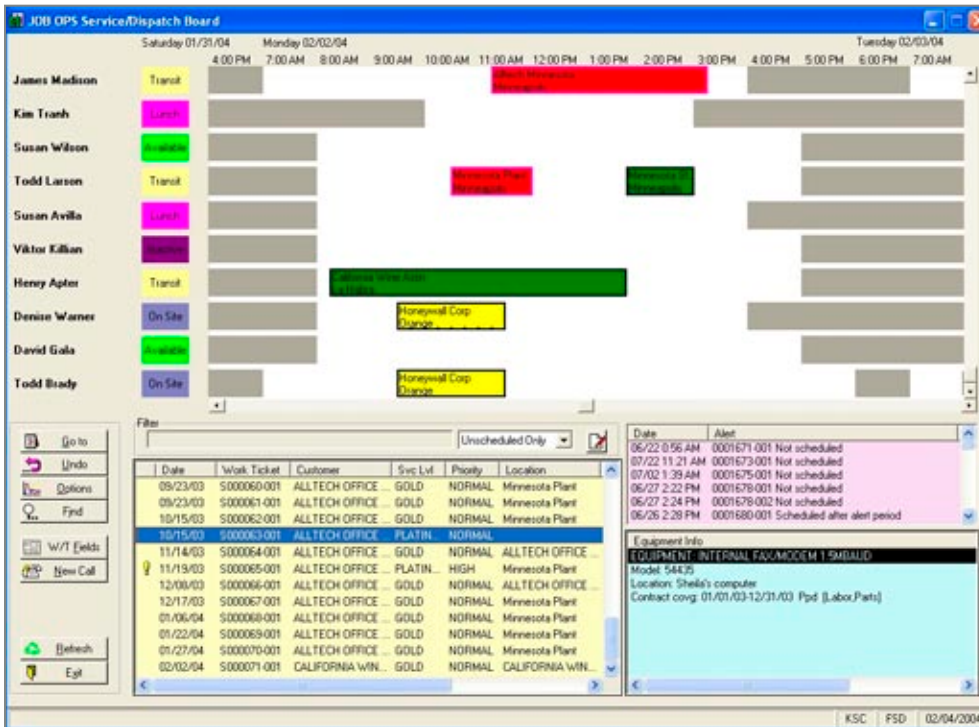# Field Service & Dispatch

The Service & Dispatch dashboard provides you with visibility into customer information, warranty status, service contracts, employee availability, parts and much more.

Integrated Field Service Solution

When your field service needs to stand above the rest, you need the integrated Field Service & Dispatch solution powered by JobOps and industry-leading Sage MAS 90 and MAS 200. This comprehensive solution delivers more than limited import/export tools or standalone products by giving you complete end-to-end functionality from service requests to billing.

Start today by streamlining your services with our fully integrated solution. With Field Service & Dispatch powered by JobOps you'll be able to manage your work orders with ease, track costs, dispatch employees and increase your overall profitability.

Key Benefits:

- Improve your overall customer experience
- Accurately schedule tasks and parts required for service calls
- Efficiently dispatch employees for service calls
- Capture real-time costs for analysis
- Real-time data and reporting
- Track costs against contracts
- Drag 'n drop capability helps you proactively manage scheduling changes
- Send e-mails to customers or employees regarding calls using Microsoft Outlook
- Reduce invoice errors and get paid faster
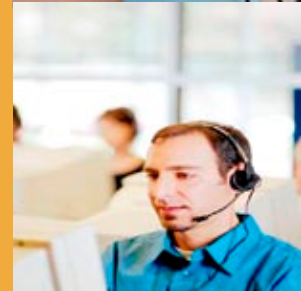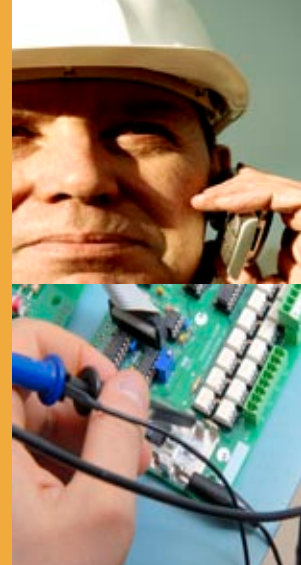
612.367.7300
800.815.8483
www.jobops.com

Features

Service Contracts

Field Service & Dispatch addresses contract coverage, billing methods, warranty coverage established globally and individually.

Preventative Maintenance

Service tickets are automatically generated for the preventative maintenance schedule. Multiple schedules for equipment or contracted service are possible.

Service Ticket Dashboard

Using the dashboard, users can click on the *New Call* button to quickly generate service requests. Drag 'n drop scheduling assigns the service person.

Service Style Billing and Invoicing

Dashboard approach to billing allows for easy recording of time and materials and other expenses. Overrides allow for billing beyond the scope of the contracted coverage.

E-mail Notification

E-mail messages may be sent to the customer, technician, salesperson or a group of people to notify them that the technician or service person has been assigned to the call and is on their way.

Full Services History

Full history of past service calls and warranty information of all parts including serialized items is available. If you also sold and/or produced the equipment being serviced, full details of the original build is also available including all labor and material transactions.

Available Repair Parts

Suggested repair parts alert the dispatcher of what materials are typically required. The dispatcher will also have visibility as to which service trucks currently have those parts available.

Technician Calendars

Available hours for each service person are clearly marked in the schedule board. Dispatchers can readily update the status of technicians who report back that they are in transit, running late, out to lunch or not currently available.
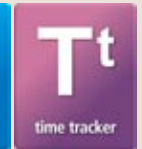
MicroSoft Outlook Integration

Once assigned to the service person or technician, details of the service call are posted to the technicians' Outlook Calendar.

Sage MAS 90 and MAS 200 Integration

Integration with Sage MAS 90 and 200 allows you to manage both back office functions with field services easily.

Powered by JobOps

The Powered by JobOps program features several add-on modules that can be added to the base JobOps Job Management Software. These products give your business additional functionality in managing scheduling, tracking, configuration and e-business for JobOps and Sage MAS 90 and Sage MAS 200 systems.

About JobOps and Synergistic Software

JobOps is a suite of integrated modules for the award-winning Sage MAS 90 and Sage MAS 200 ERP systems and is published by Synergistic Software Solutions, LLC. a wholly-owned subsidiary of BDO Seidman, LLP. More than 500 customers, representing over 5,000 end-users have selected JobOps to power their custom job management operations and workflow.

Synergistic Software Solutions is a provider of Sage MAS 90 and MAS 200 accounting and business solutions for small and mid-sized businesses. The company is based in Minneapolis, Minnesota and has a network of JobOps Solution Providers throughout the U.S. For more information visit the JobOps Web site at www.jobops.com

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