

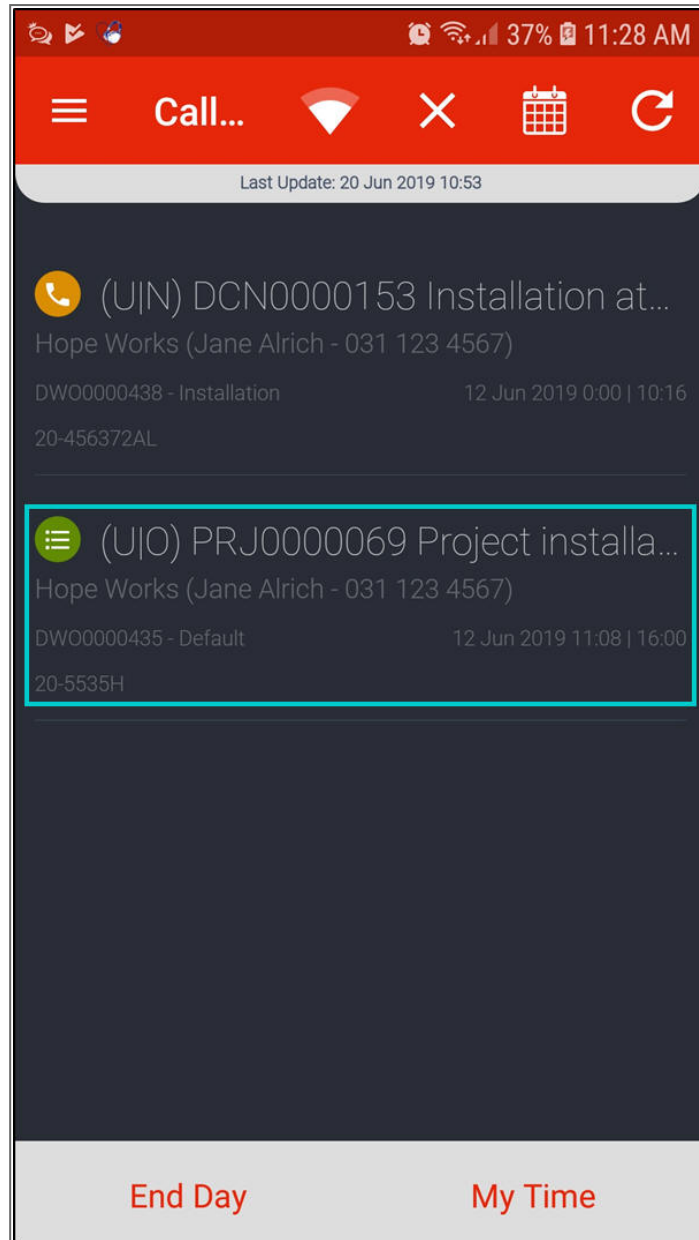
We are currently updating our site; thank you for your patience.

TECHCONNECT

WORK FLOW

TECH CONNECT WORK FLOW

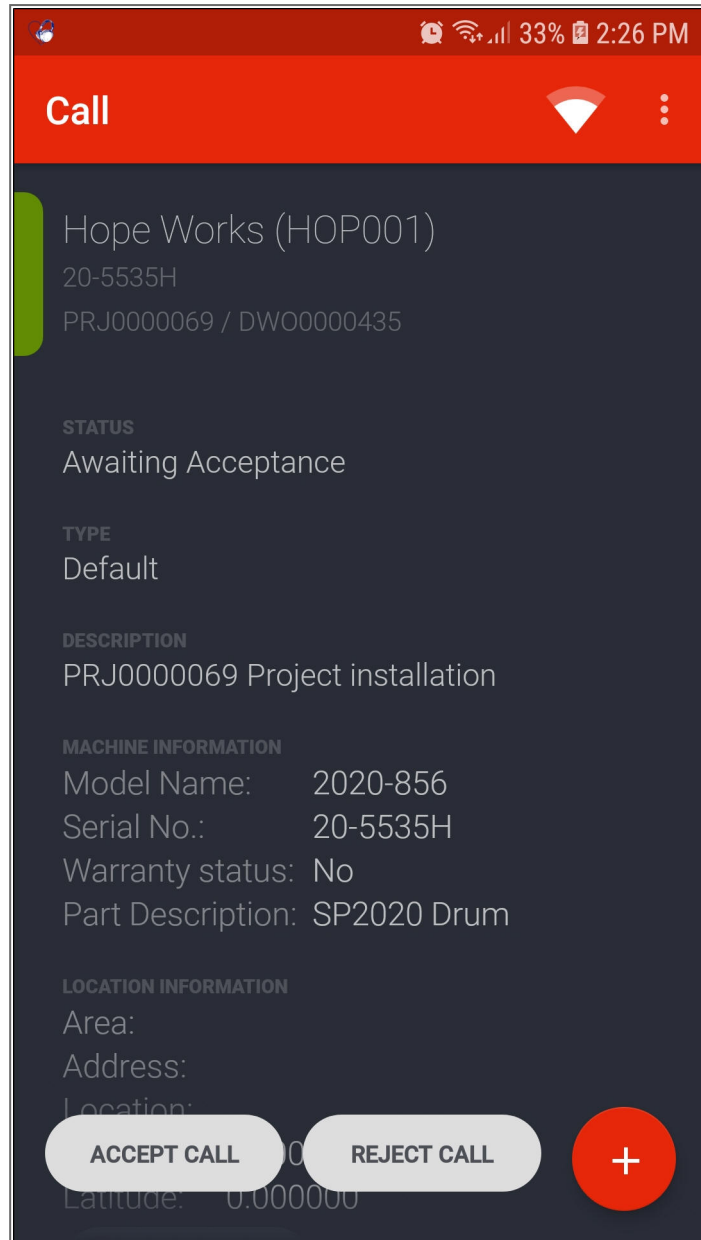
- In the **Calls List** screen, click on the call / project you want to work on.



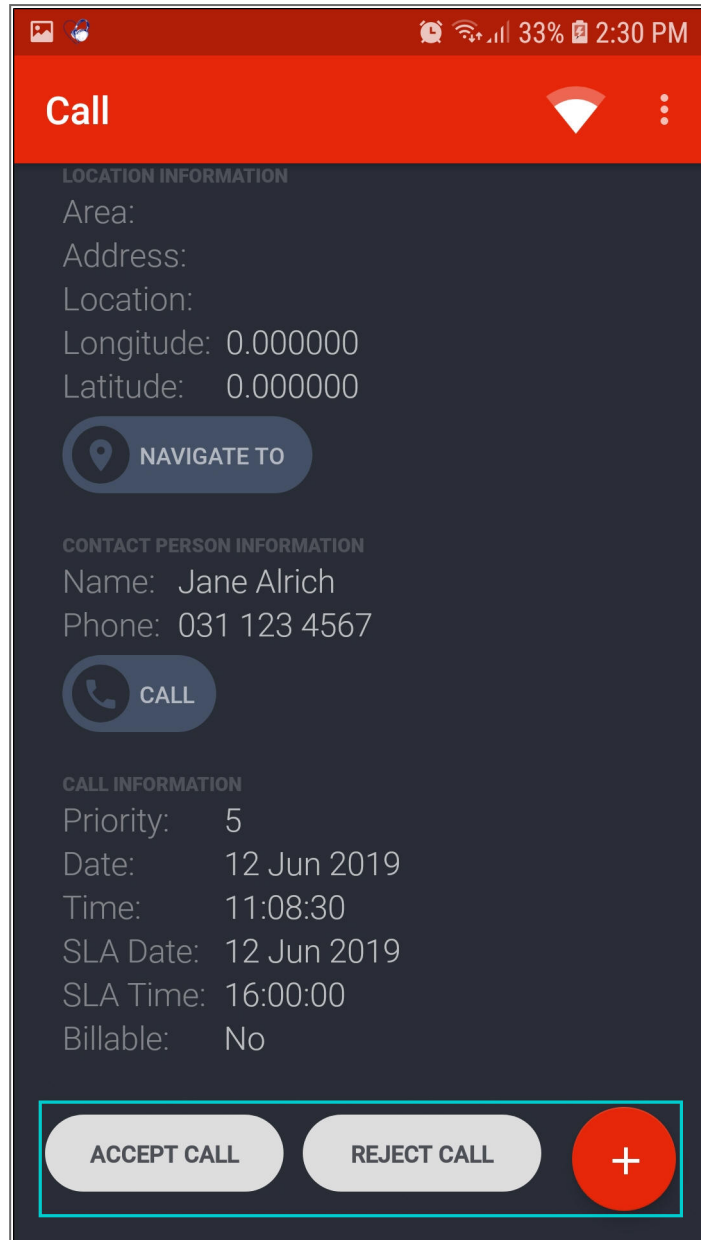
CALL AWAITING ACCEPTANCE

- In the Call screen you will see the:
 - Call Detail
 - Status
 - Call Type

- Description
- Machine Information (including warranty status - 'No warranty' / 'Active' / 'Inactive')
- Location Information (including GPS co-ordinates)
- Contact Person Information
- Call Information
 - **Note:** If you cannot see any of these details, scroll up / down your screen.

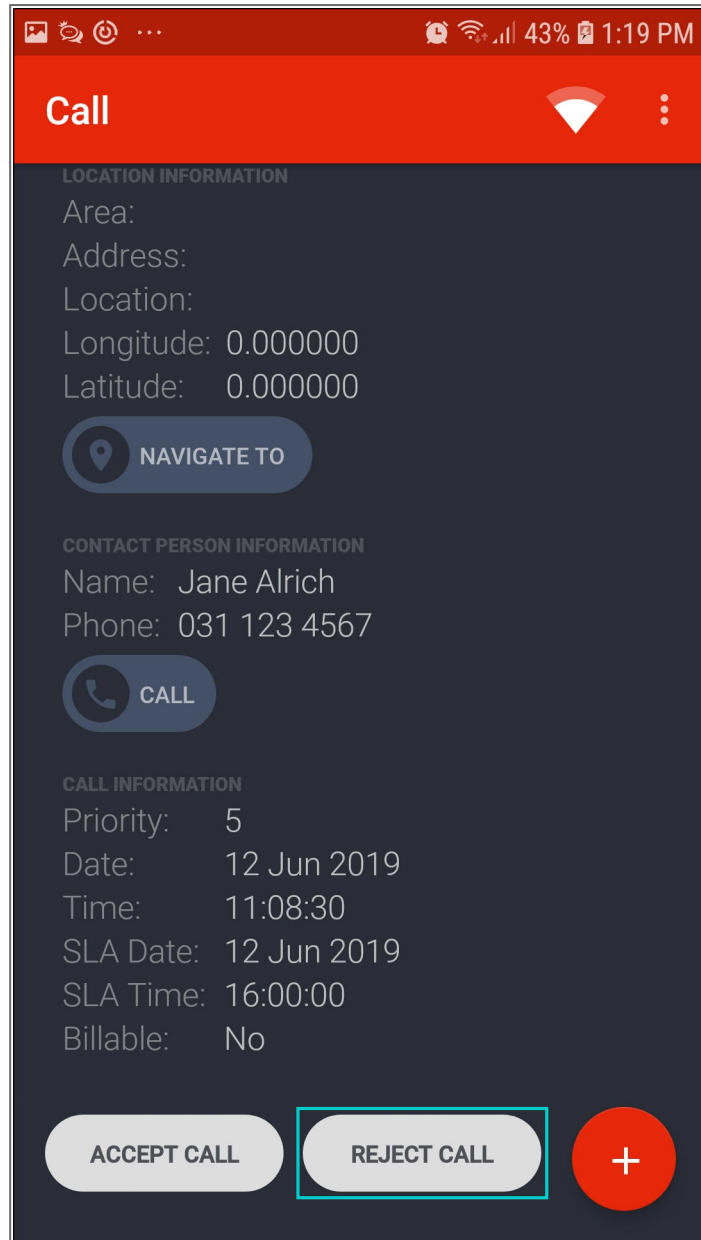


- Clicking the '+' button will give you a **Stock option** to view any part requests that have been logged, (e.g. the client has requested toner). This way you will know if you first need to collect stock from stores.
- You can either [Accept a Call](#) or [Reject a Call](#).

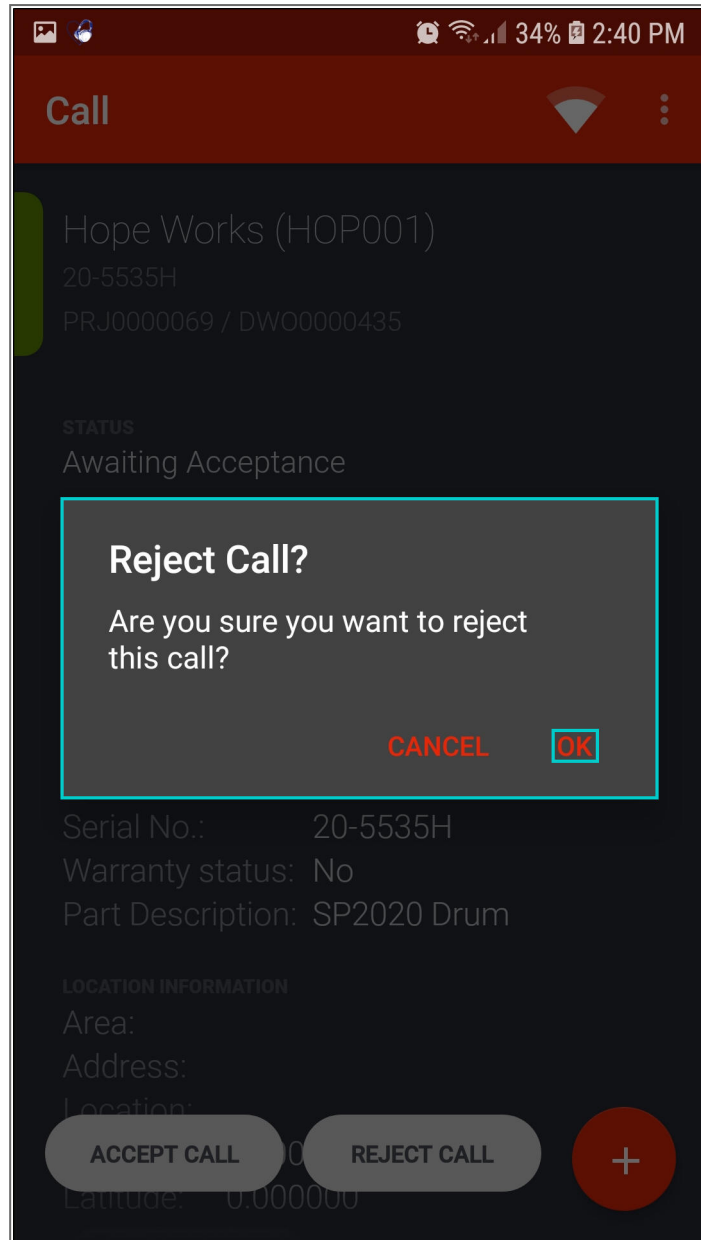


REJECT A CALL

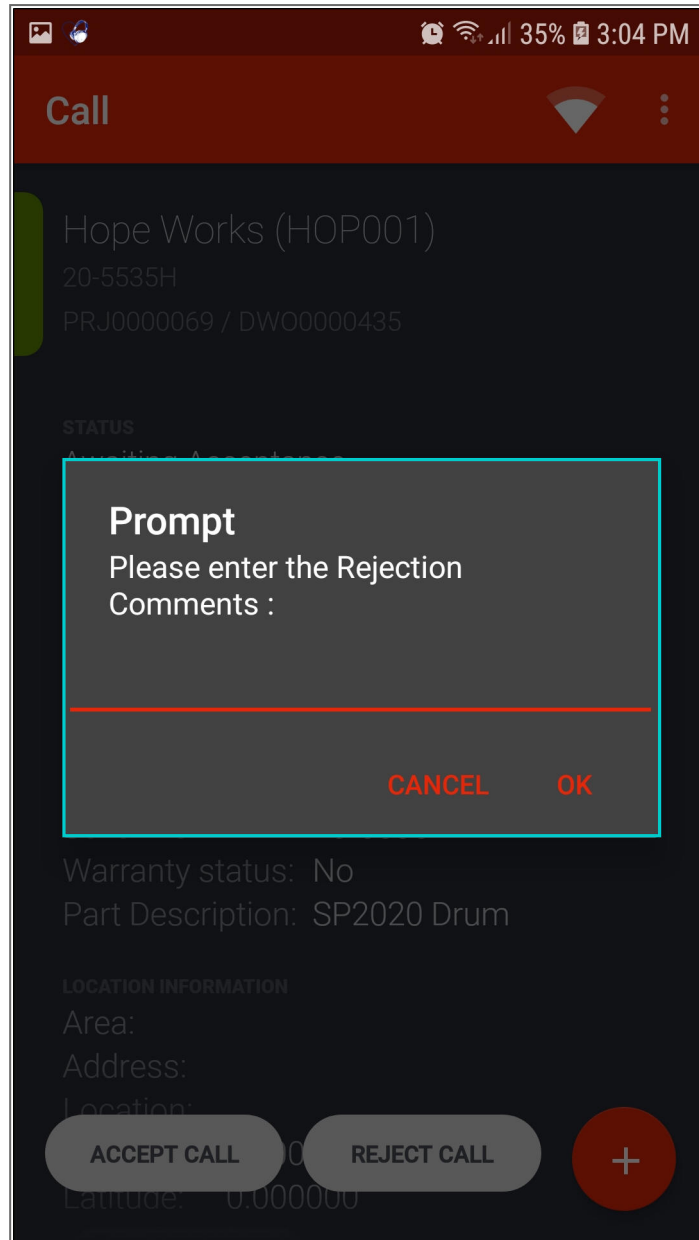
- Click on **Reject Call**.



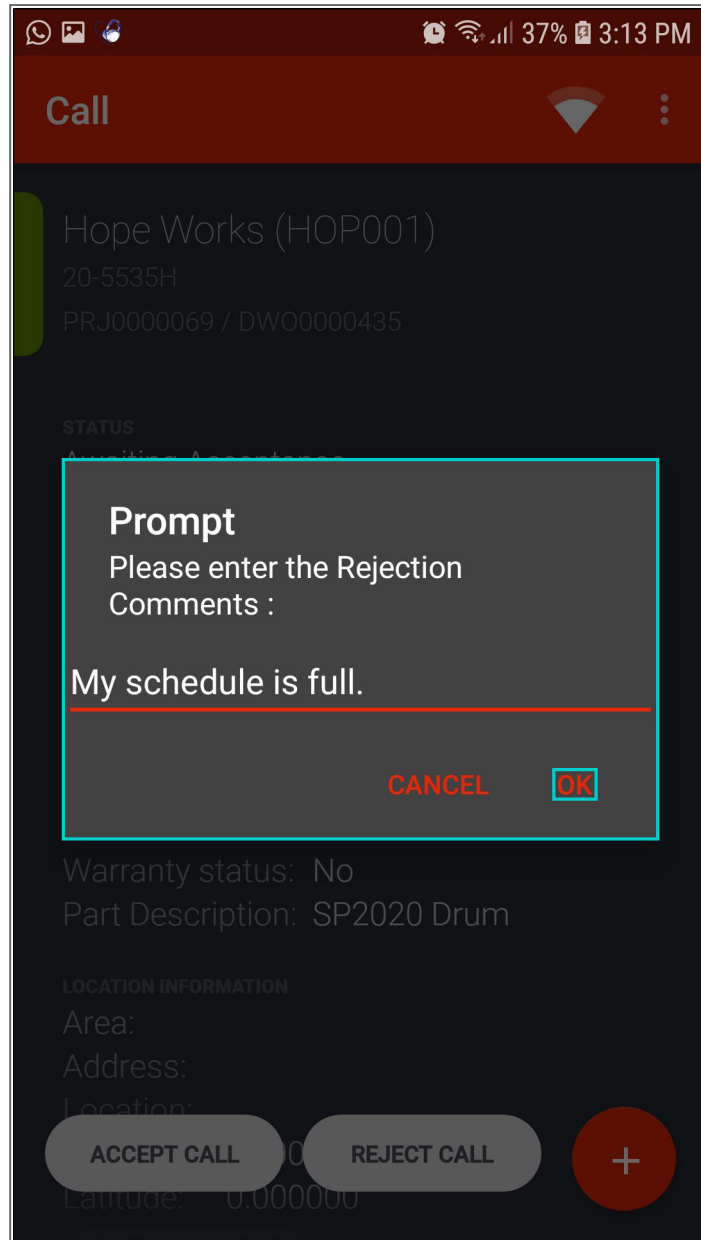
- A **Reject Call?** message box will pop up asking you;
 - **Are you sure you want to reject this call?**
- Click on **Ok**.



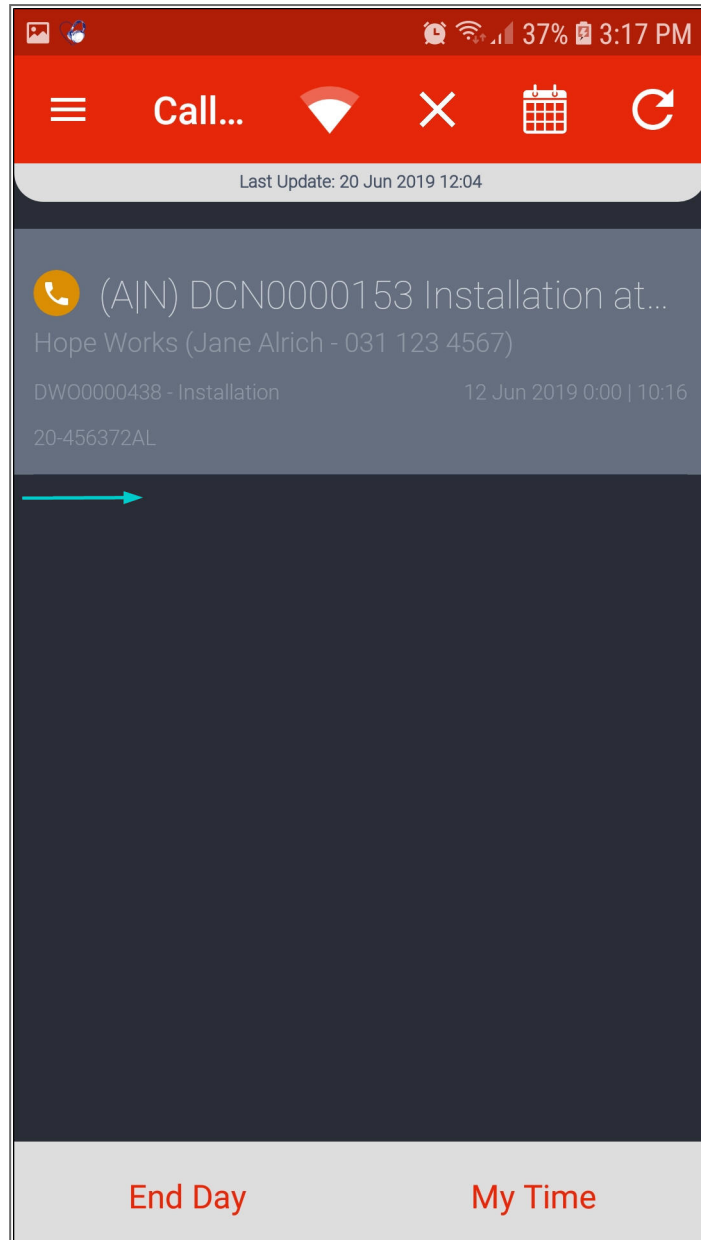
- A **Prompt** message box will pop up telling you;
 - **Please enter the Rejection Comments:**



- Type in your rejection comments.
- Click on **Ok**.

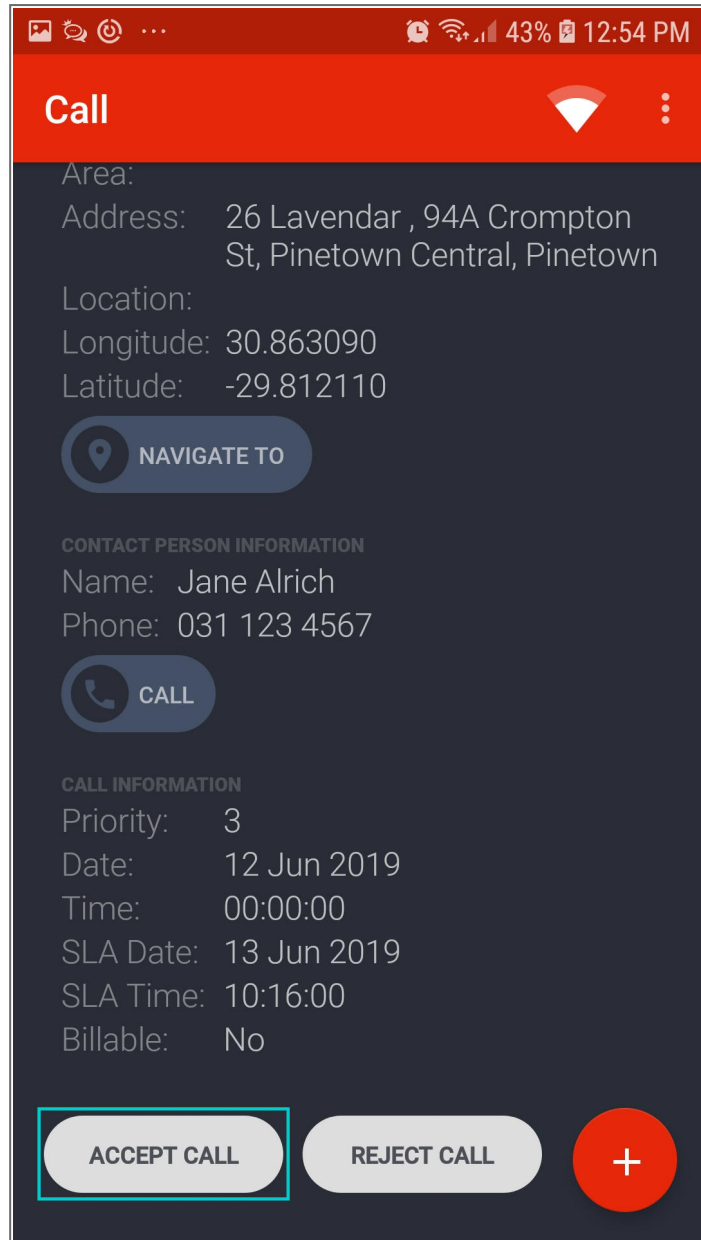


- The call / project will be removed from your list of assigned calls / projects.
- The the call / project work order will remain in status **New** in the **Call Centre** in **BPO** and needs to be re-assigned.

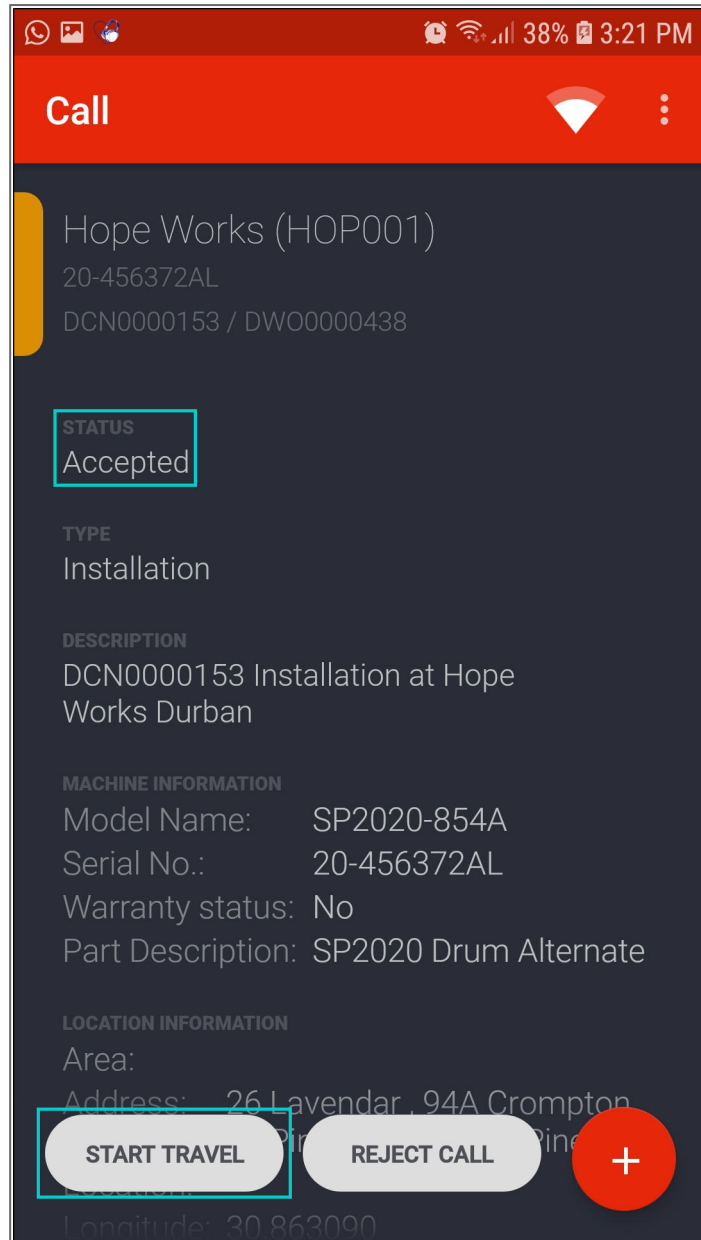


ACCEPT A CALL

- Click on **Accept Call**.

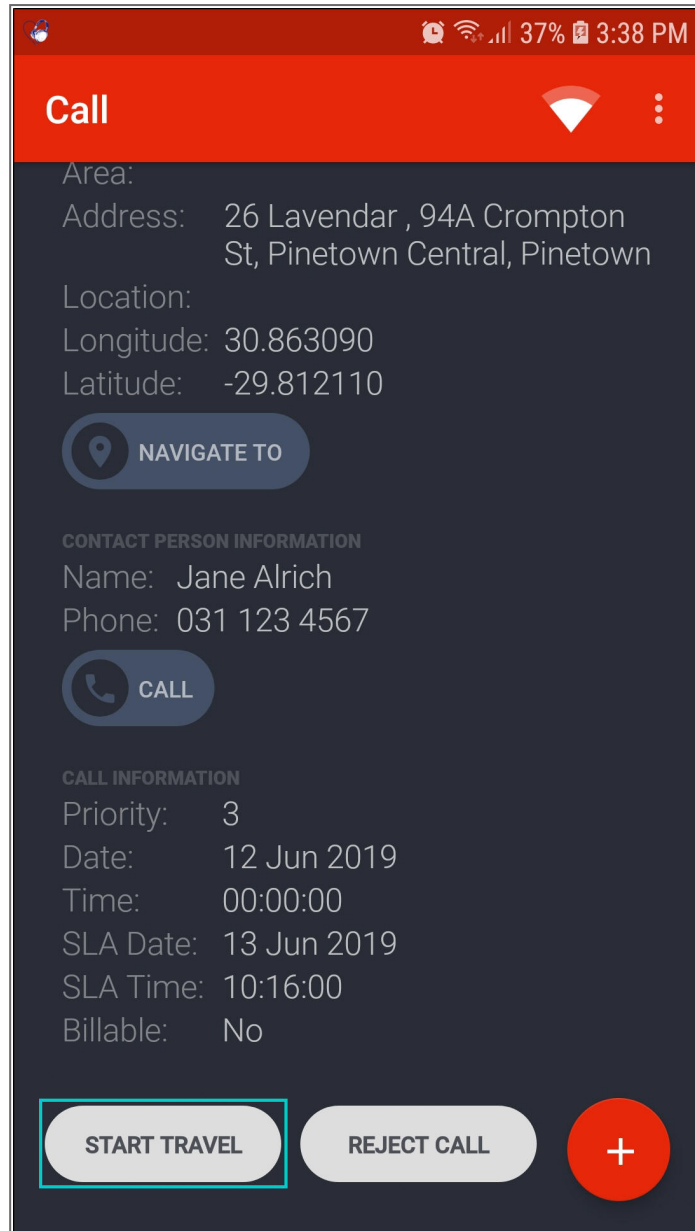


- The call will move to status **Accepted**.
- The action button will change to **Start Travel**.
- You can now start working on the call.



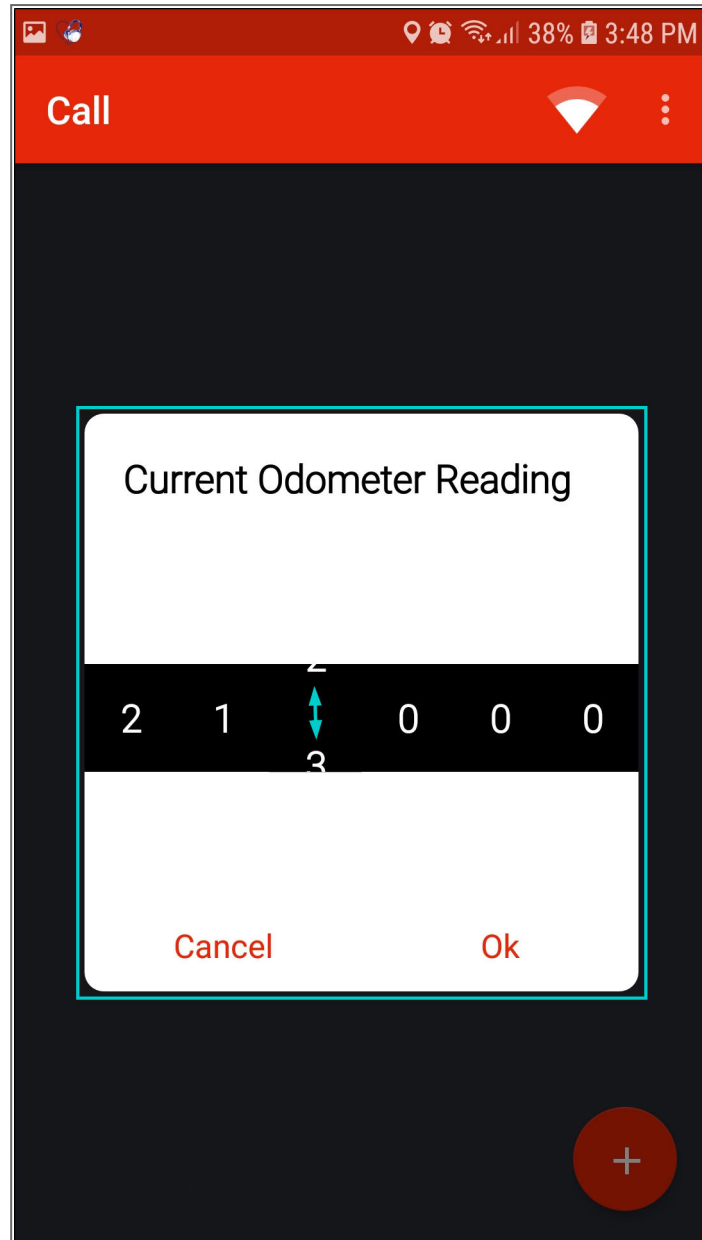
START TRAVEL

- When you are ready to drive to your client, click on **Start Travel**.

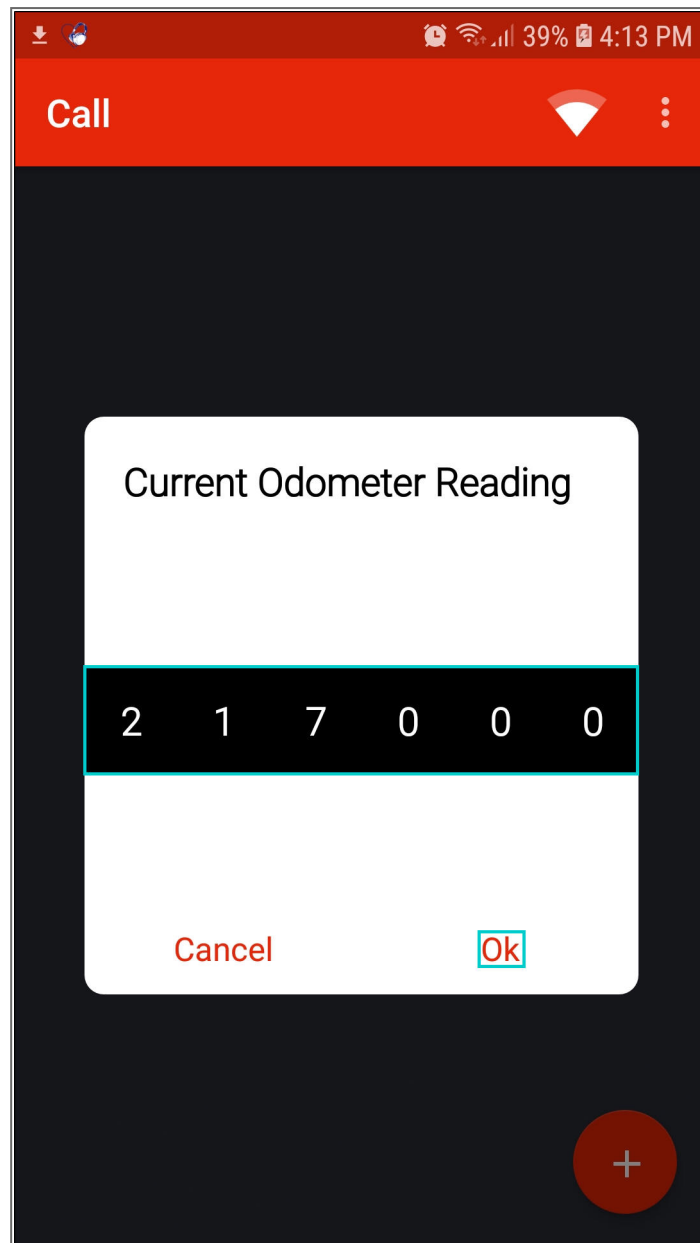


OPEN ODOMETER READING

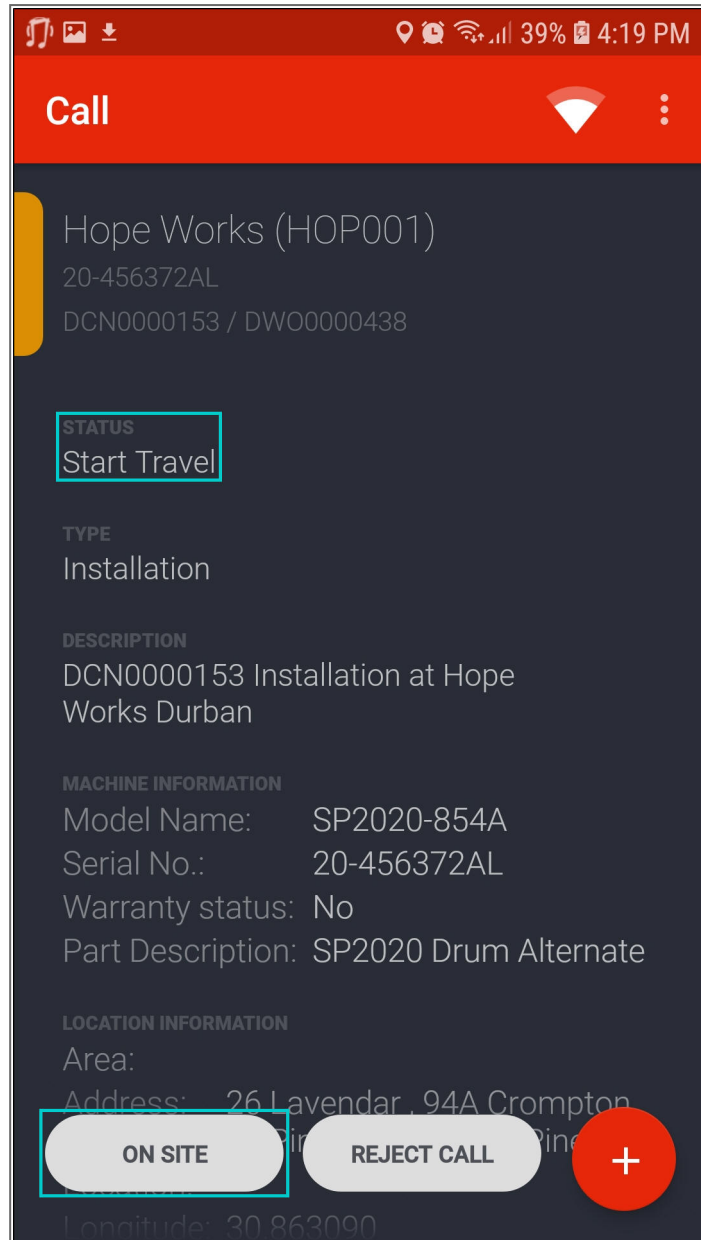
- A **Current Odometer Reading** message will pop up.
- To update your **Current Odometer Reading**, touch any digit you want to update and scroll up or down.



- Ensure your **Current Odometer Reading** is correct.
- Click on **Ok**.

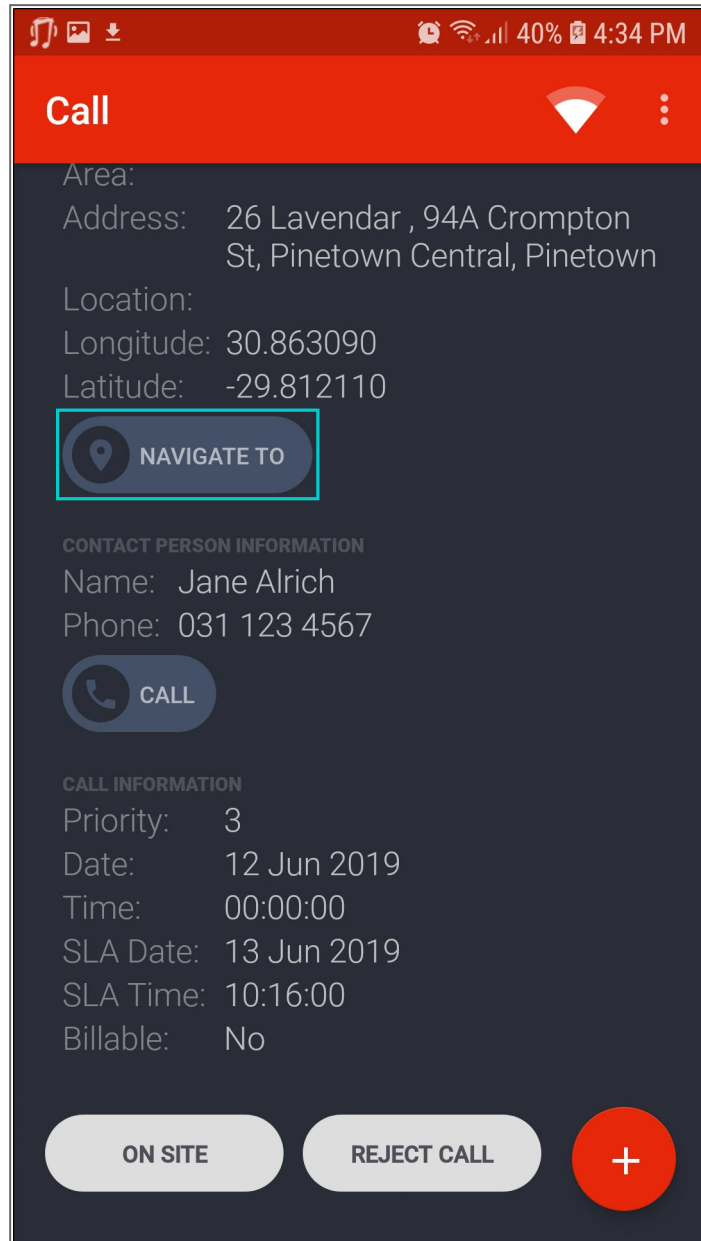


- The call will now move to status **Start Travel**.
- The action button will change to **On Site**.
 - **Note:** In this status, you can still reject the call / project.

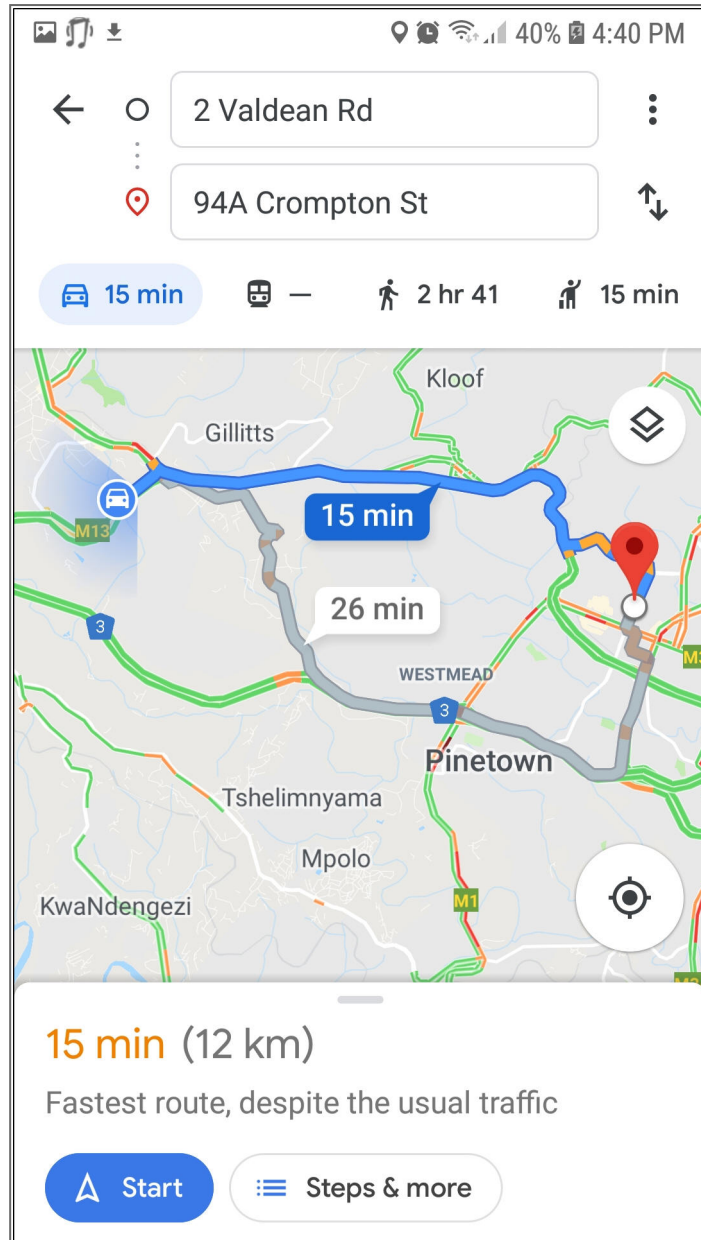


- If you would like your **GPS** to direct you to the location, then click on **Navigate To** next to the **GPS** co-ordinations.
 - **Note:** If there are no **GPS** co-ordinates set, **Tech Connect** will give you an option to **update** the system when you are **closing**

your odometer reading, so that they will be available next time.

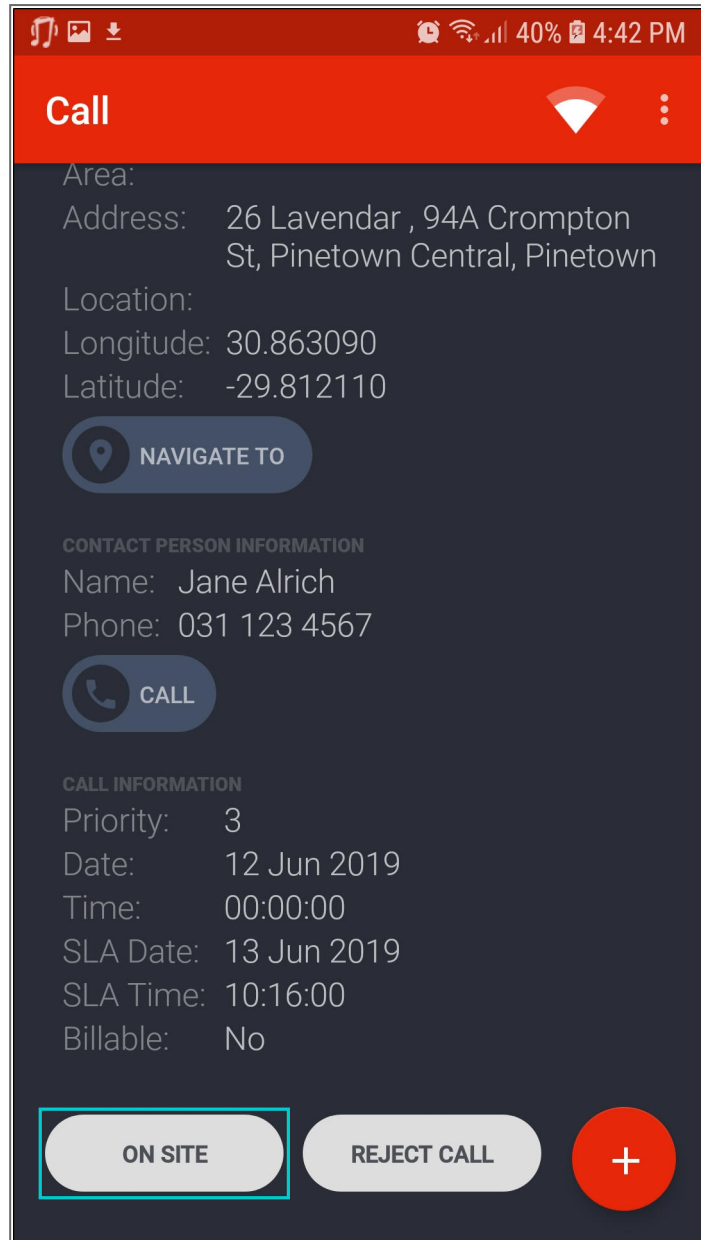


- **Google Maps** will be displayed.
- You can now follow **Google Maps** directions from your current location to your client.



ON SITE

- When you have arrived at your client, click on **On Site**.

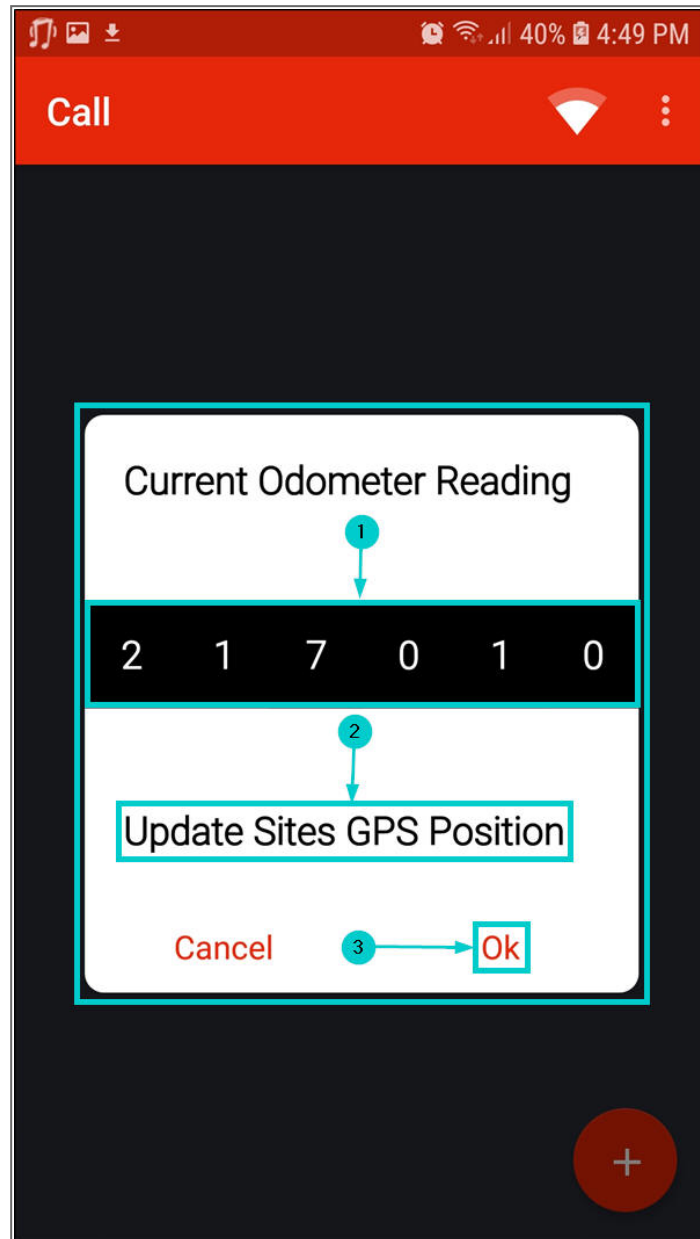


CLOSE ODOMETER READING

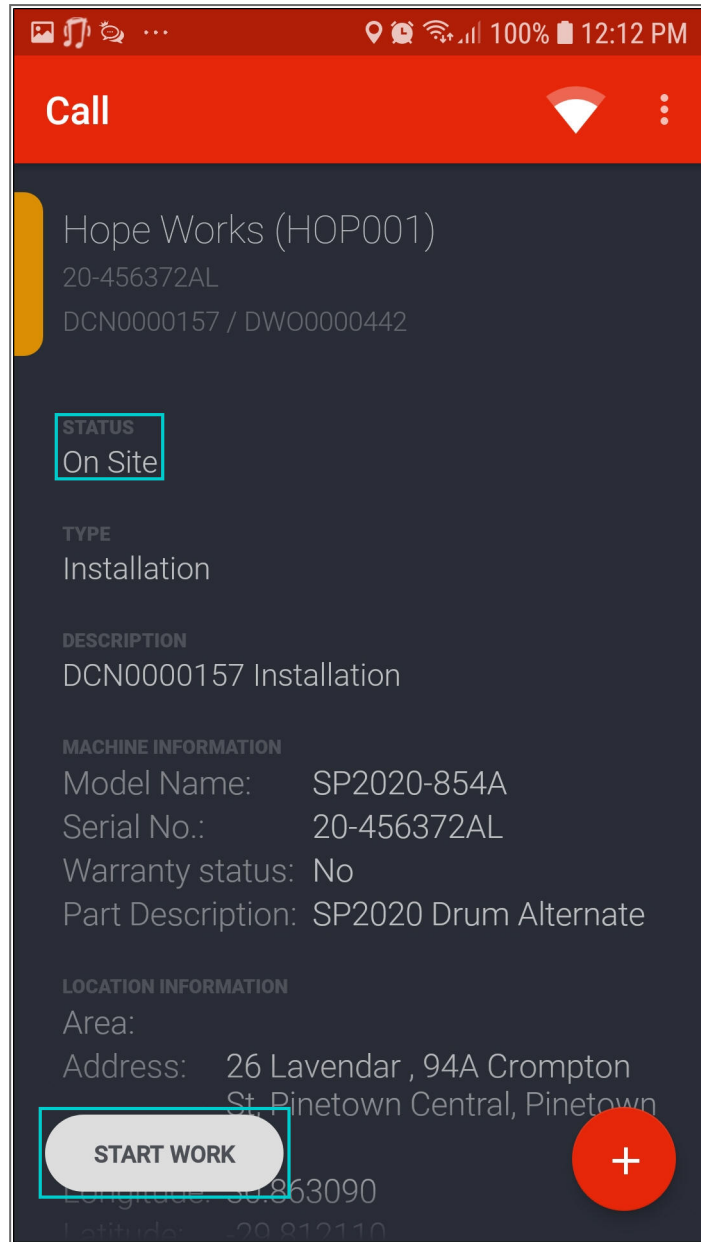
- A **Current Odometer Reading** message will pop up.
 1. **Update** your Odometer Reading.
 2. If the customer's **GPS** co-ordinates have not been updated yet - click on **Update Site's GPS Position. Tech Connect**

will update the system so that they will be available next time.

3. Select **Ok**.

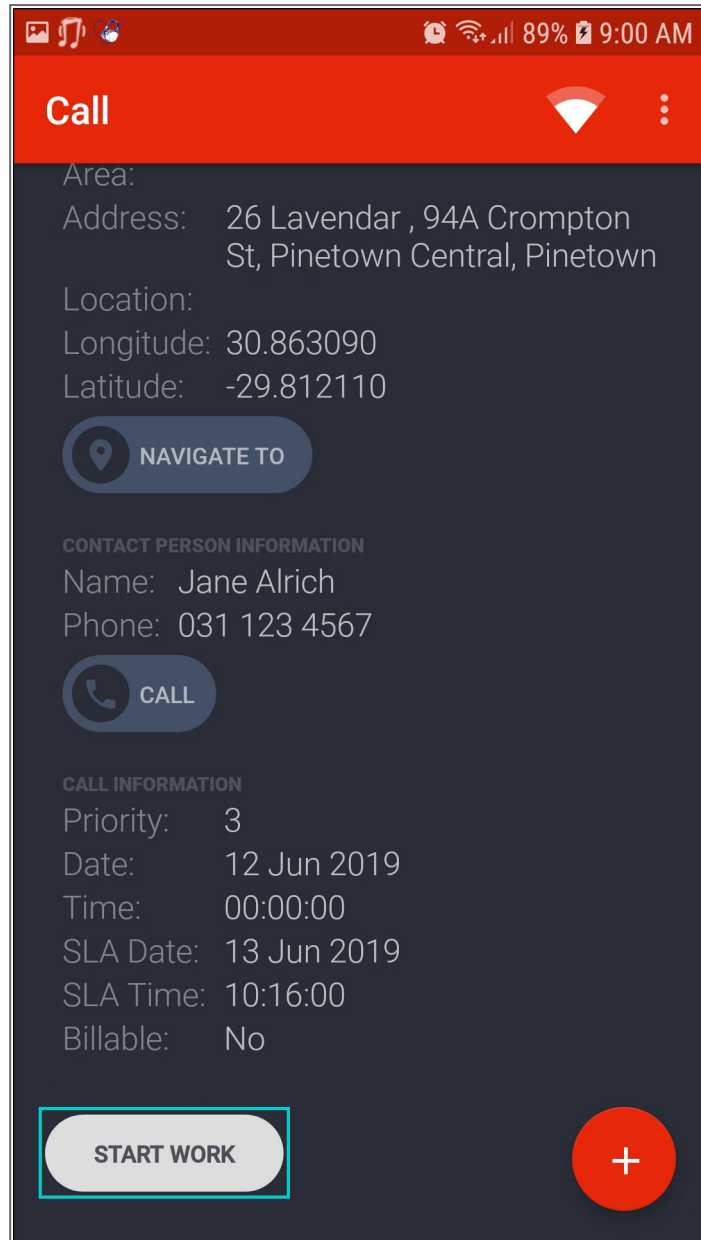


- The call will now move to status **On Site**.
- The action button will change to **Start Work**.

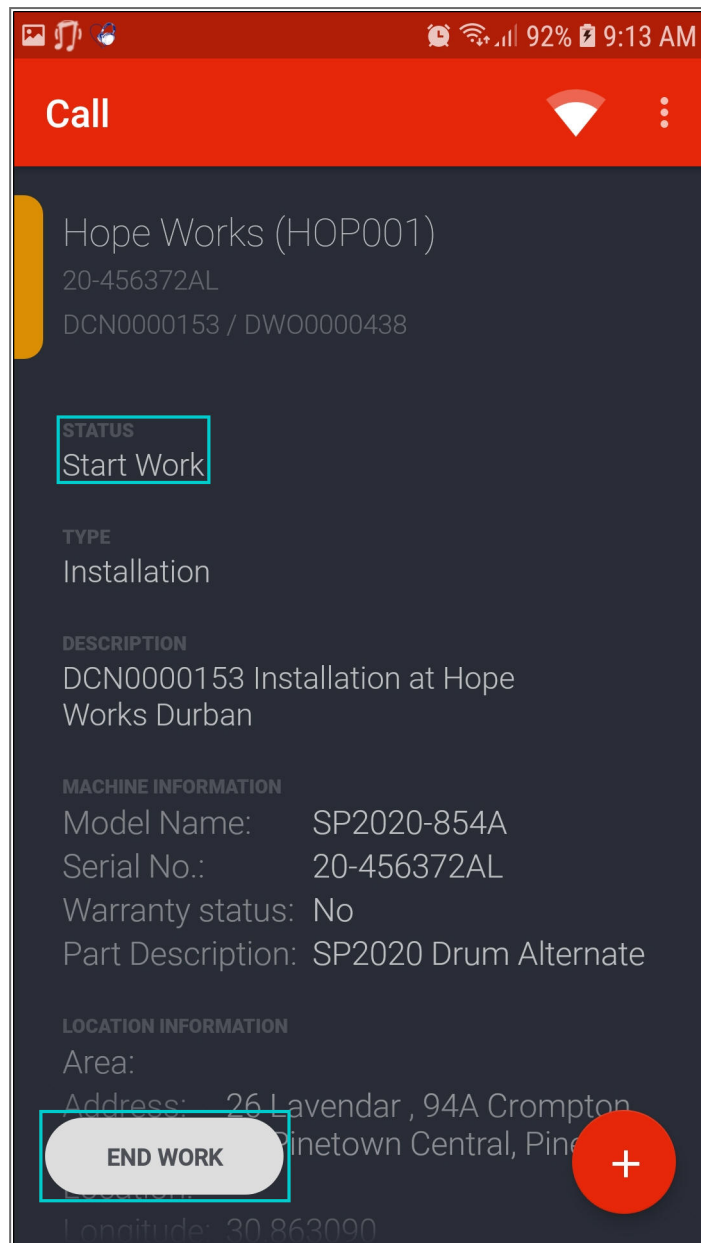


START WORK

- Once you are ready to start, click on **Start Work**.

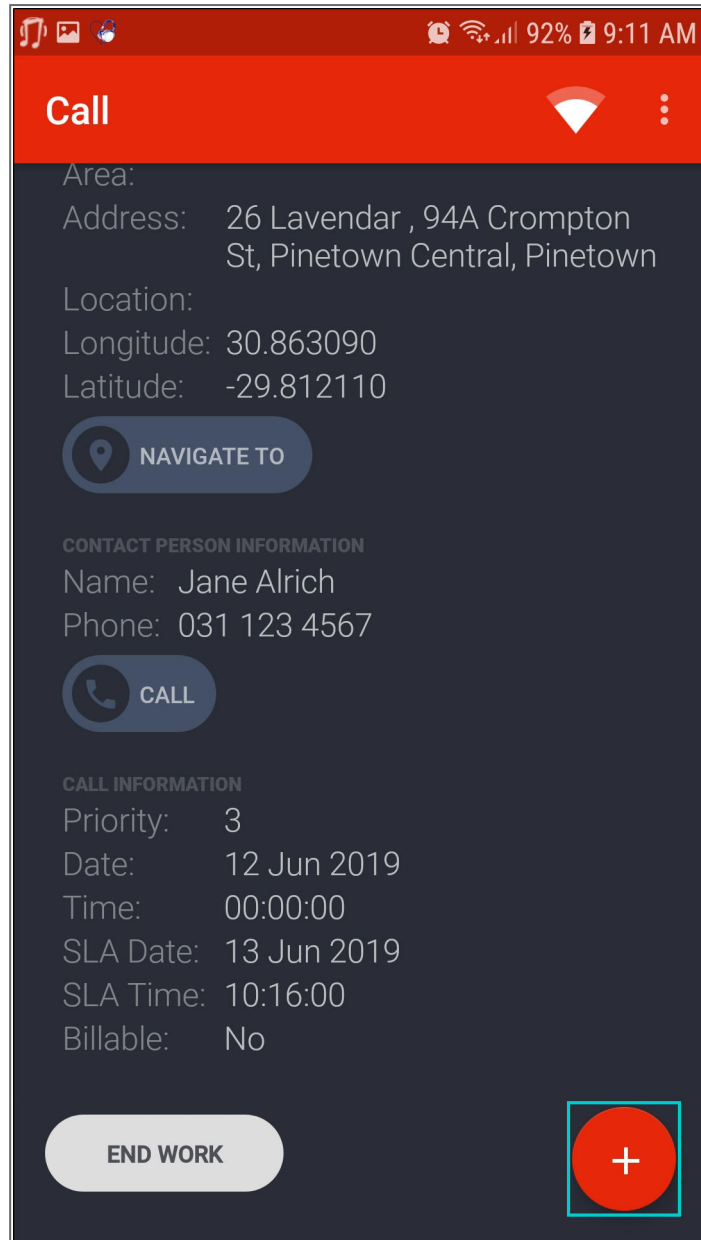


- The call will now move to status **Start Work**.
- The action button will change to **End Work**.



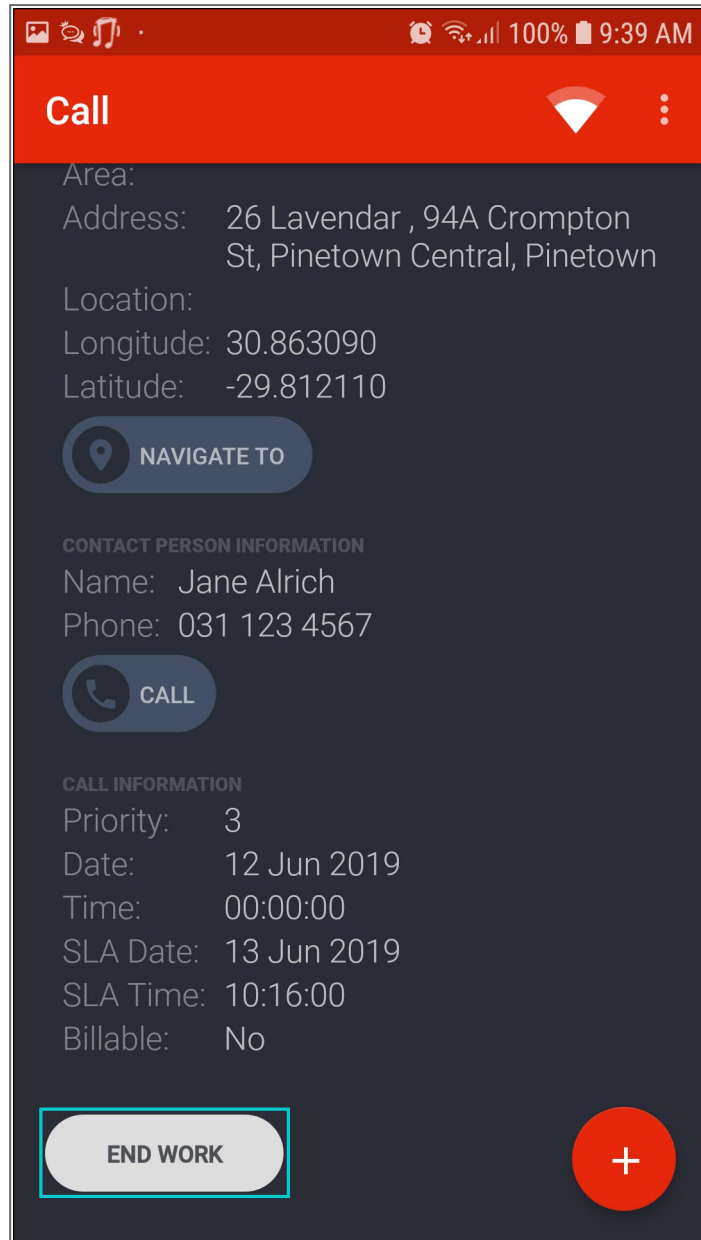
START WORK CALL SCREEN

- Your call has now started. You need to end work before you can work on another call.
- Click on the '+' button to bring up **more options** for this call.



END WORK

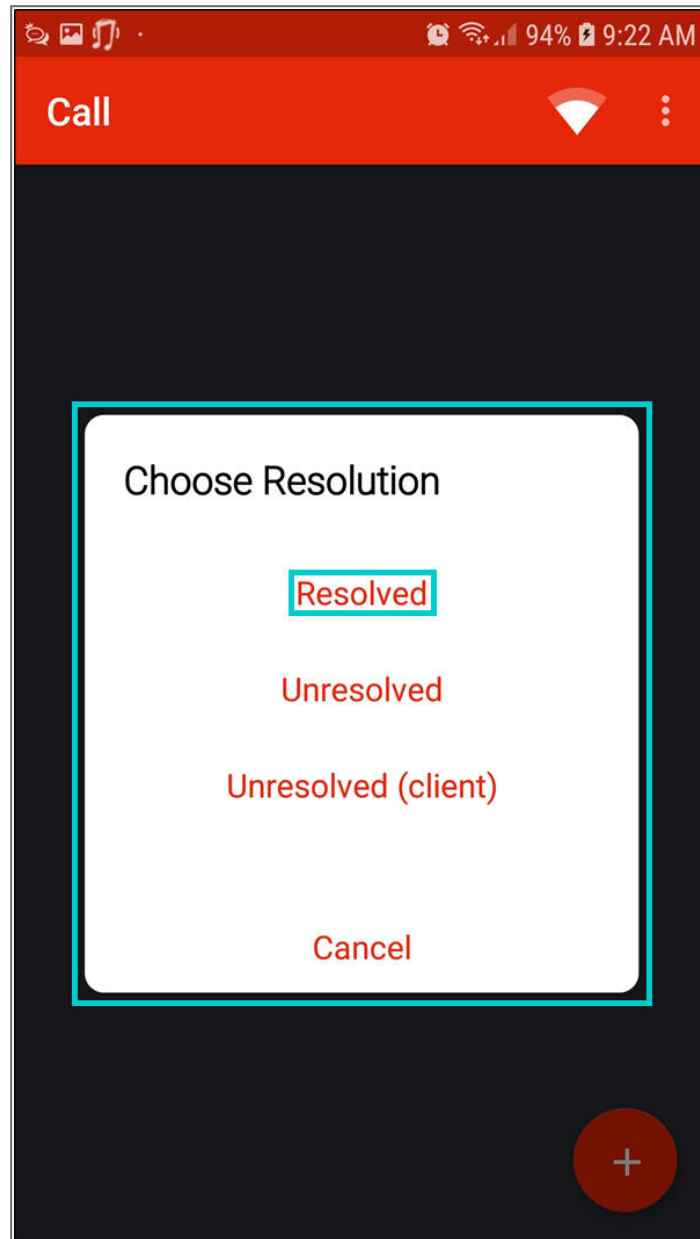
- Once your work has been completed, or if you can no longer continue with the call, e.g. Parts Required or Awaiting Client Confirmation.
- Click on **End Work**.



RESOLUTION ACTIONS

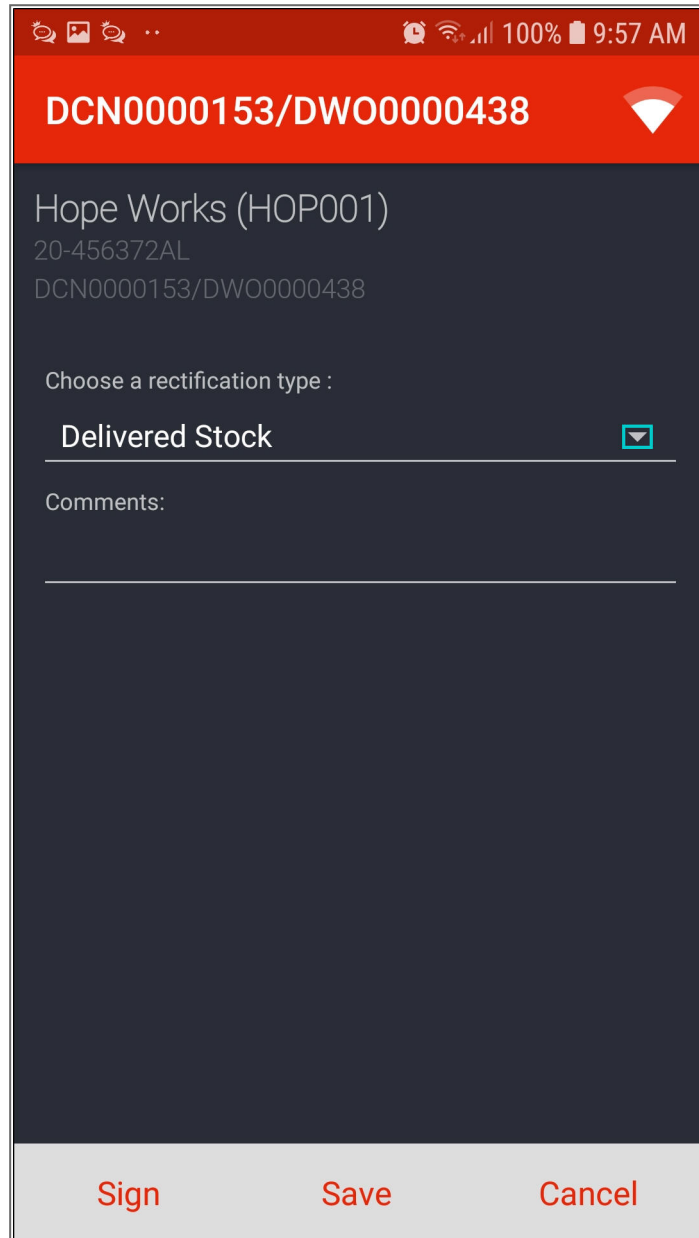
- A **Choose Resolution** message will pop up.
- Select one of the **3** listed **Resolution Actions**;
 - **Resolved** - once processed, this call will move to Status - **Complete** in the **Call Centre** in **BPO**.

- **Unresolved** - once processed, this call will move to Status - **Pending** in the **Call Centre** in **BPO**.
- **Unresolved (Client)** - once processed, this call will move to Status - **On Hold** in the **Call Centre** in **BPO**.
- For the purpose of this manual, **Resolved** was selected.



RECTIFICATION COMMENTS

- A rectification comments screen will be displayed.
- In the **Choose a rectification type** field, **Delivered Stock** will auto populate but this can be changed.
- To choose another rectification type, click on the **down arrow**.



DCN0000153/DWO0000438

Hope Works (HOP001)
20-456372AL
DCN0000153/DWO0000438

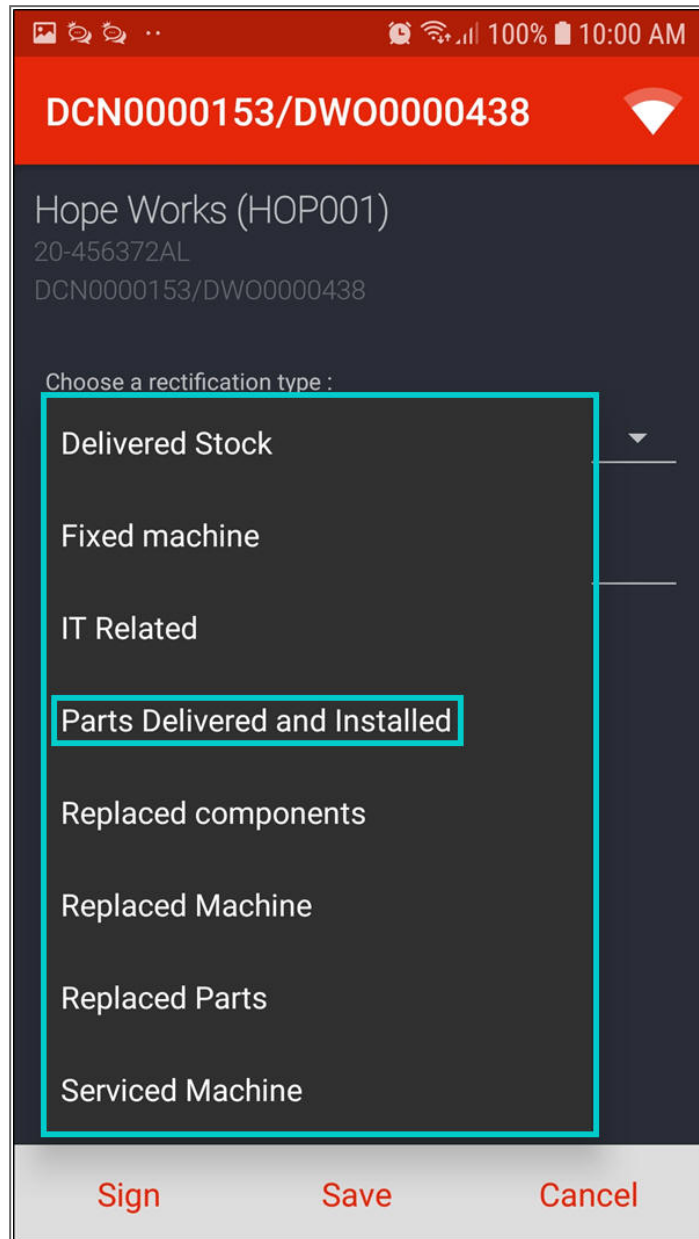
Choose a rectification type :

Delivered Stock

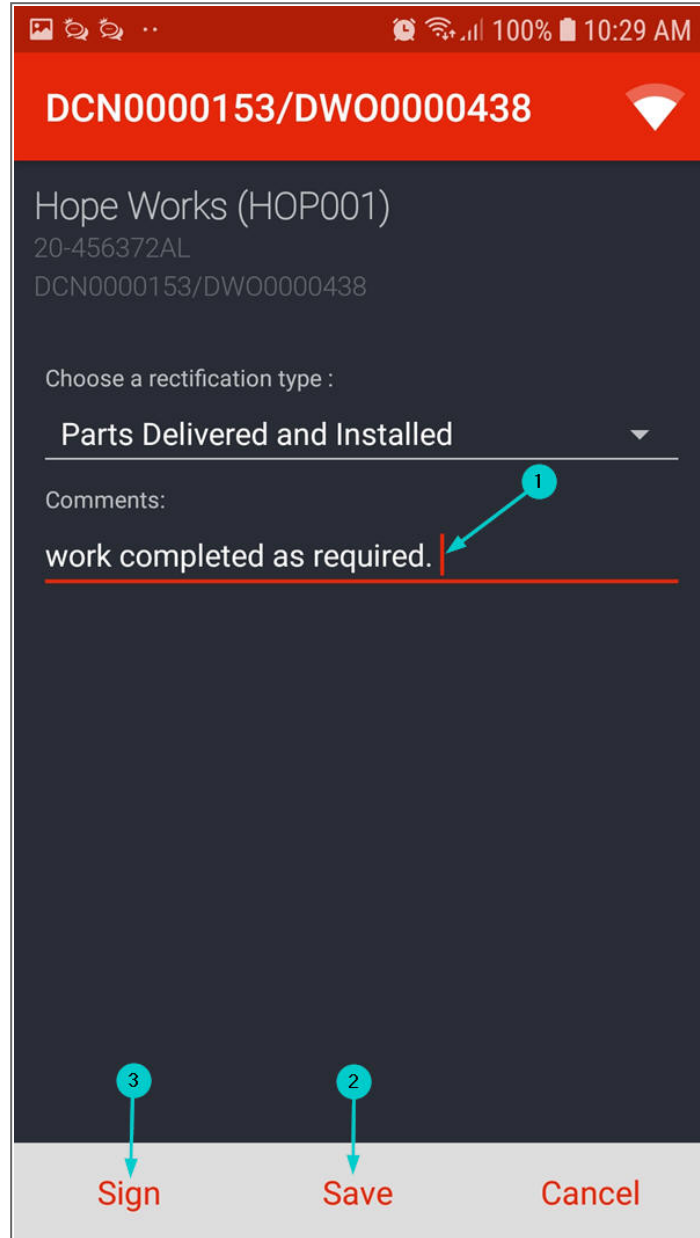
Comments:

Sign Save Cancel

- A **menu** will be displayed.
- Select a resolution type of your choice.
- In this image, **Parts Delivered and Installed** was selected.

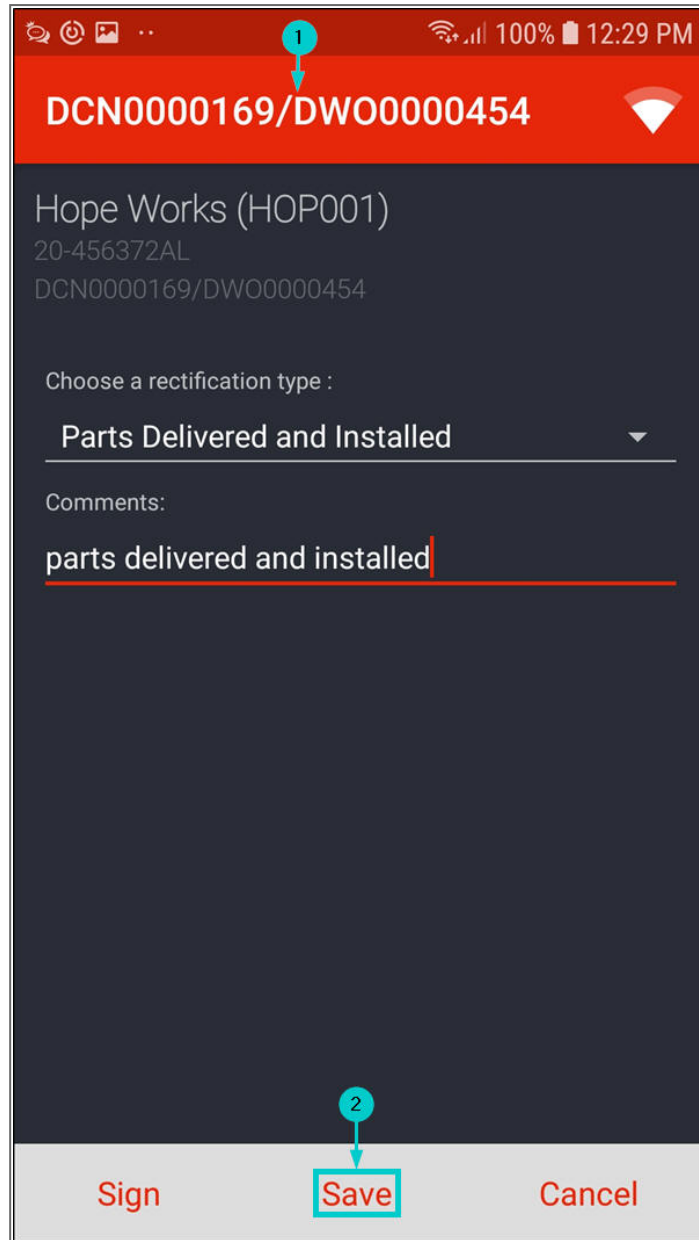


1. Type in a comment for the resolution.
 - You can either click on;
 2. [Save](#) or
 3. [Sign](#).



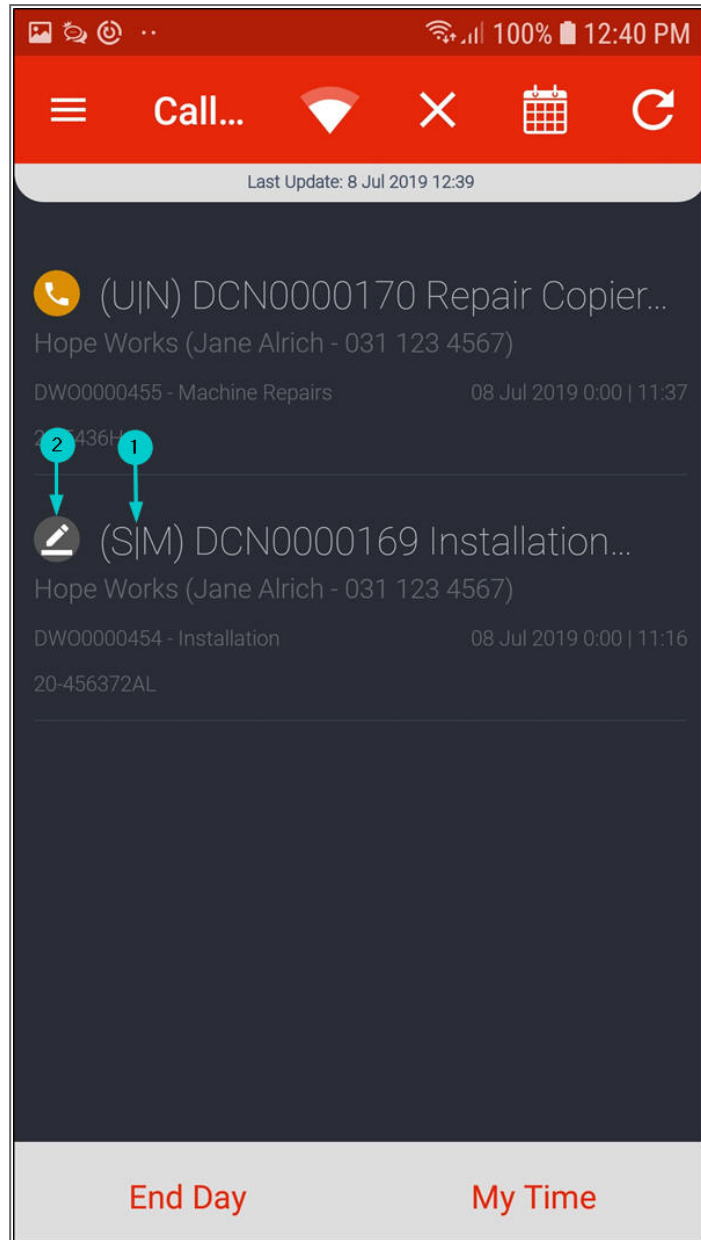
SAVE WITHOUT SIGNING OFF WORK

- Select **Save** if you have a few calls that need to be signed by the same customer - then you can get them all signed afterwards.
 1. For the purpose of this manual, **DCN0000169** is used as an example.
 2. Click on **Save**.



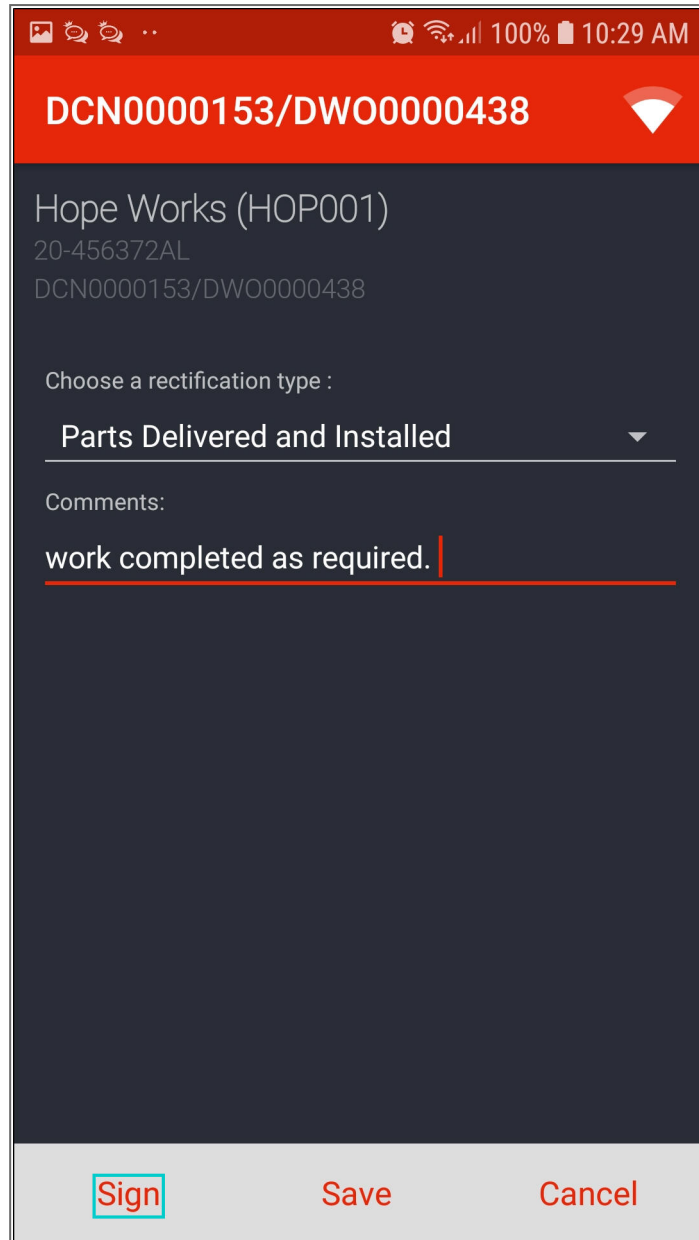
- You will return to the **Calls List** screen.
- The status of the call / project will be;
 1. **(S|M)** - Awaiting Signature | Complete for a call or **(S|O)** - Awaiting Signature | Open for a project.
 2. A **signature** icon will be displayed and the **work info circle** will be **grey**.

- **Note 1:** Only a call / project that has been ended as Resolved will be displayed in the **Calls List** screen.
- **Note 2:** If work has been ended as Unresolved or Unresolved Client, the call / project will be removed from the **Calls List** screen immediately on **Save**.
- **Note 3:** Remember to get the call / project signed off afterwards.



SIGN OFF WORK

- Click on **Sign**.



DCN0000153/DWO0000438

Hope Works (HOP001)
20-456372AL
DCN0000153/DWO0000438

Choose a rectification type :

Parts Delivered and Installed


Comments:
work completed as required.

Sign Save Cancel

CALL REPORT

- A **Call Report** will be displayed.
- The customer has to check the report, if s/he is satisfied, then
- click on **Accept**.

🔍 📷 🔄 ...🔔 📶 100% 🔋 10:59 AM



Customer Information
Customer: Hope Works (HOP001)
Contact: Jane Alrich
Address: 26 Lavendar , 94A Crompton St, Pin...

Machine Information
Part Description: SP2020 Drum Alternate
Model Name: SP2020-854A
Serial No.: 20-456372AL
Warranty status: No
Location:

Call Information
Call No: DCN0000153
Date: 12 Jun 2019
Time: 00:00:00
Status: Parts Delivered and Installed

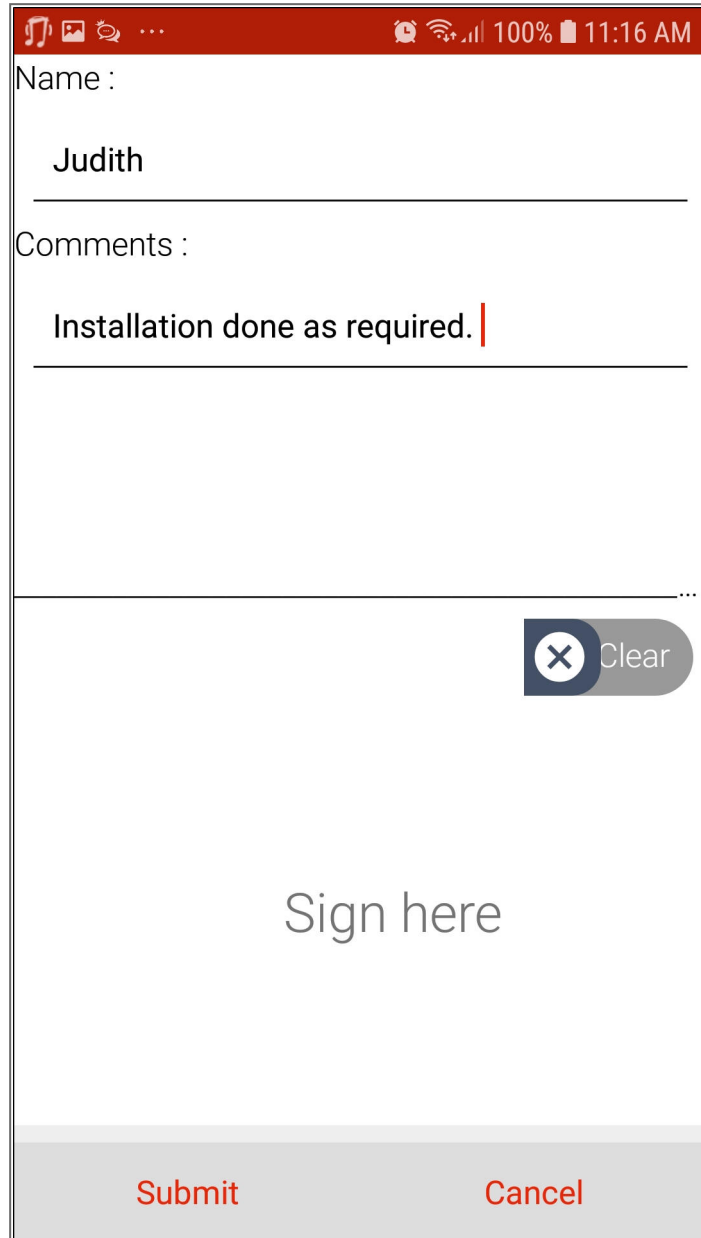
Work Order Information
Work Order No: DWO0000438
Description: DCN0000153 Installation at Hope Works Durban

AcceptCancel

CLIENT COMMENT

- Before the client signs for the work done, they have the ability to add a comment.

- **Name:** Customer name required.
- **Comments:** Customer comments required.



Name :

Judith

Comments :

Installation done as required. |

Clear

Sign here

Submit Cancel

CLIENT SIGNATURE

- The client should sign for work done.
 - **Sign here:** Customer signature required.
 - **Clear:** Click on this to clear the signature if a mistake was made.
- Once done, select the **Submit**.

Name :
Judith |

Comments :
Installation done as required.

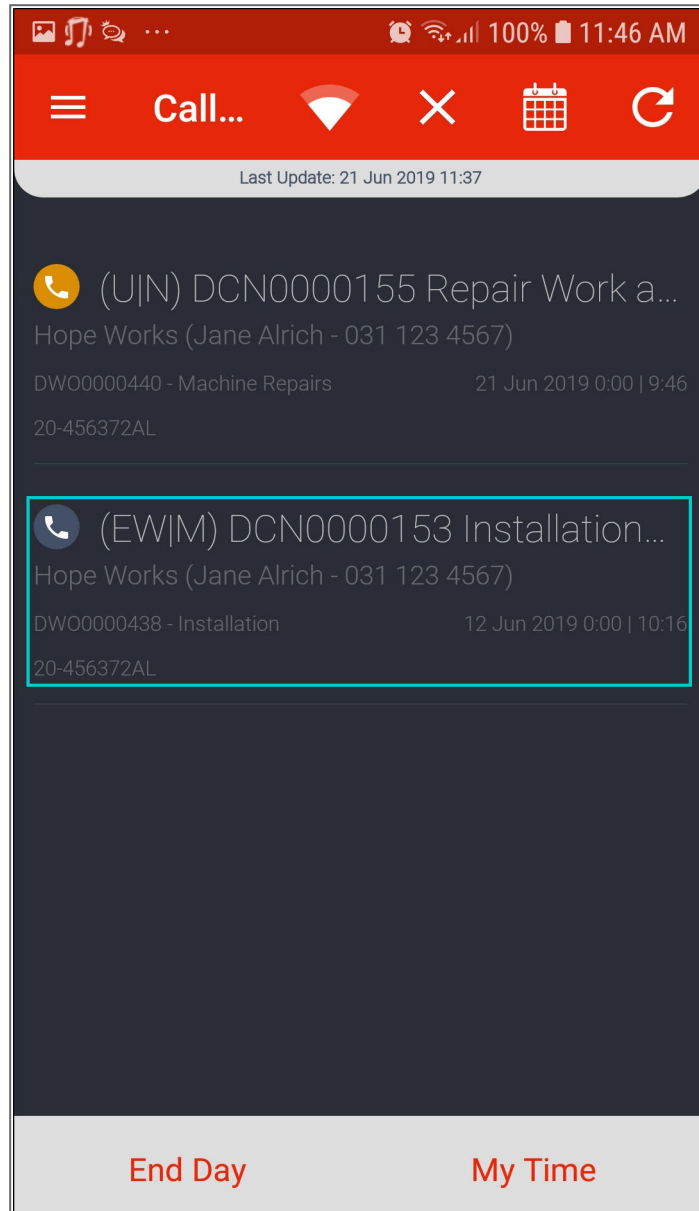
Clear

Sign here

Submit Cancel

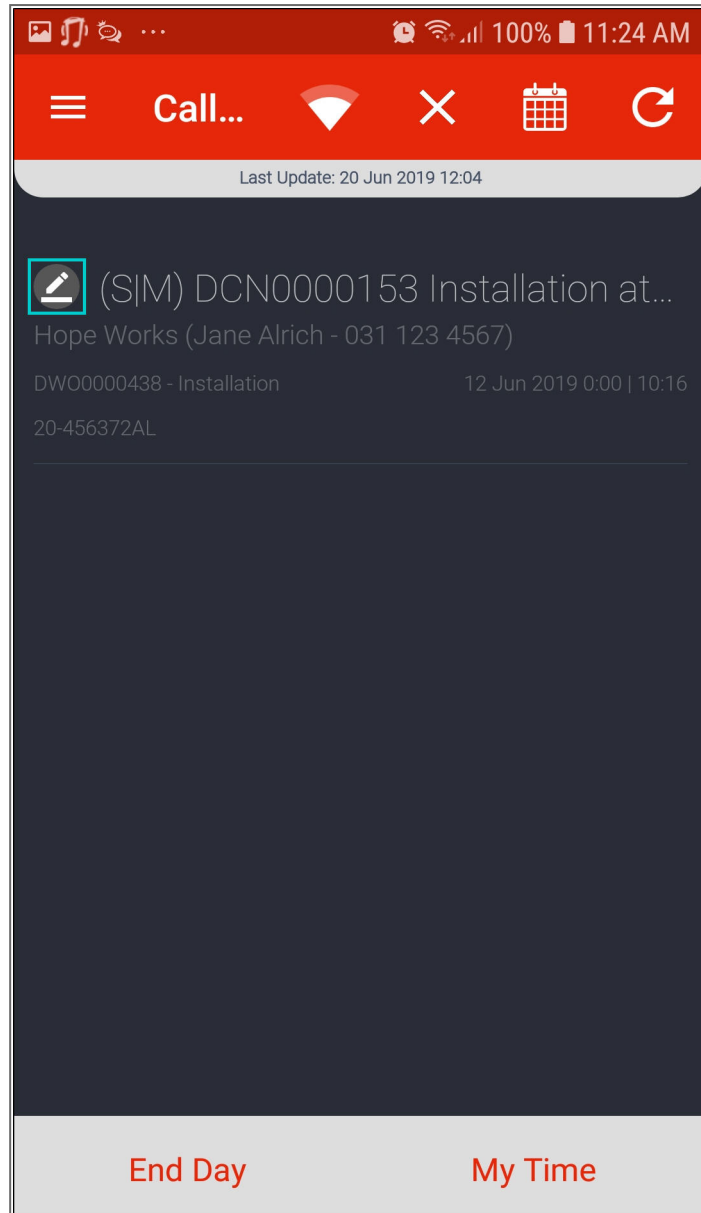
- The call status will change to (EW|M) - End Work.
- If work was ended as Resolved, the call will remain on the technicians list until the following day, unless closed from **BPO** the same day.

- If work was ended as Unresolved / Unresolved Client, the call will be removed from the technicians list immediately or when the screen is refreshed.
- Follow the same process starting from Tech Connect Work Flow for each call assigned to you, until the end of the day.



SIGN LATER

- If you selected to [Save](#) a completed call without a signature (in order to sign off a couple of calls at once), in the **Calls List** screen, you will see a **signature icon** appear in front of the call - notifying you that you still need a signature for that call.
- Click on the call and follow the same process from [Call Report](#) for each call assigned that requires a signature.



MNU.150.004

