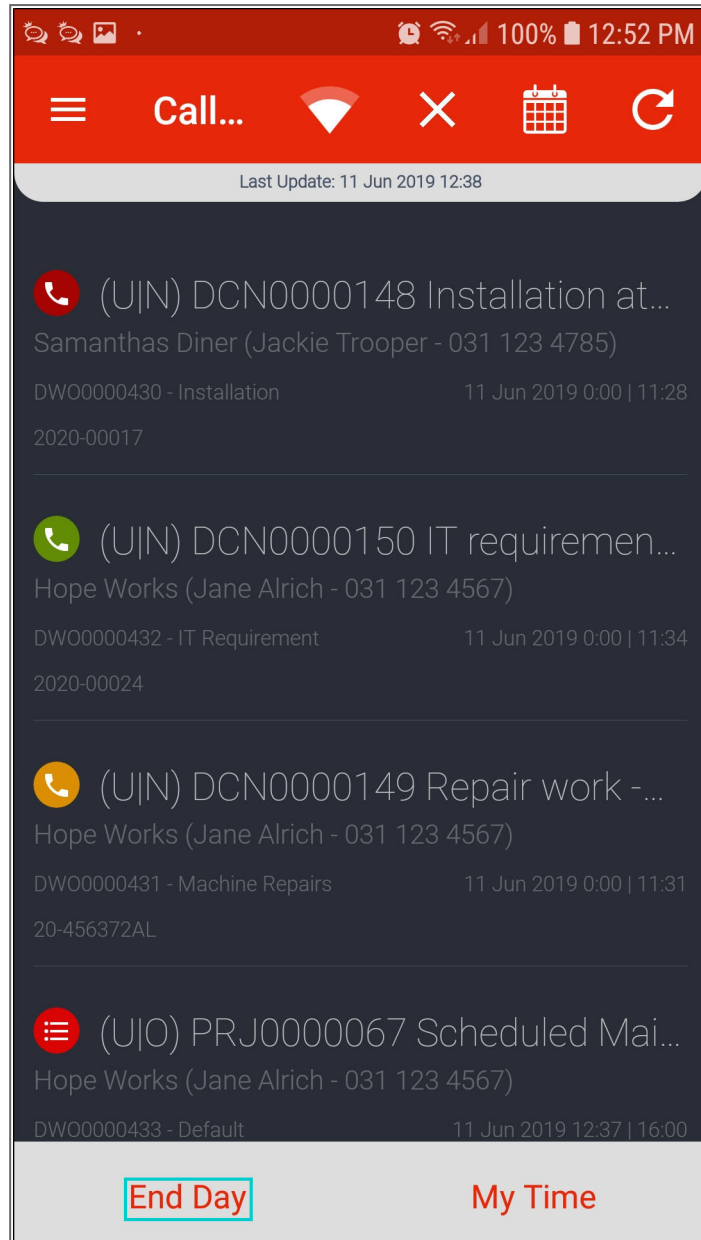
## START DAY

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



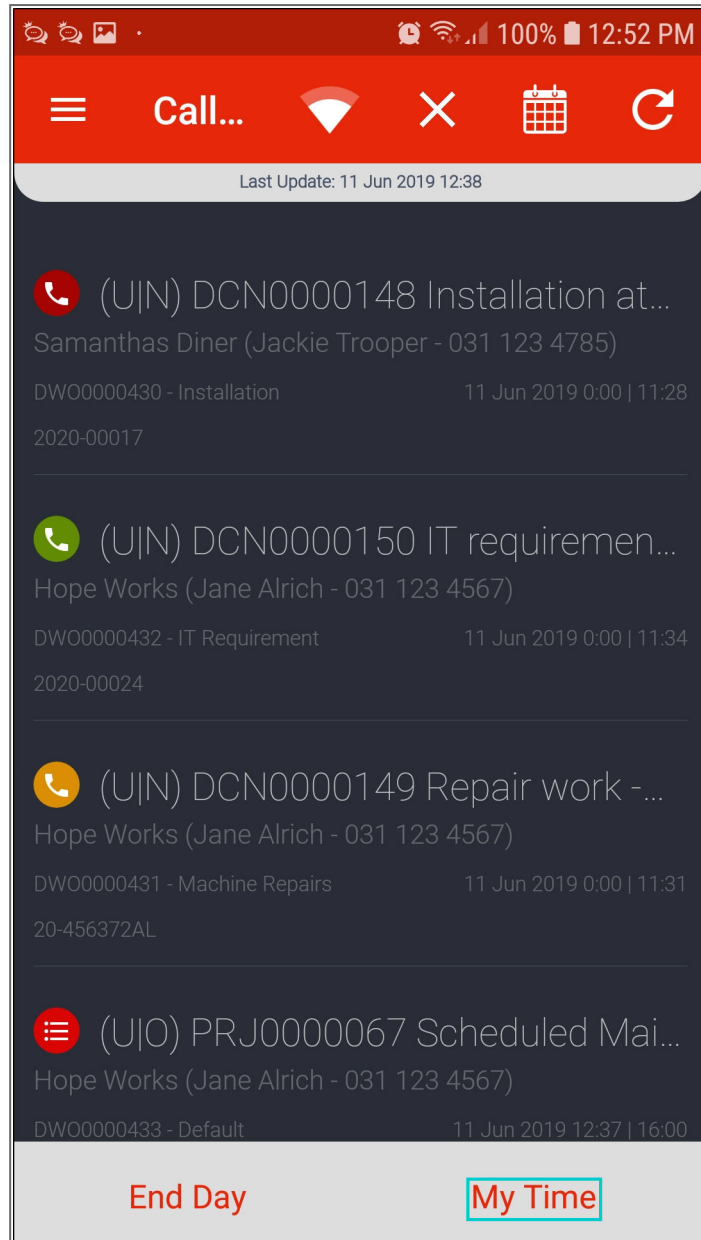
## END DAY

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

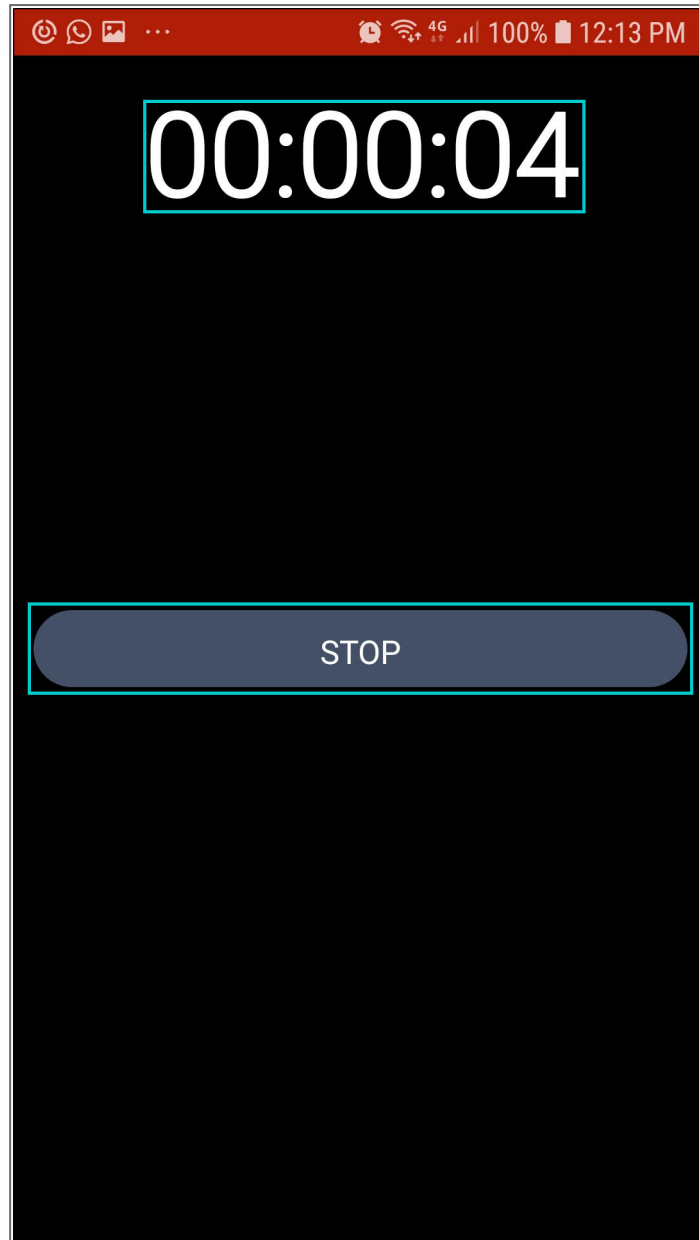


## MY TIME

- Click on **My Time**.



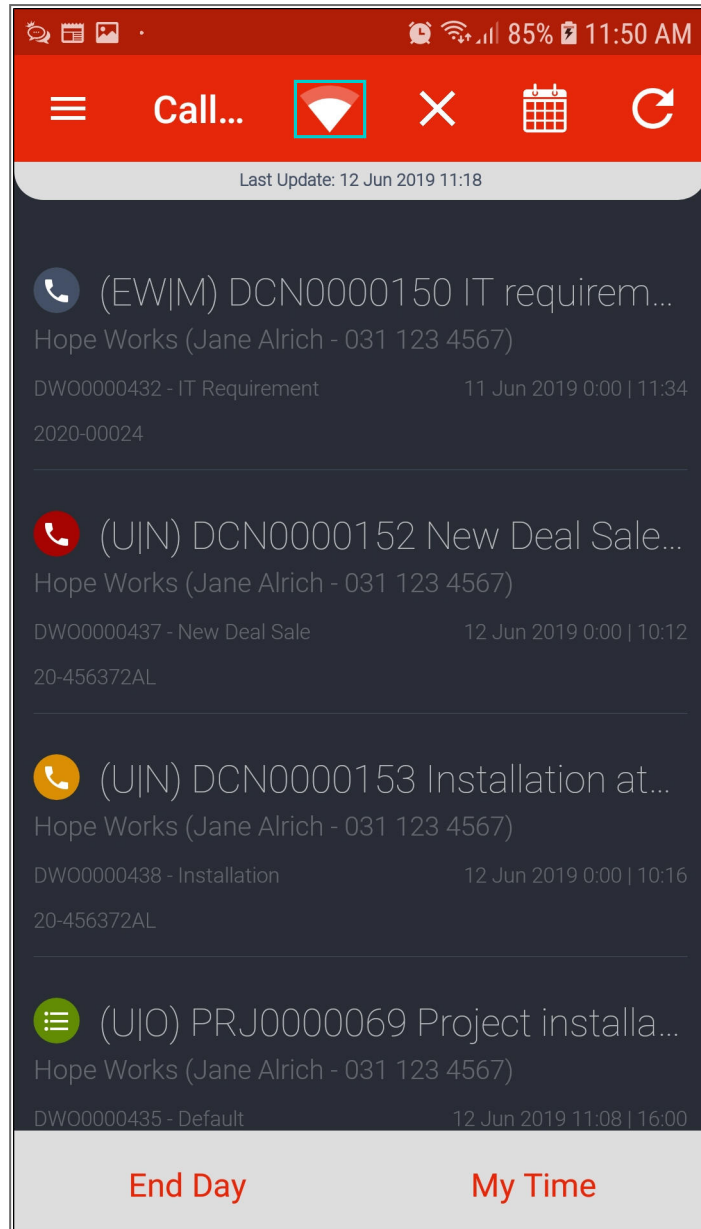
- The **Timer** will be displayed.
- Click on **Stop** to stop the **Timer** and you will return back to the **Calls List** screen.



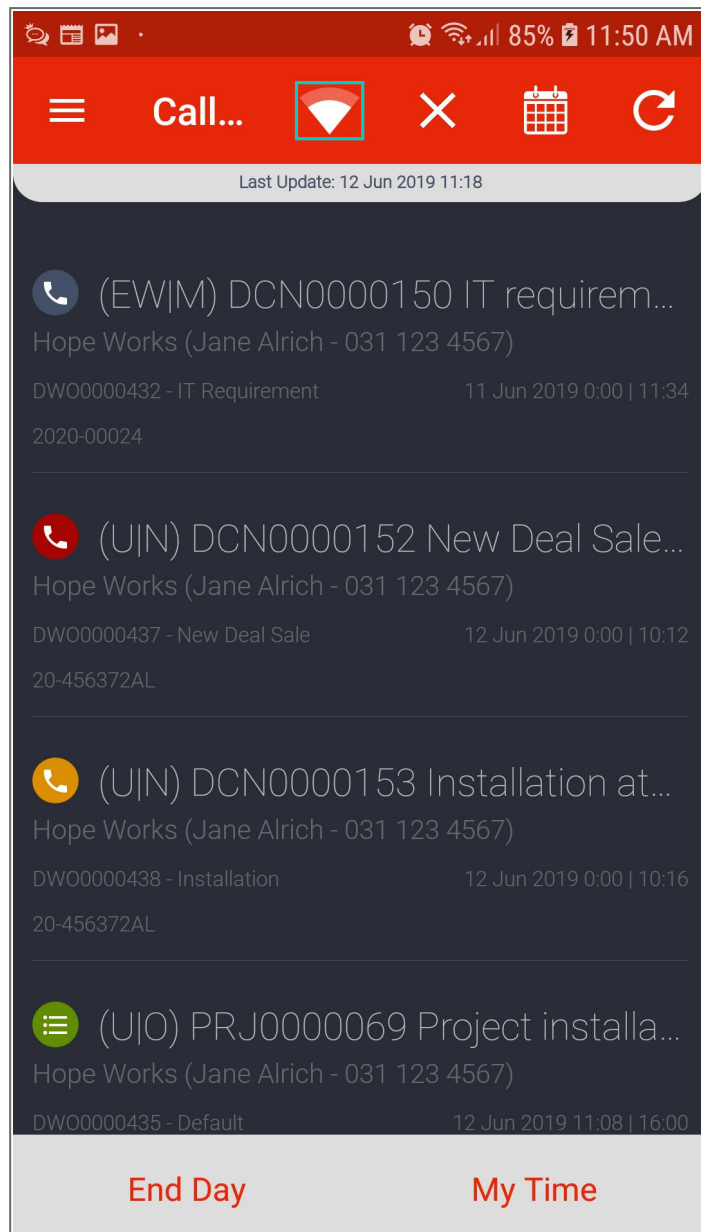
## ONLINE / OFFLINE MODE

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- 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**.

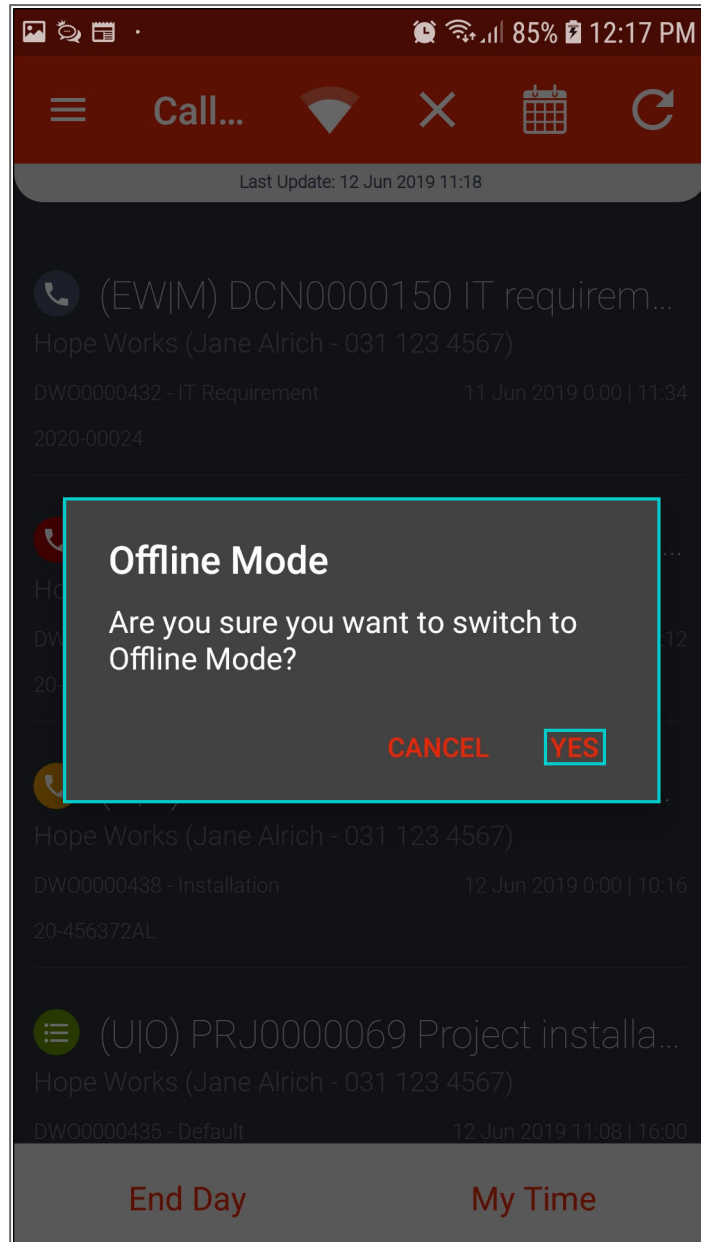


- To switch to **Offline** mode,
- click on the network icon.

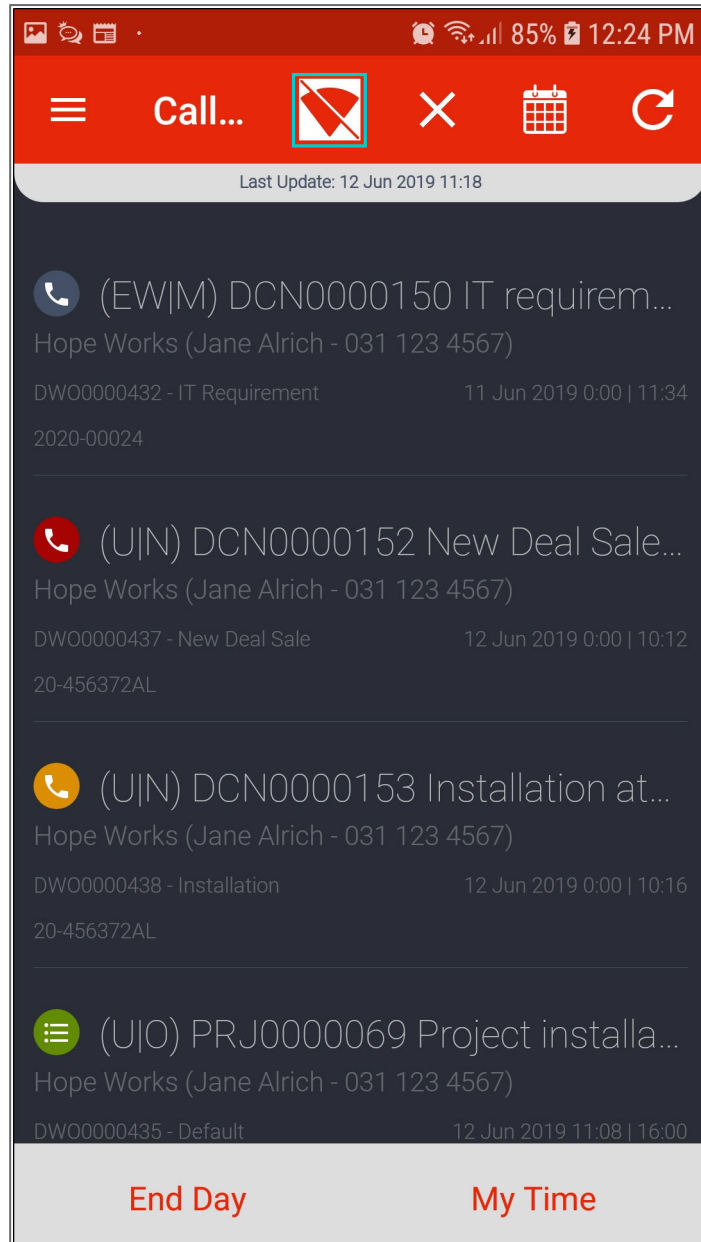


- An **Offline** mode message will pop up asking you;
  - **Are you sure you want to switch to Offline Mode?**
- Click on **Yes**.

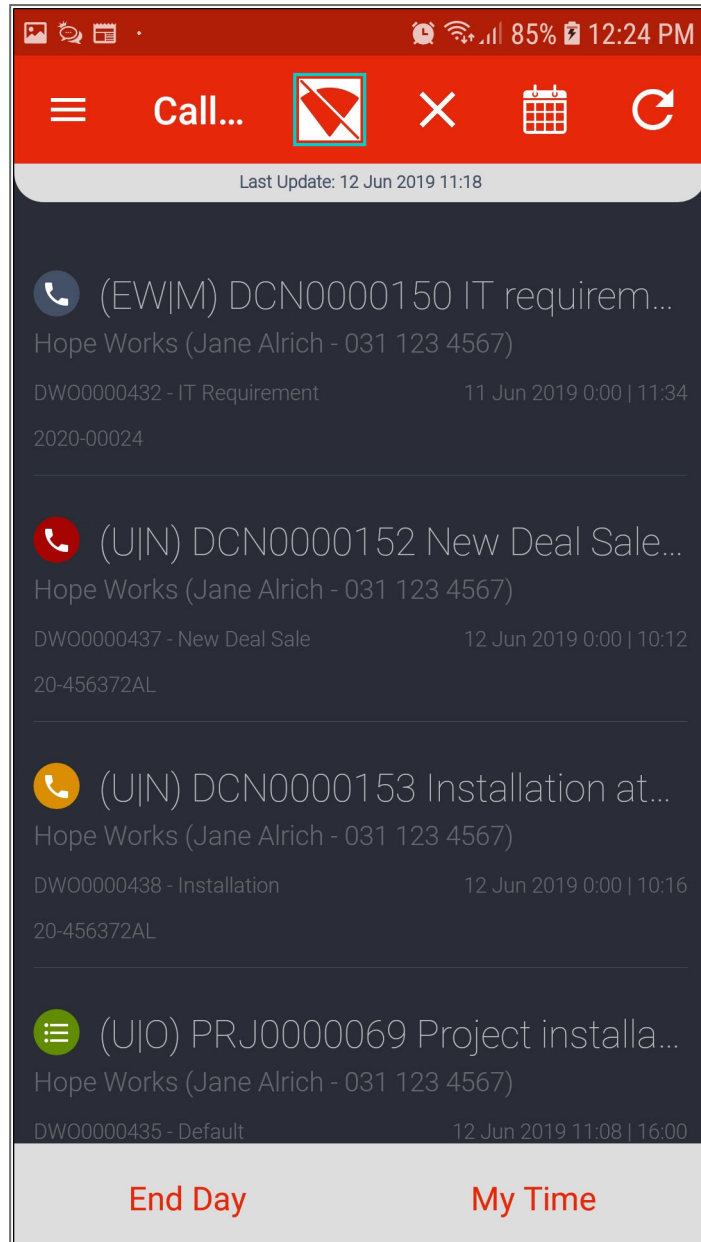




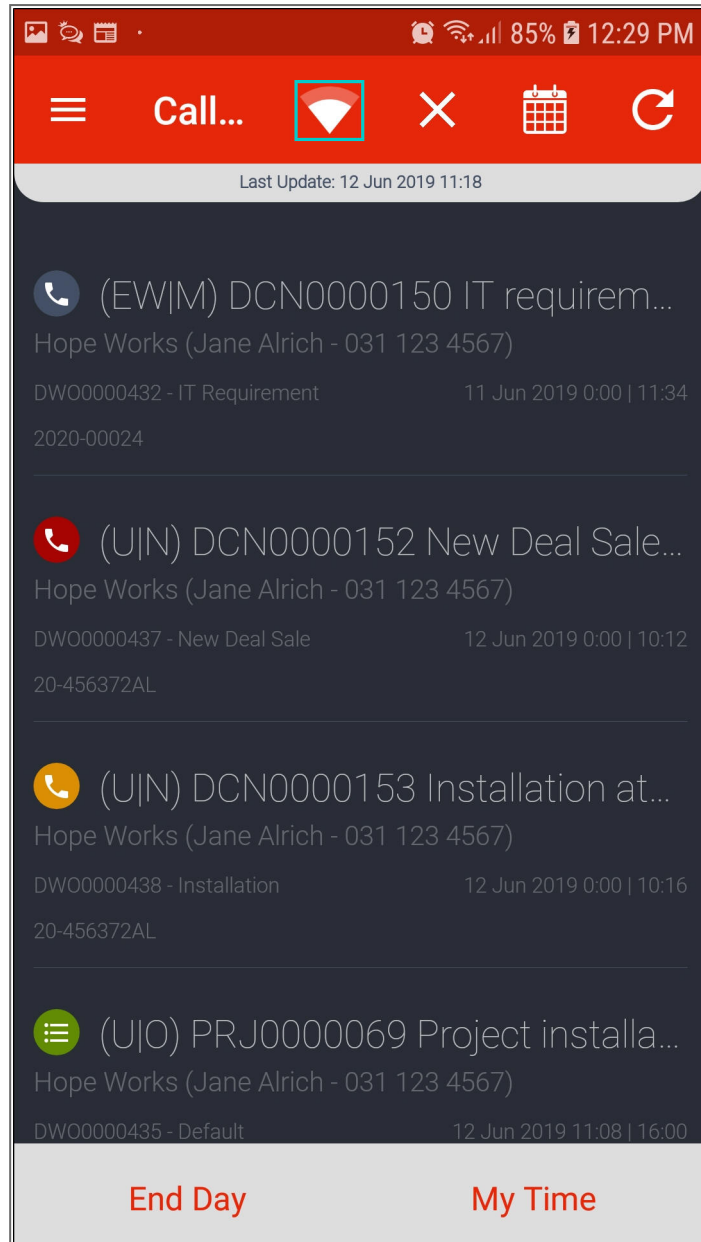
- The network icon will become 'cancelled'.



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

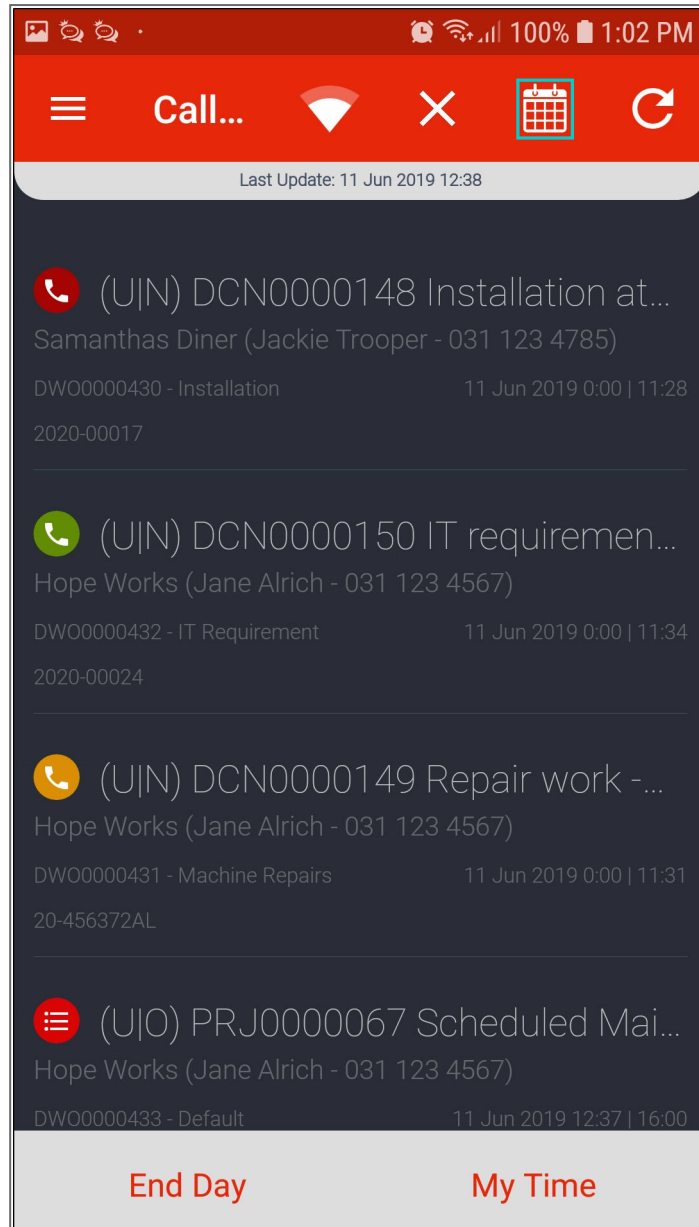


- The network icon will become 'active'.

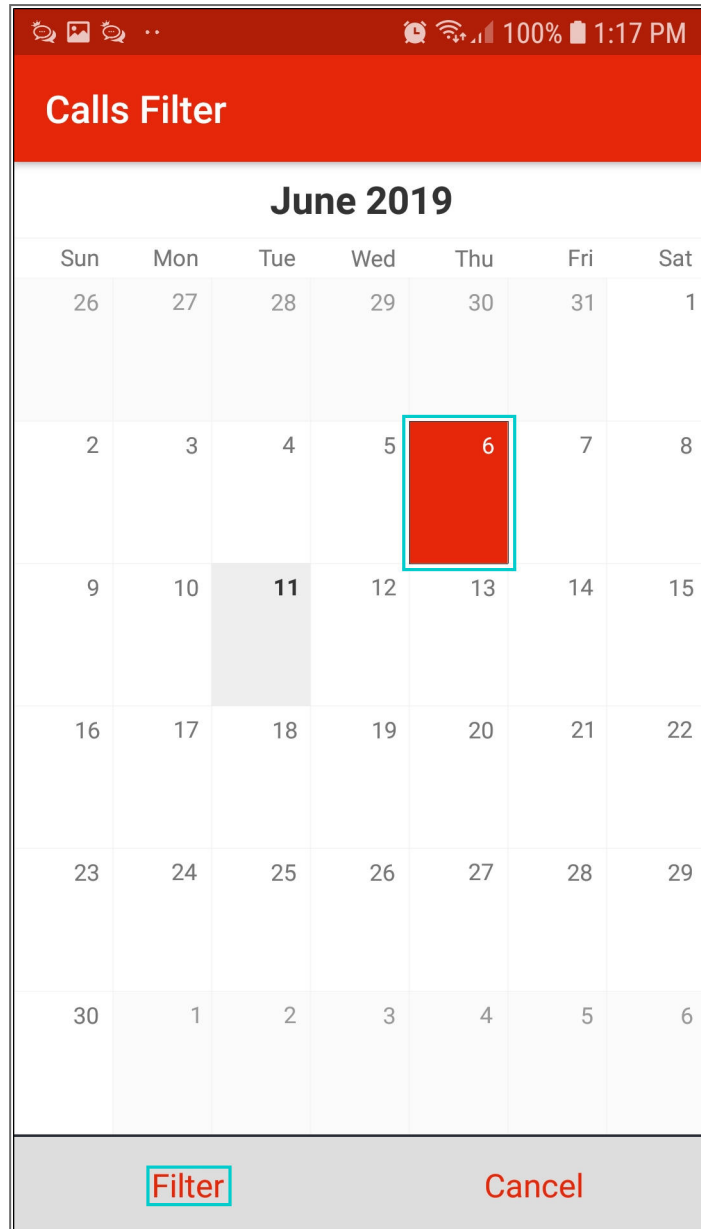


## VIEW CALLS BY DATE

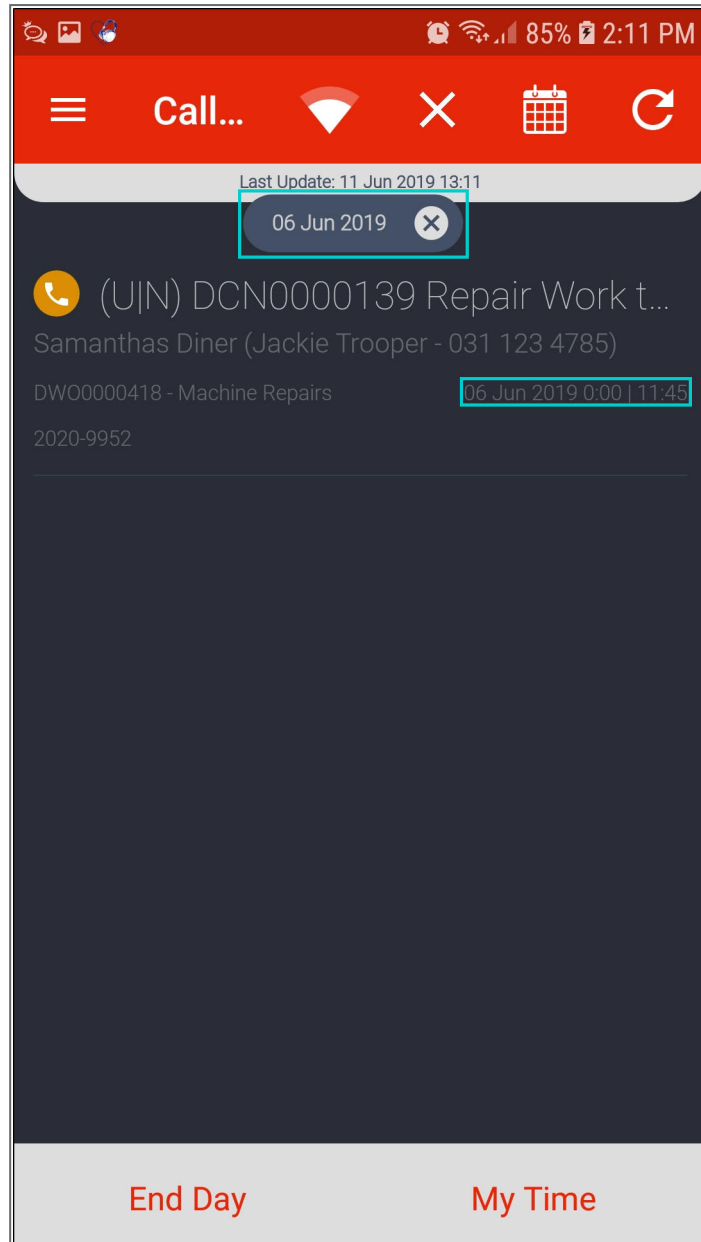
- Click on the **Calendar** icon.



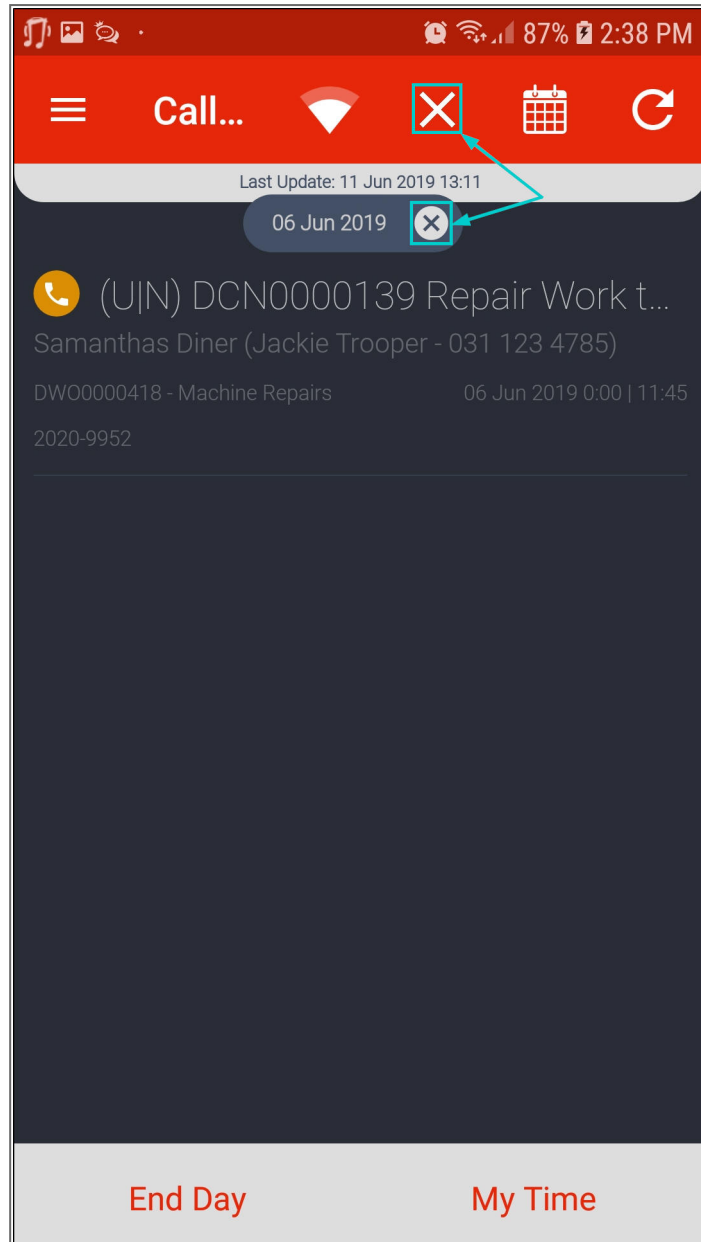
- A **Calls Filter** screen will be displayed.
- Click on the desired date.
- The selected date will change colour to **red**.
- Click on **Filter**.



- 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.

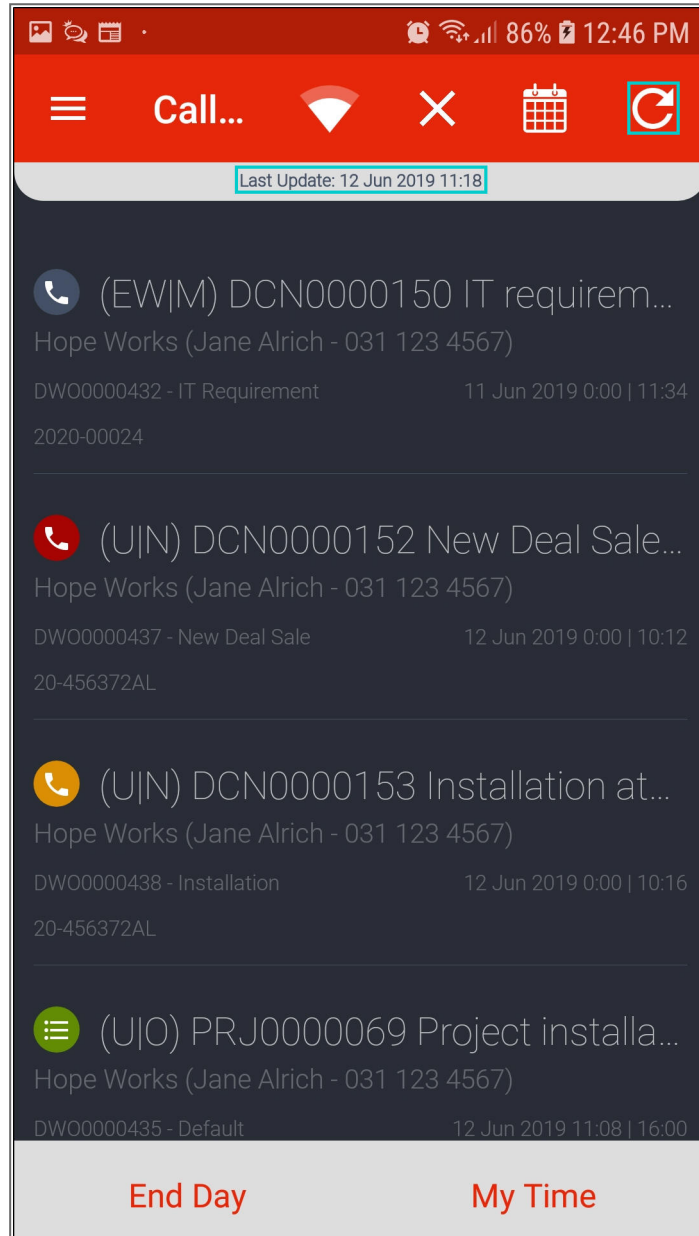


## SYNCING AND REFRESHING

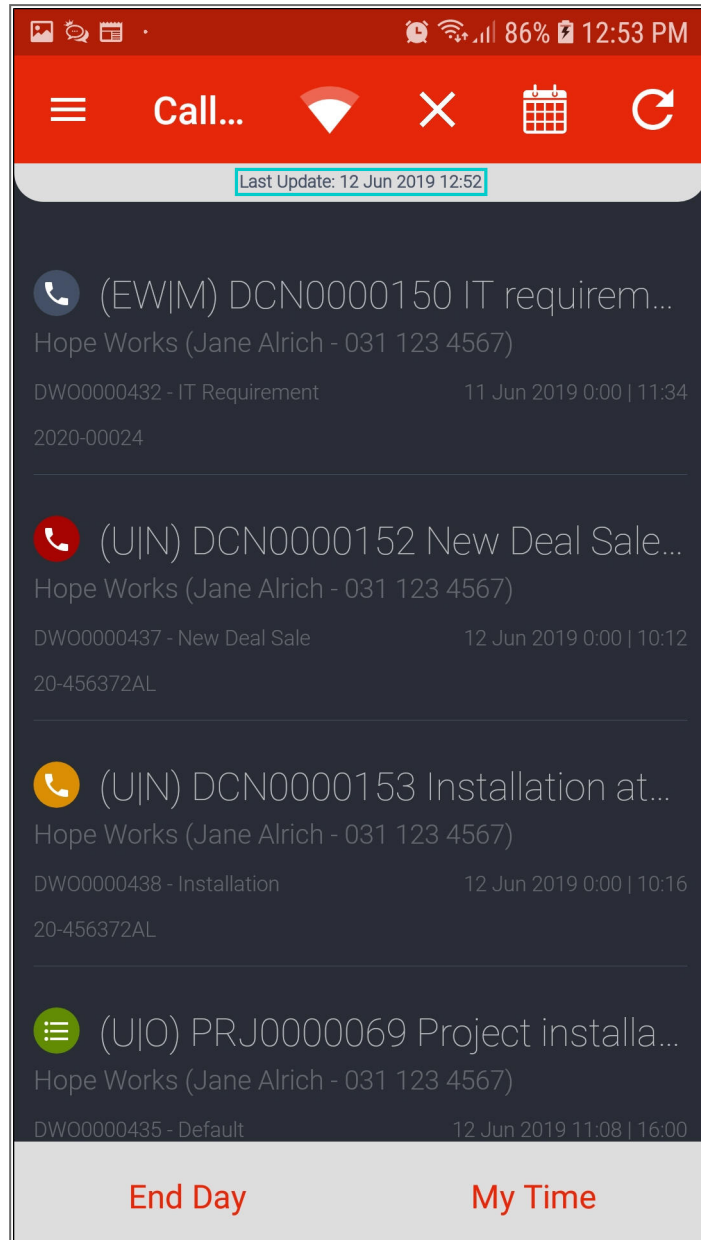
- Due to the functionality that enables the use of **Tech Connect off-line**, data is saved to the phone and will sync with the database, via the **TechWebService**, whenever a connection is available.



- 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.



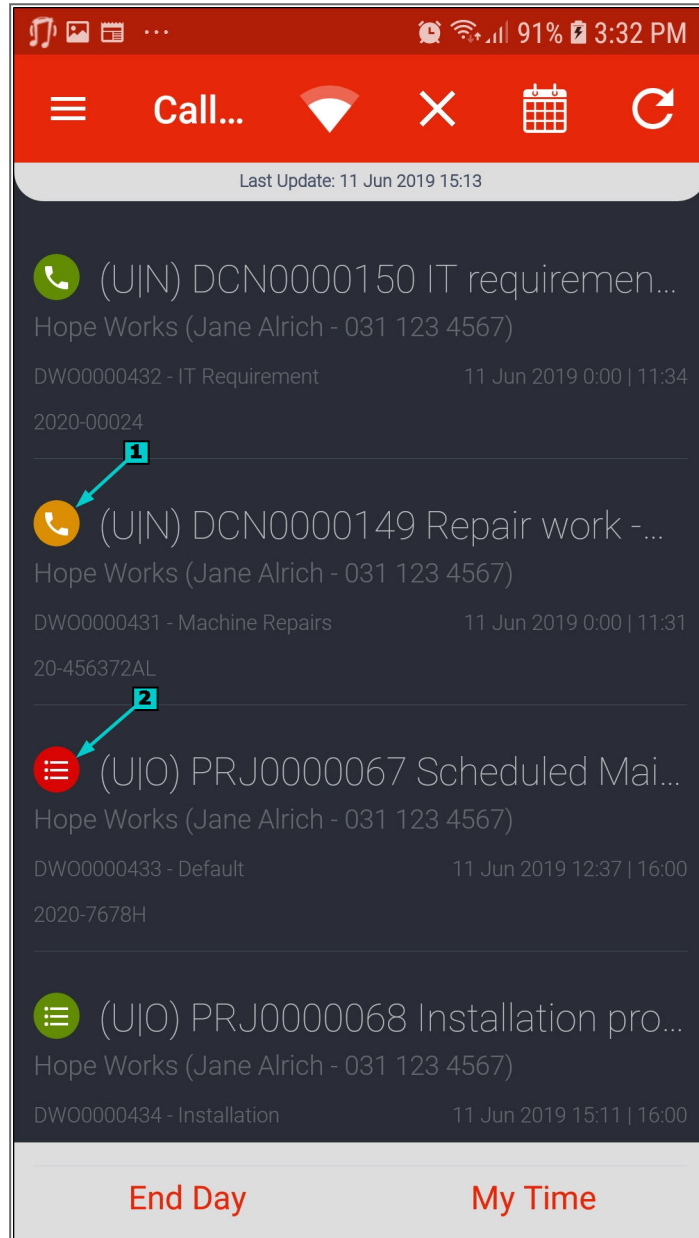
- The **Last Update** [ ] will change to the current date and time.



## ASSIGNED CALLS / PROJECTS

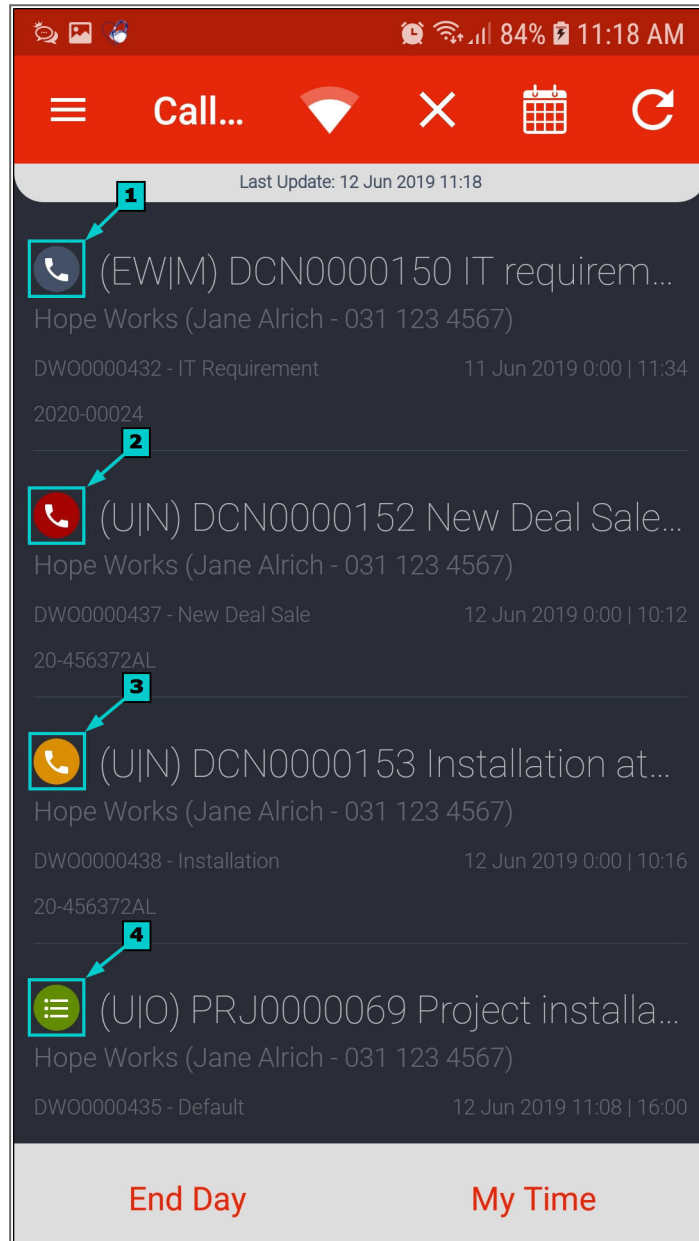
### CALL / PROJECT ICON

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



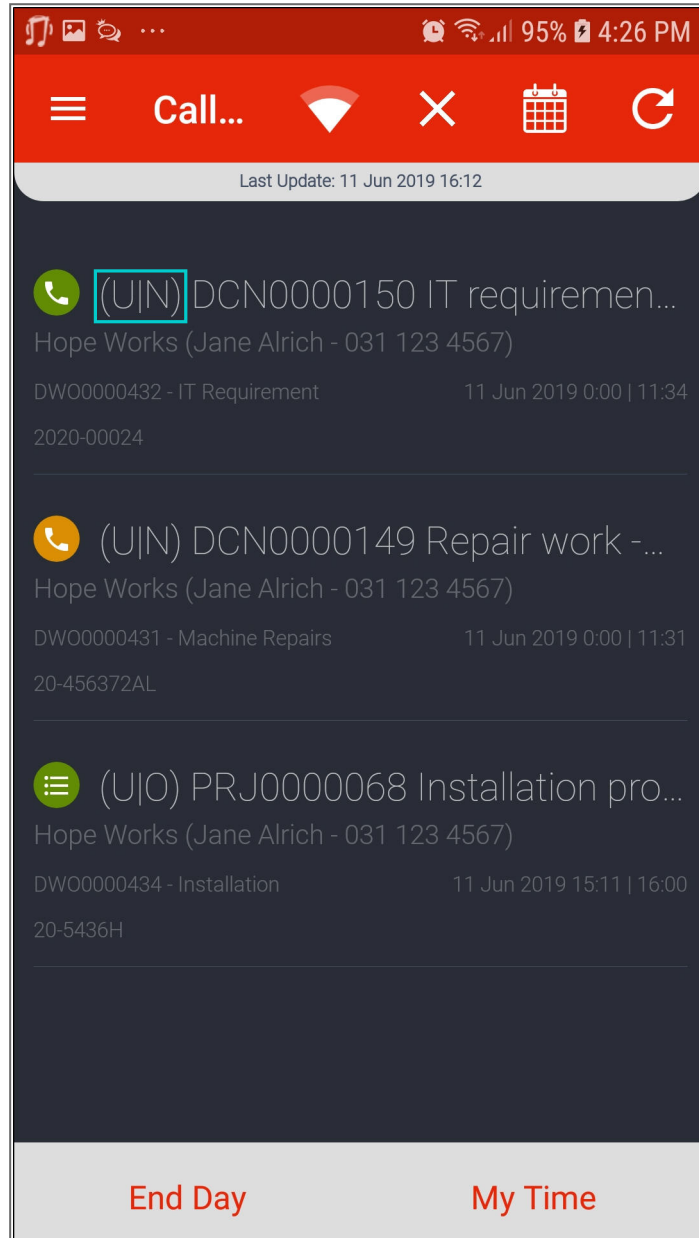
## WORK INFO CIRCLE

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

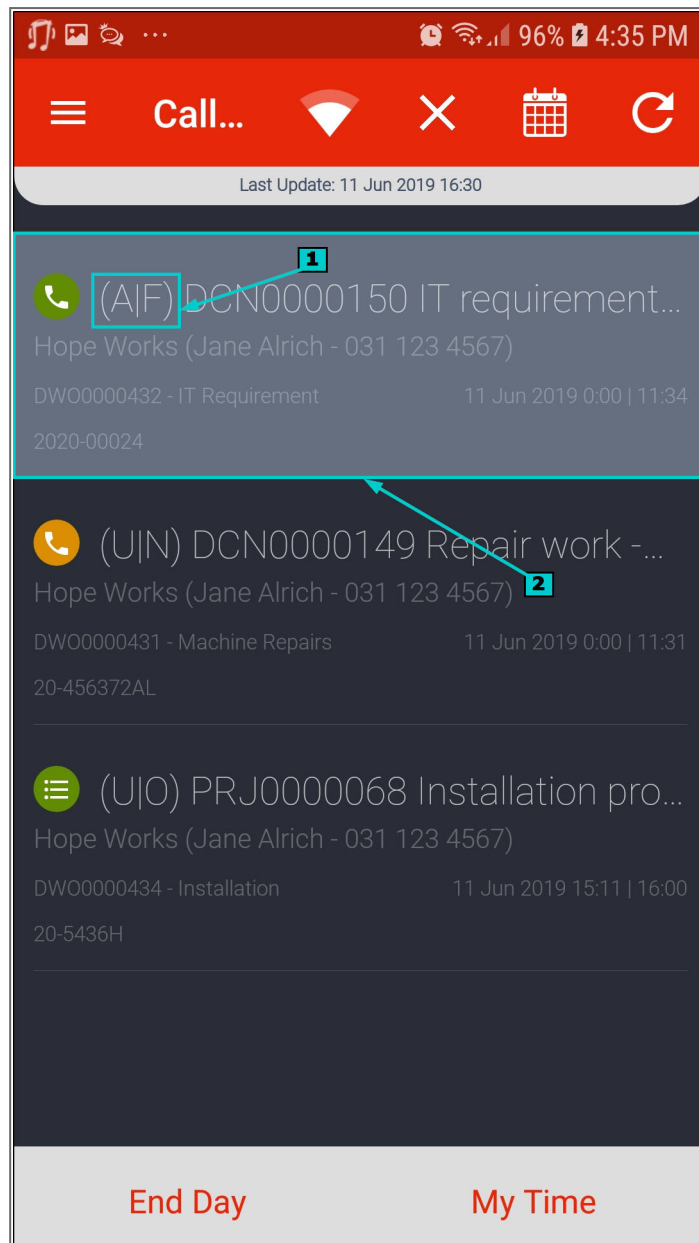


## CALL STATUS

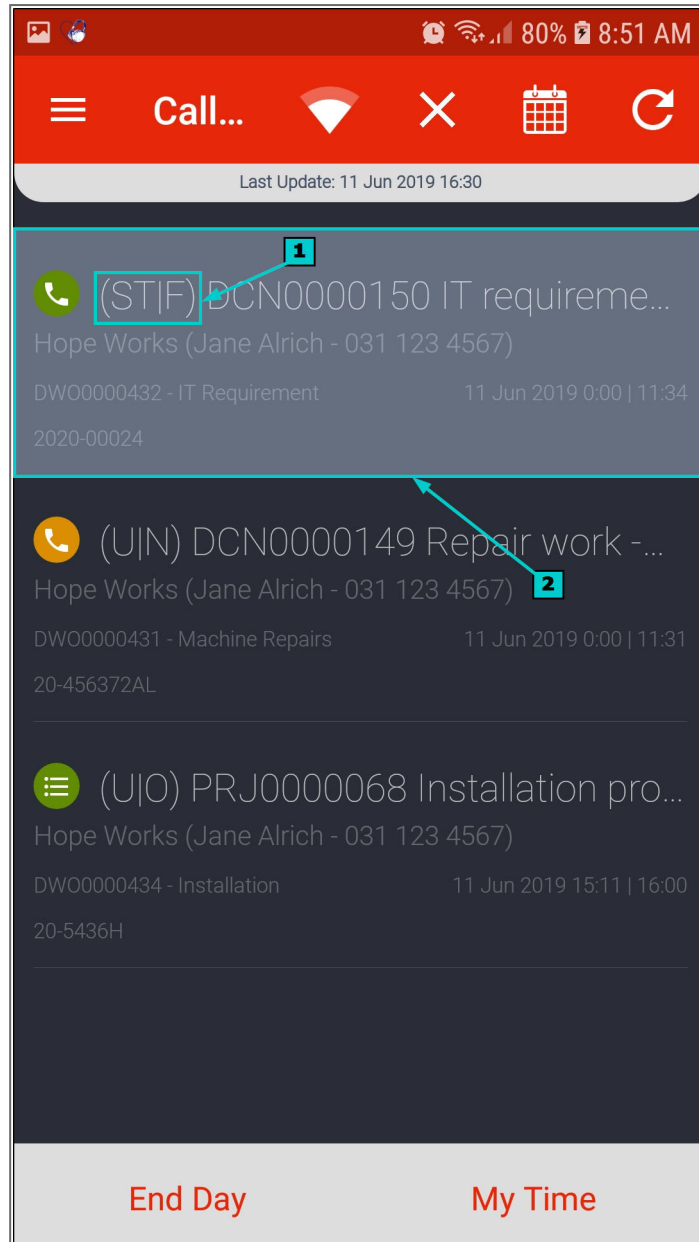
- If a work order linked to a call is awaiting acceptance - you will see the status as;
  - **(U|N)** - Awaiting Acceptance | New
- The call will be in Status - **New** in the **Call Listing** screen in **BPO**.



- 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**.

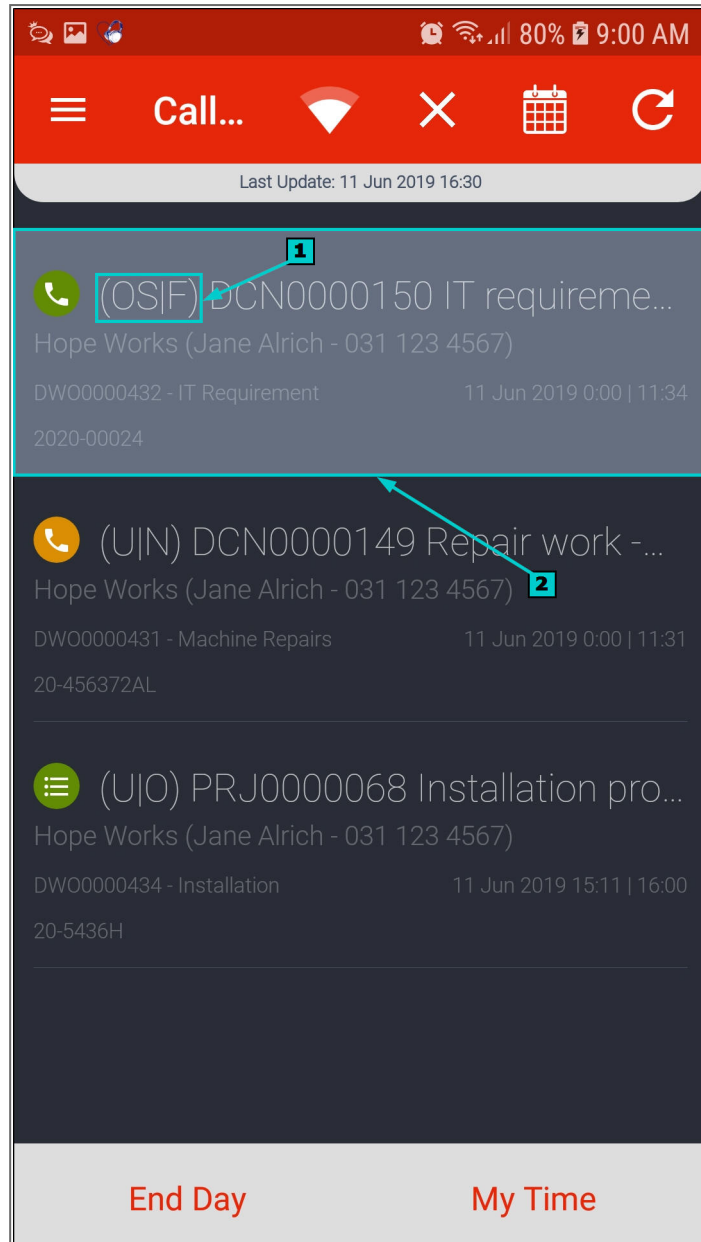


- If a work order is linked to a call and start travel has been selected - you will see the status as;
  1. **(ST|F)** - Start Travel | In progress
  2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.

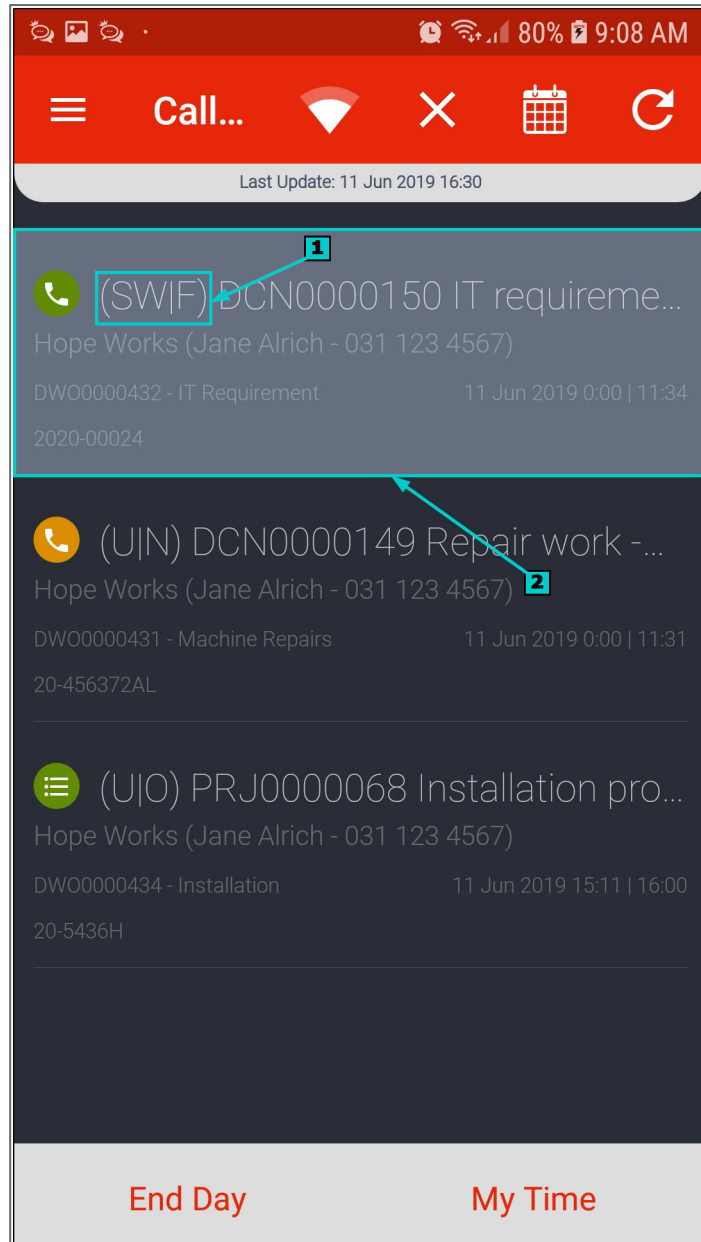


- If a work order is linked to a call and on site has been selected - you will see the status as;
  1. **(OS|F)** - On Site | In progress
  2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.



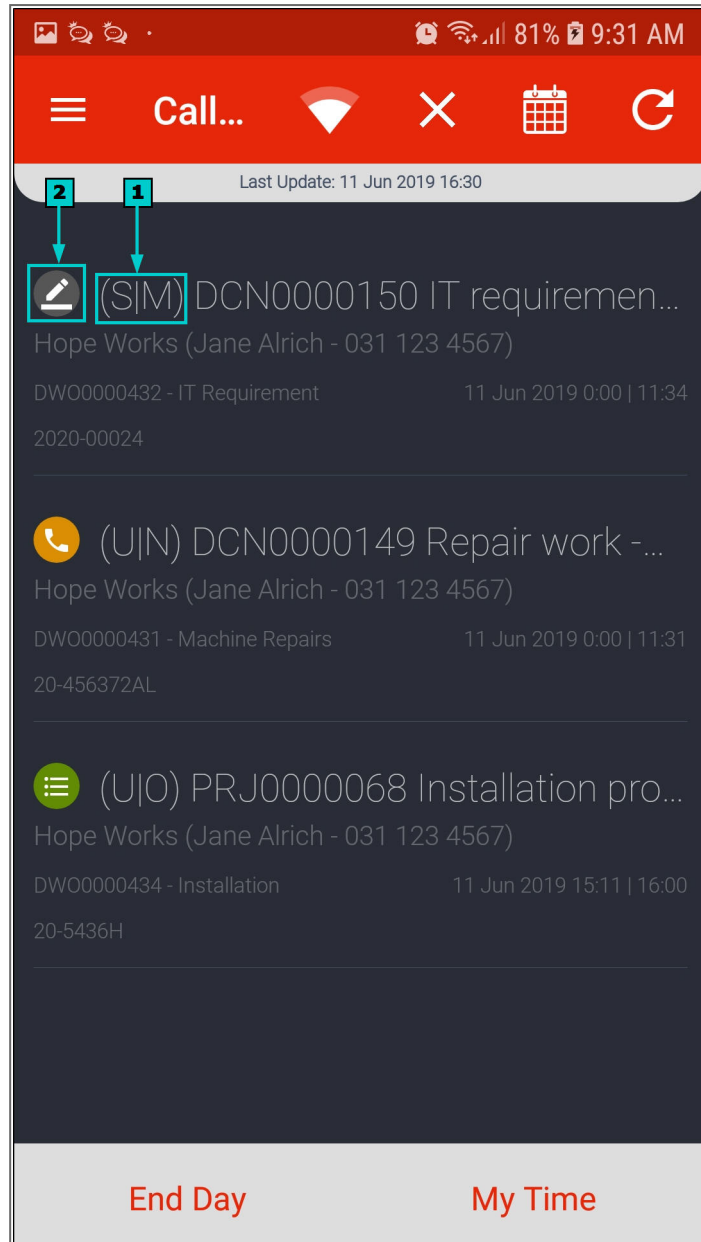


- If a work order is linked to a call and start work has been selected - you will see the status as;
  1. **(SW|F)** - Start Work | In progress
  2. and the colour will be **grey**.
- The call will be in Status - **In Progress** in the **Call Listing** Screen in **BPO**.



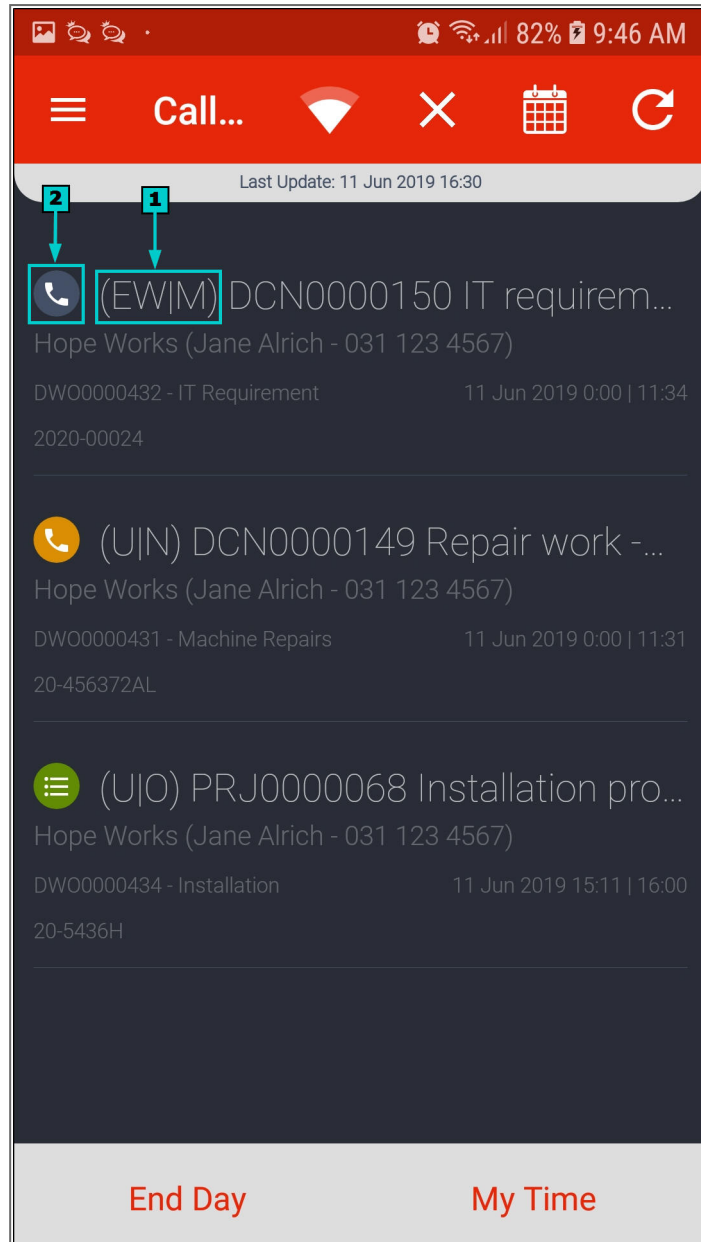
- If a work order is linked to a call and end work has been selected without signing off the work - you will see the status as;
  1. **(S|M)** - Awaiting Signature | Complete
  2. and a signature icon will be displayed and the **work info circle** will be **grey**.

- 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.



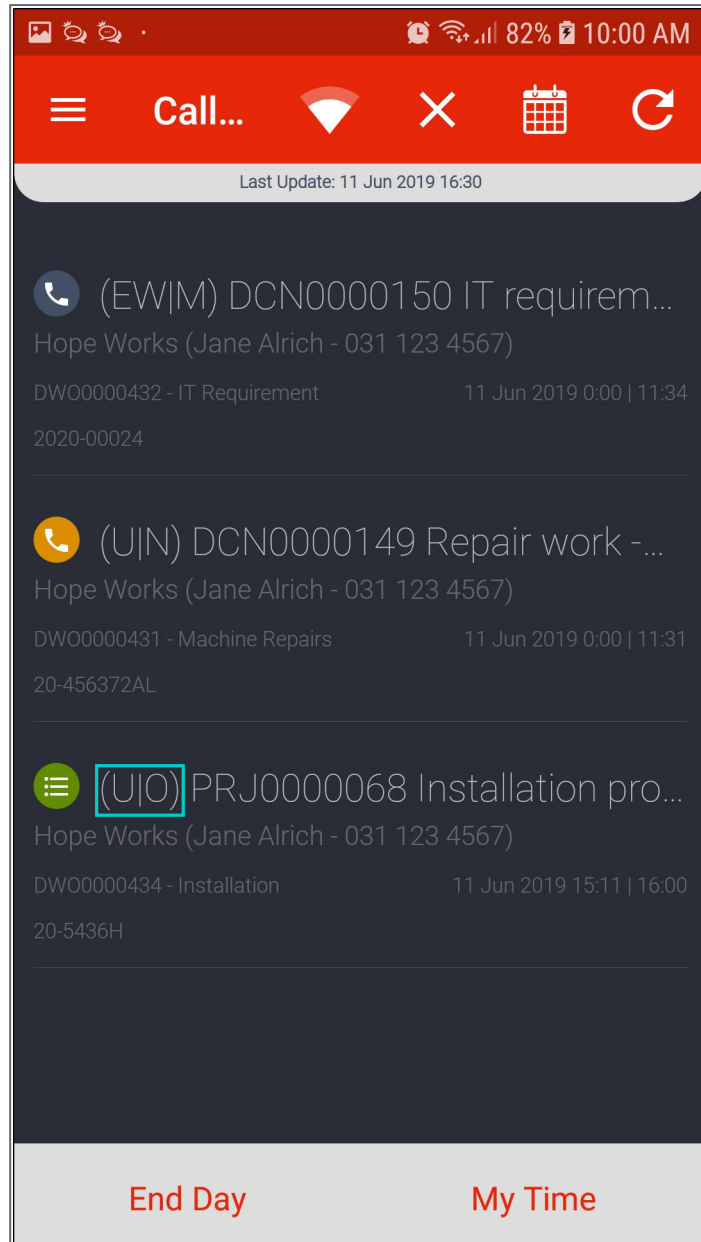
- If a work order is linked to a call and work has been ended and signed off - you will see the status as;
  1. **(EW|M)** - End Work | Complete
  2. and the work info circle colour around the call icon will be **grey**.

- 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.

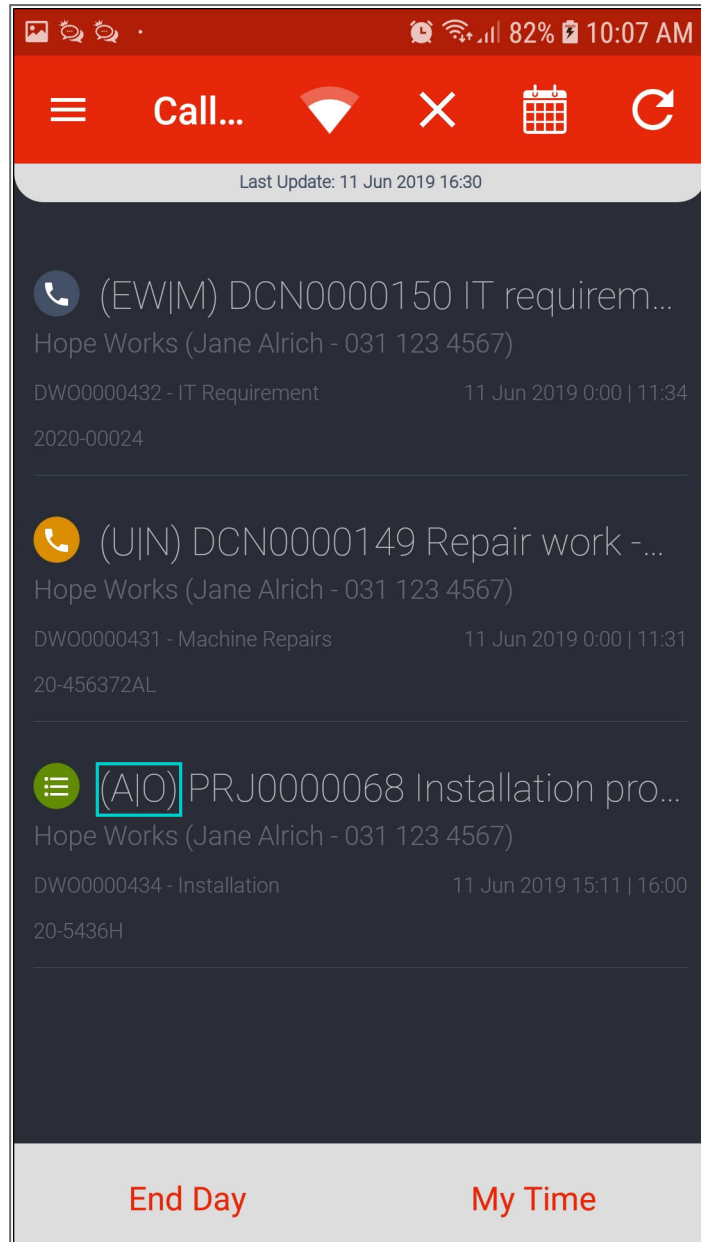


## PROJECT STATUS

- 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**.

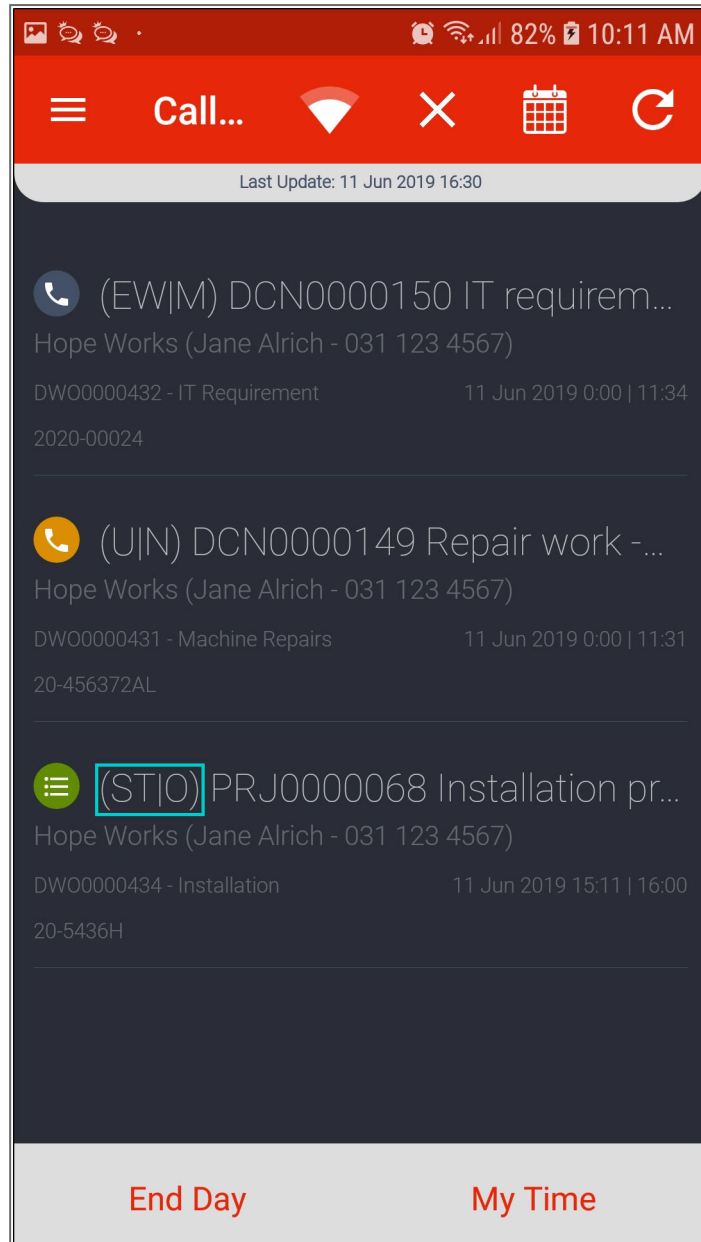


- If a work order linked to a project has been accepted - you will see the status as;
  - **(A|O)** - Accepted | Open
- The project work order will be in Status - **Open** in **BPO**.

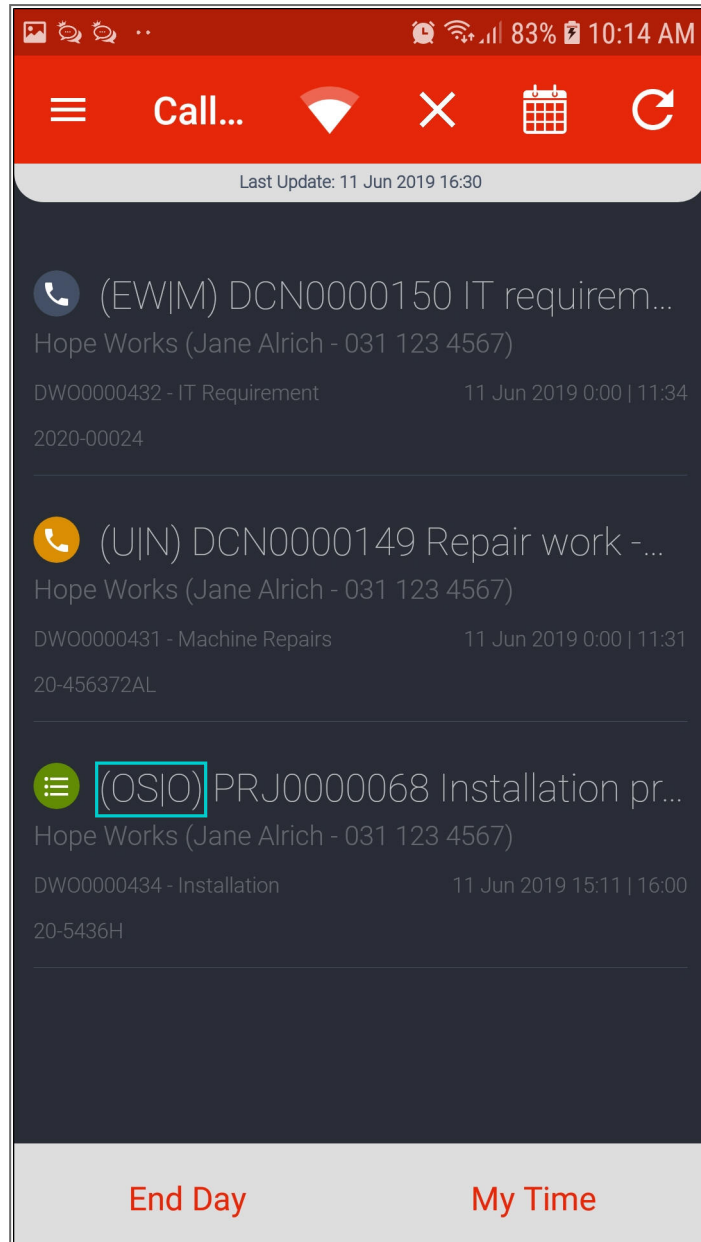


- If a work order is linked to a project and start travel has been selected - you will see the status as;
  - **(ST|O)** - Start Travel | Open
- The project work order will be in Status - **Open** in **BPO**.

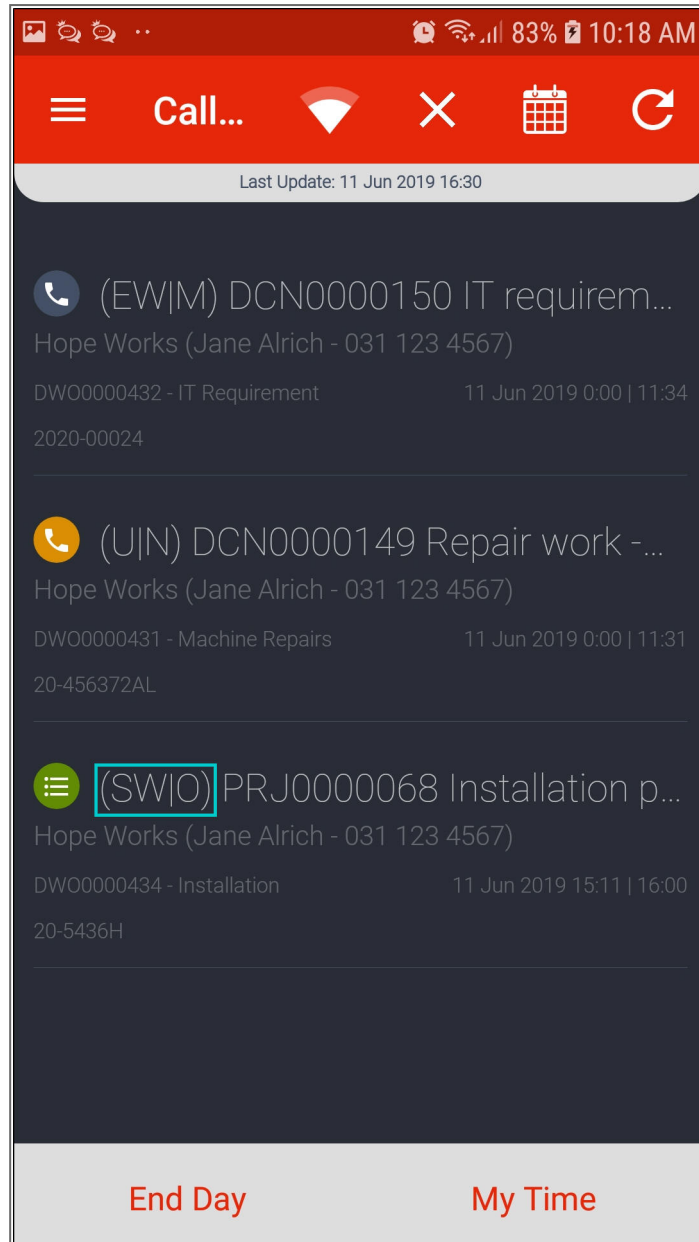




- If a work order is linked to a project and on site has been selected - you will see the status as;
  - (OS|O) - On Site | Open
- The project work order will be in Status - **Open** in the **BPO**.

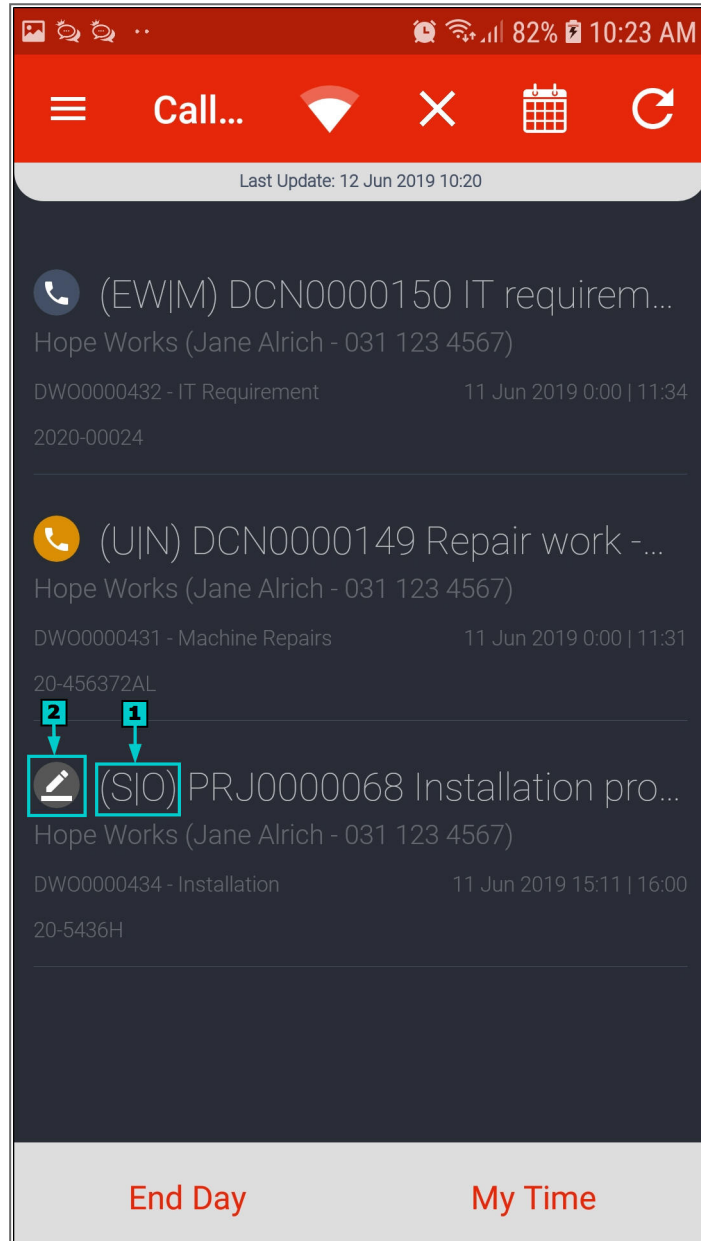


- If a work order is linked to a project and start work has been selected - you will see the status as;
  - **(SW|O)** - Start Work | Open
- The project work order will be in Status - **Open** in **BPO**.

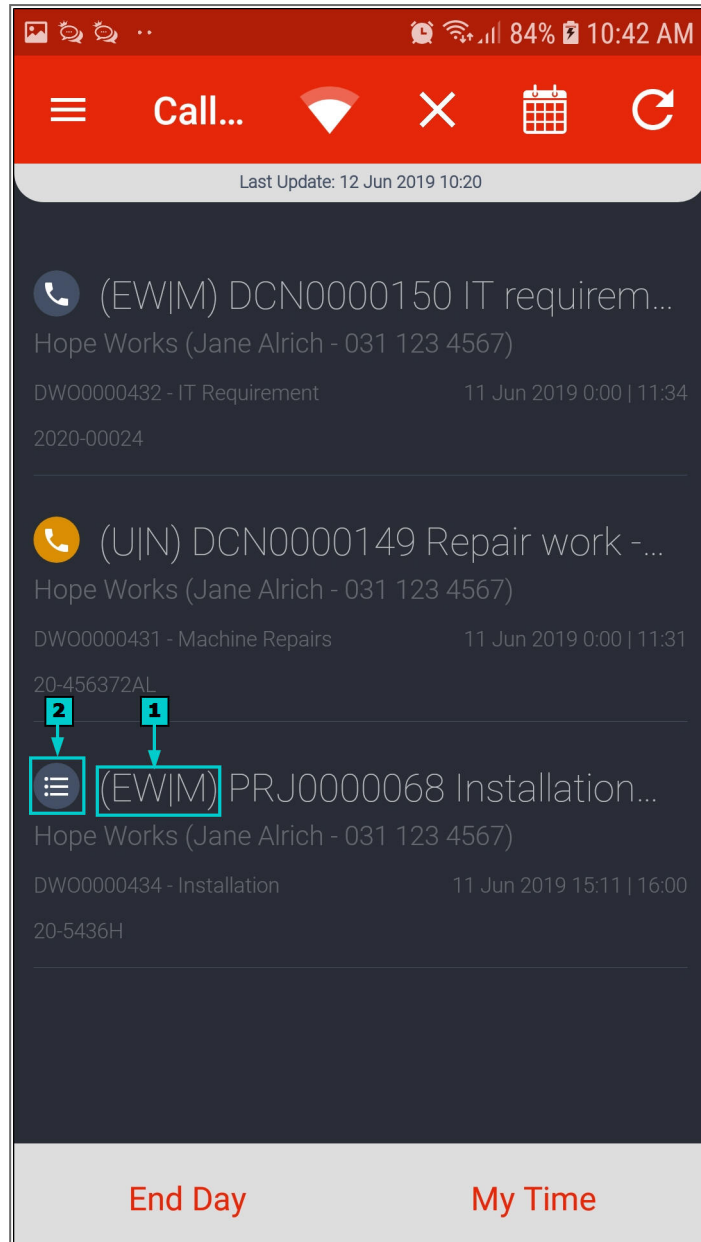


- If a work order is linked to a project and work has been ended as resolved without signing off the work - you will see the status as;
  1. **(S|O)** - Awaiting Signature | Open
  2. and a **signature** icon will be displayed and the **work info circle** will be **grey**.
- The project work order will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



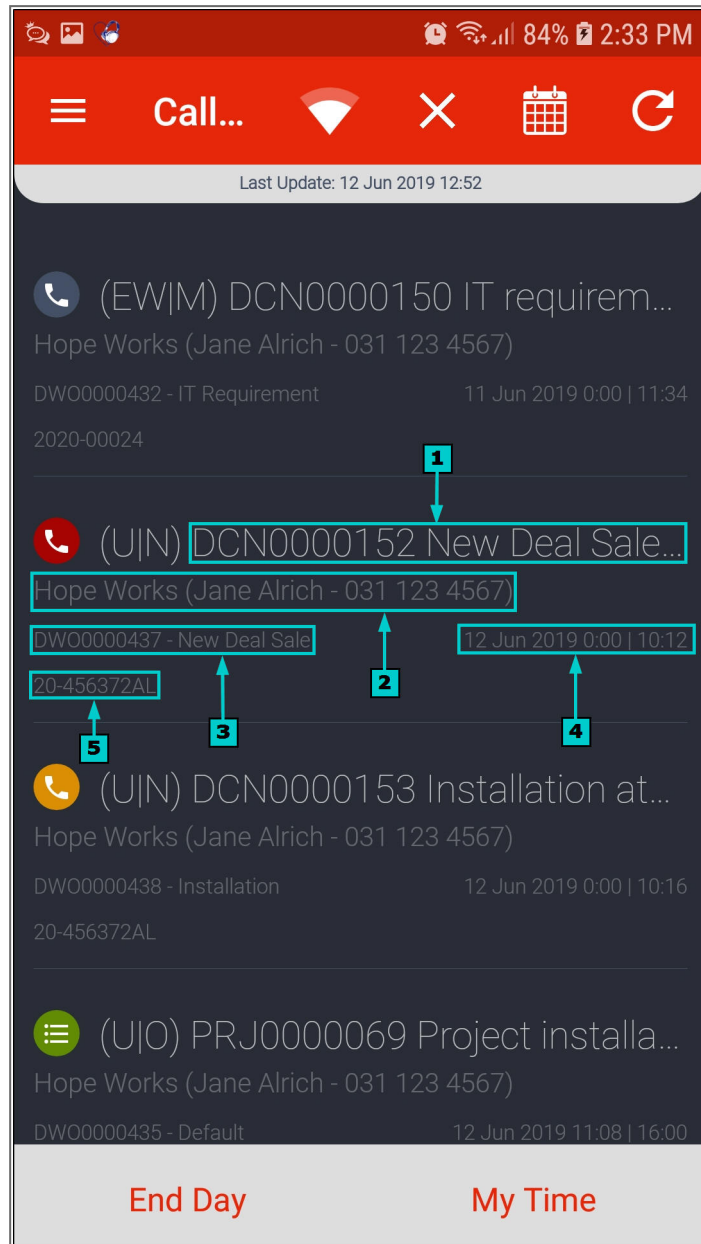
- If a work order is linked to a project and work has been ended as resolved and signed off - you will see the status as;
  1. **(EW|M)** - End Work | Complete
  2. and the work info circle colour around the project icon will be **grey**.
- The project work order will be in Status - **Complete** in **BPO**.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



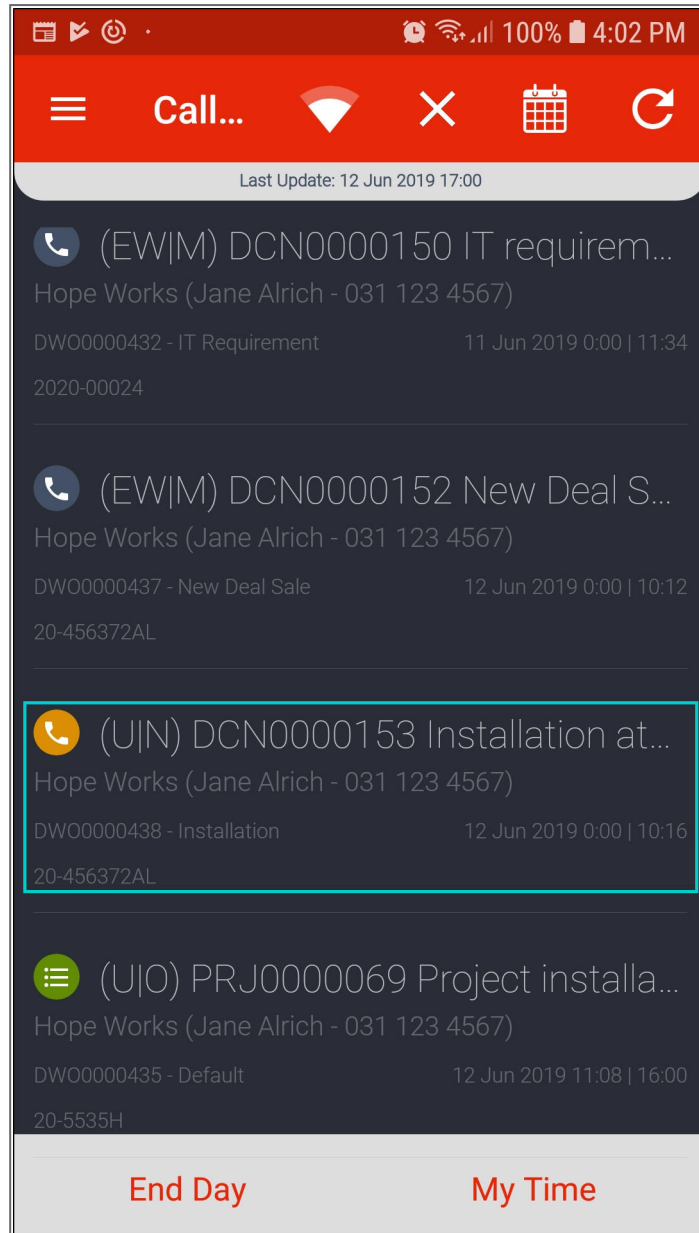
### ASSIGNED CALL / PROJECT DETAILS - CALLS LIST SCREEN

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.



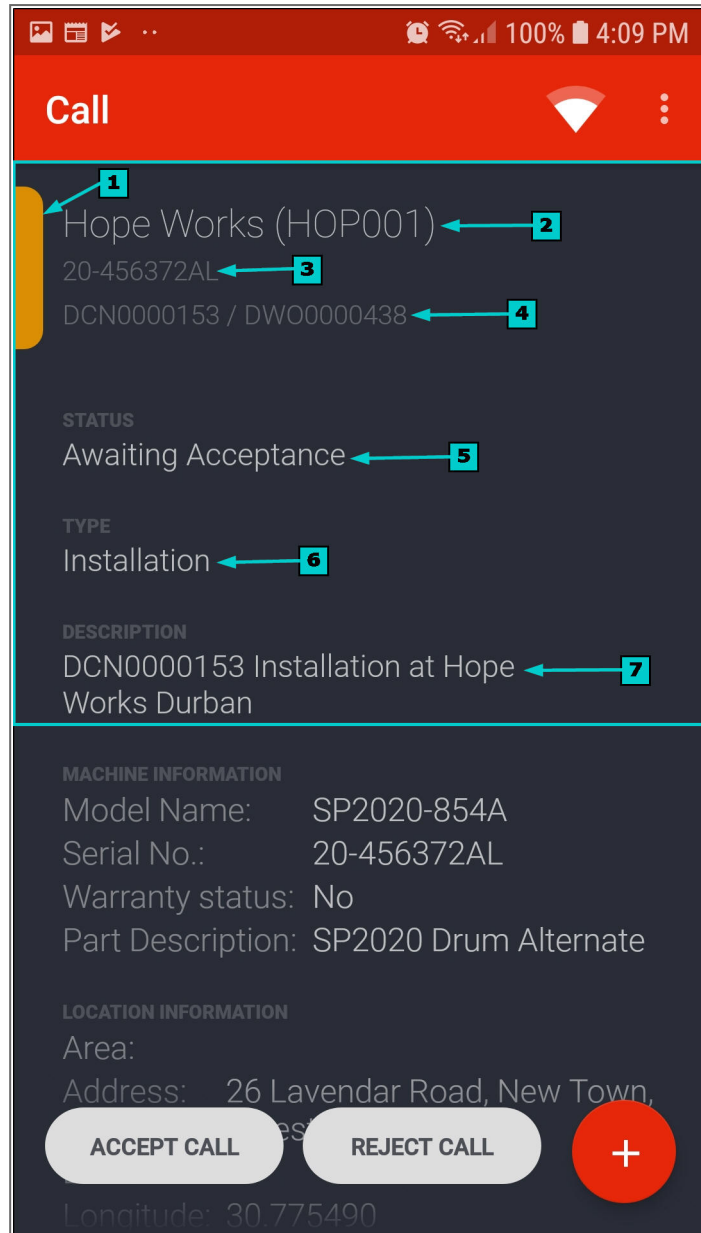
- The **Call** screen will be displayed.

## 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

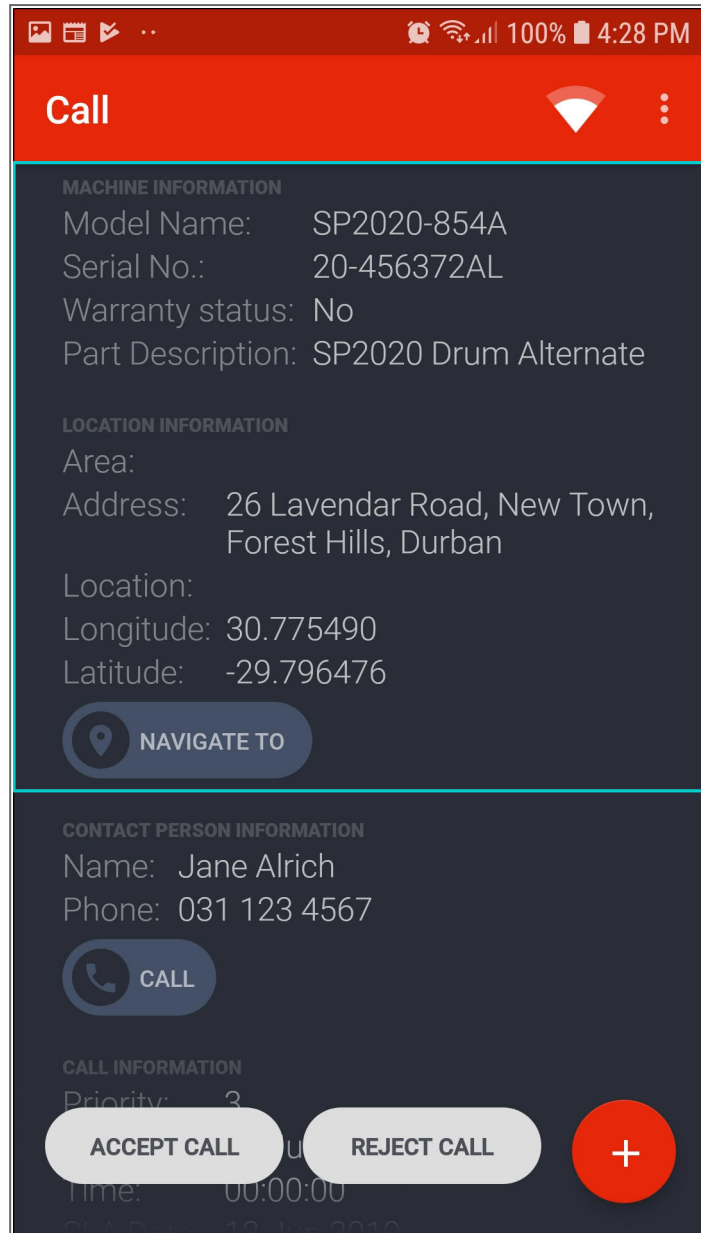
- **Model Number:** This shows the model number of the machine linked to this call / project.
- **Serial Number:** This shows the serial number of the machine linked to the call / project.

- **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.



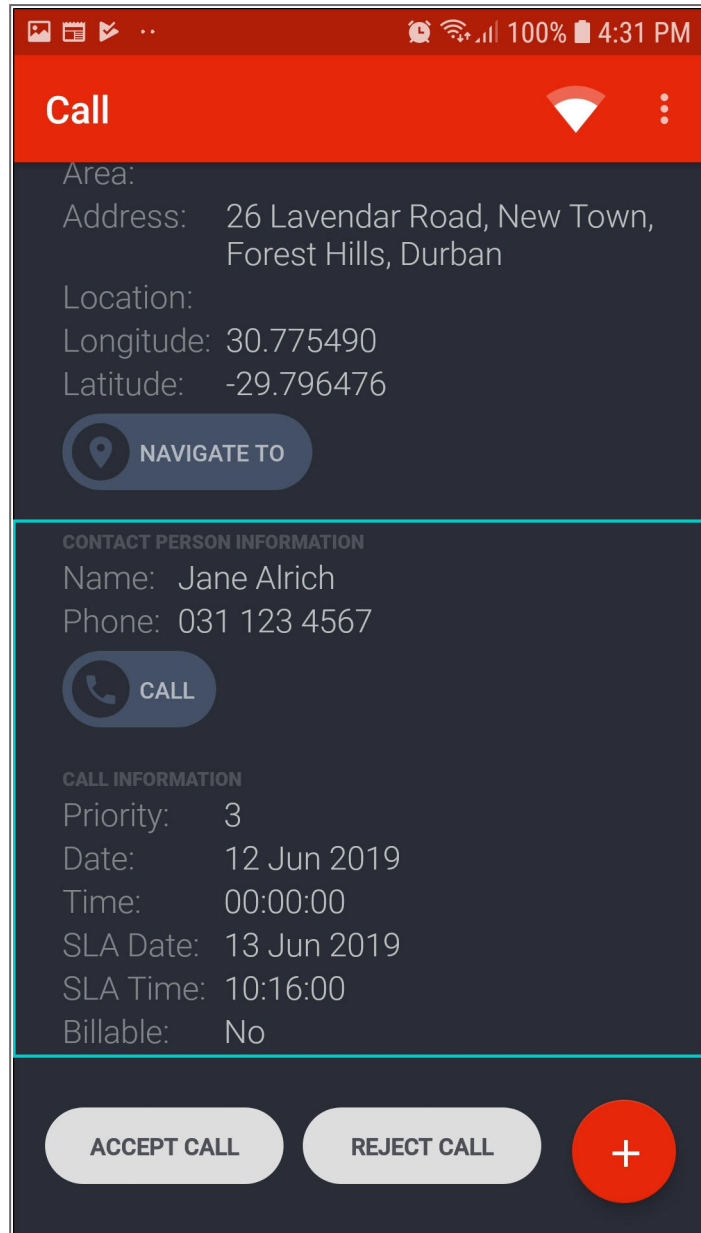
## Contact Person Information

- **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

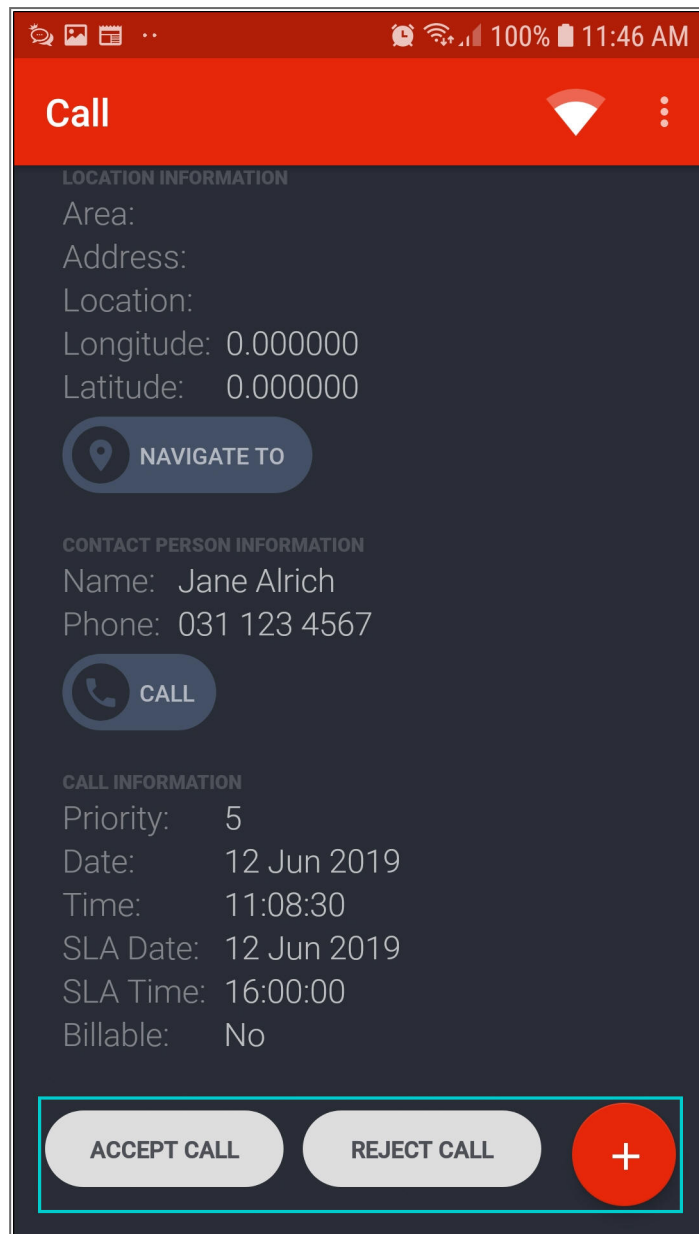
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- **Priority:** This shows the priority of the call / project.  
High priority - **1** and Low Priority - **5**.
- **Date:** This is the scheduled start date.
- **Time:** This is the scheduled start time.
- **SLA Date:** This is the scheduled end date.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



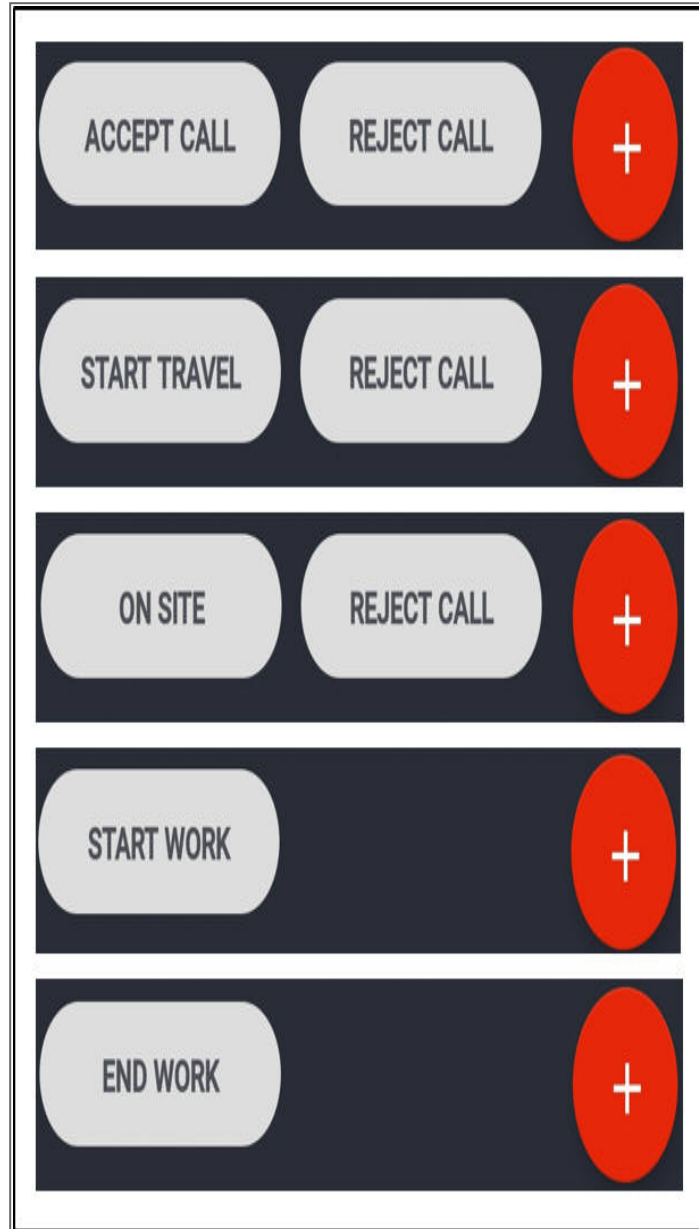
## Action Buttons

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



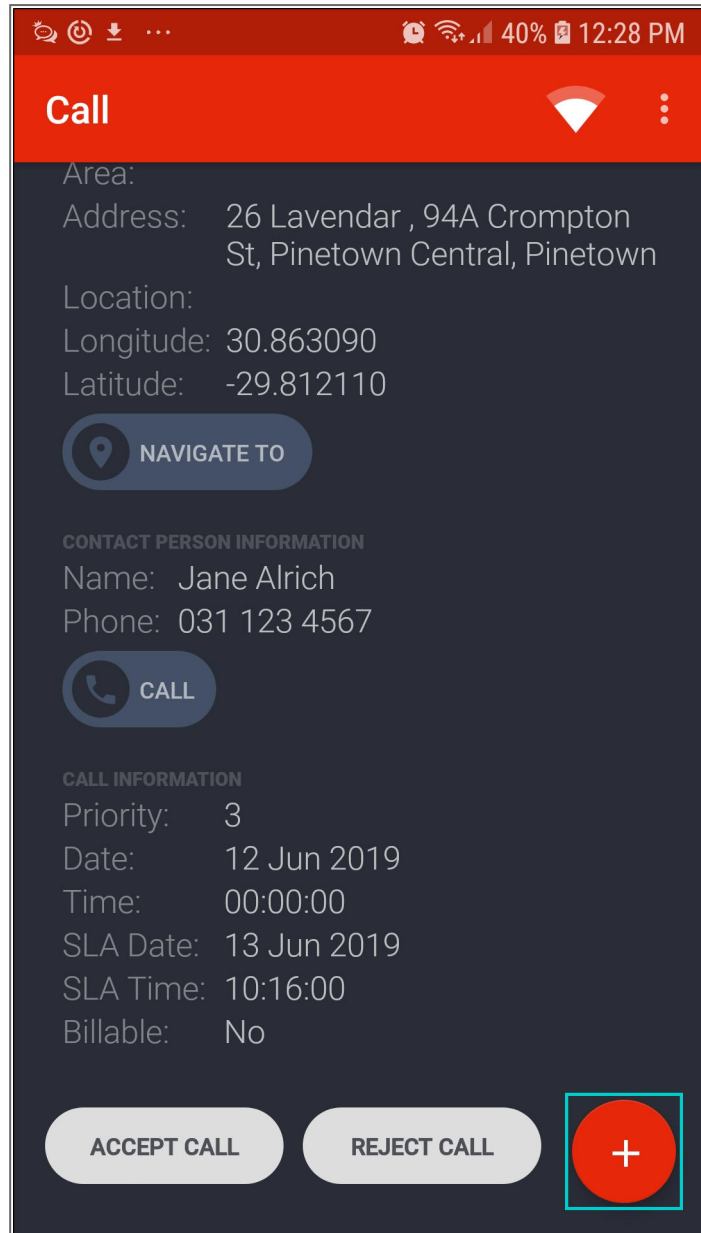
- **Awaiting Acceptance Status:** **Accept Call | Reject Call** buttons will be displayed.
- **Accepted Status:** **Start Travel | Reject Call** buttons will be displayed.
- **Start Travel Status:** **On Site | Reject Call** buttons will be displayed.
- **On Site Status:** **Start Work** button will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

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

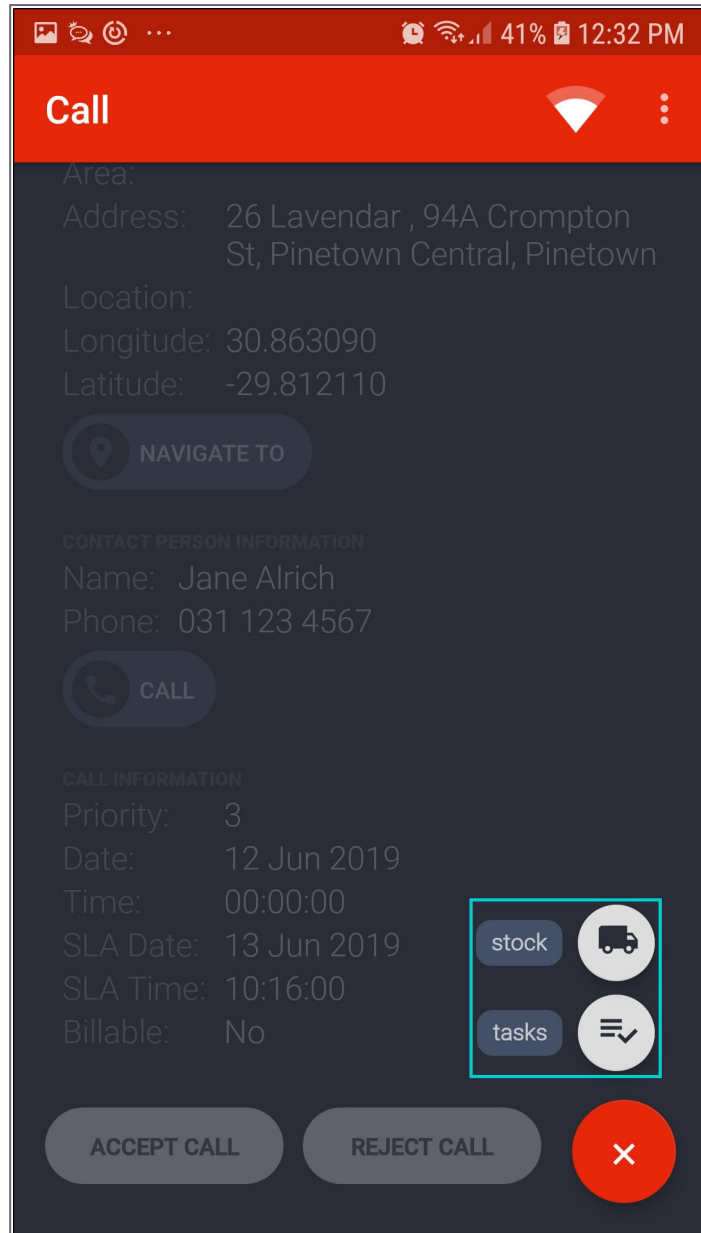


- Click on the '+' button.

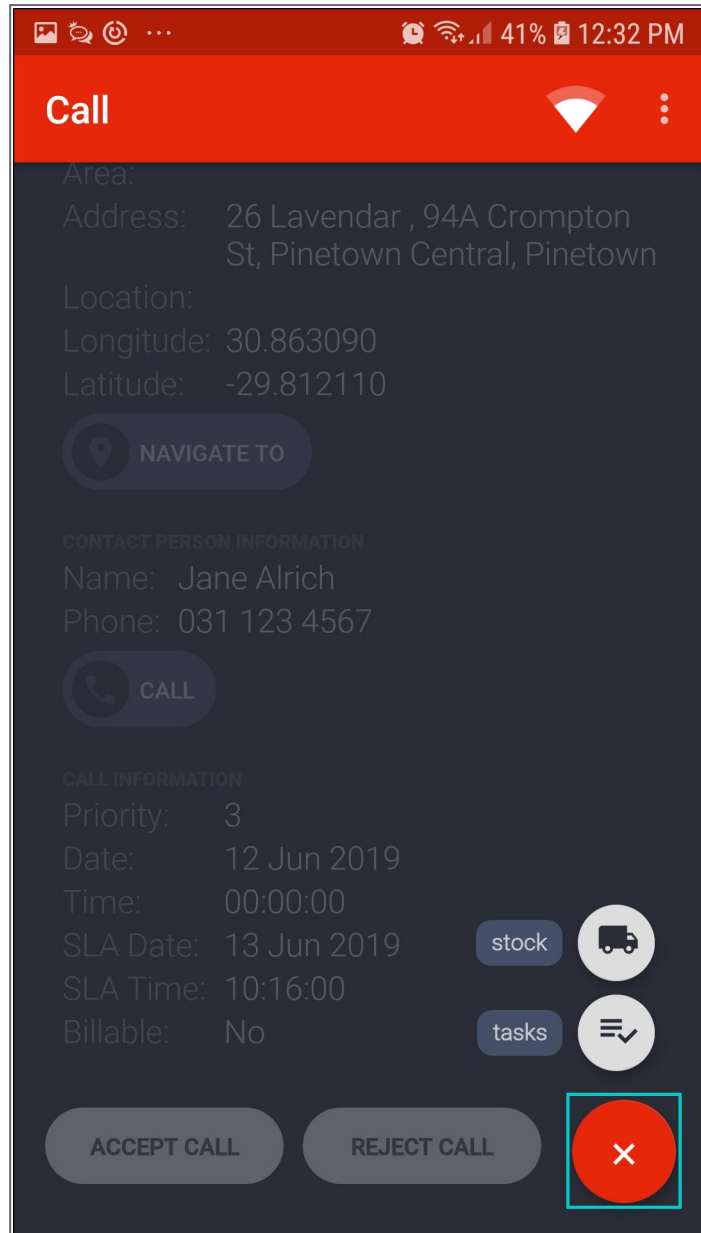




- A menu will be displayed showing different work options. The [work options](#) displayed will vary depending on the status of the call / project.
- For more information, refer to [Work Options](#).



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



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