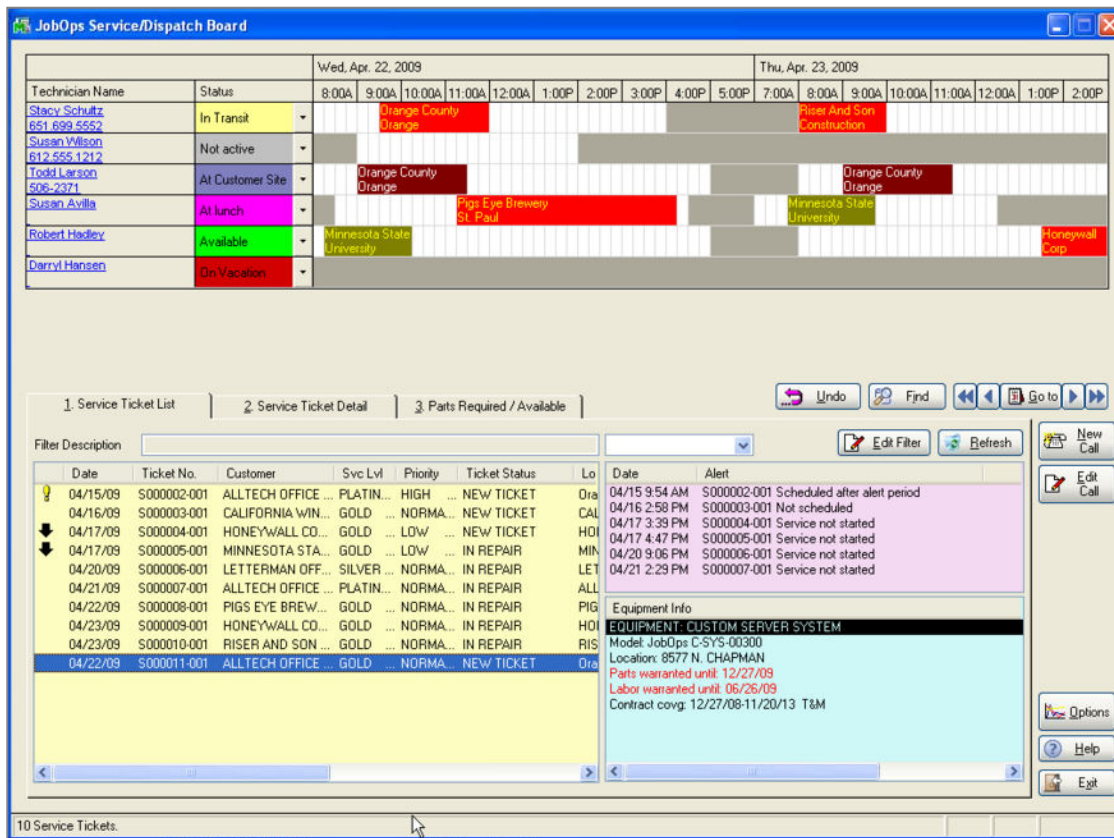# Field Service & Dispatch

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

Integrated Service Solution

When your service needs to stand above the rest, you need the integrated JobOps Field Service & Dispatch and industry-leading Sage 100 solution. This comprehensive solution delivers more than limited import and 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, you'll be able to manage your service tickets with ease, track costs, dispatch employees and increase your overall profitability.

Key Benefits:

- Integrates directly to the Sage 100 inventory system
- Graphical dispatch board helps you proactively manage schedule changes
- Improve your overall customer experience
- Accurately schedule tasks and parts required for service calls
- Efficiently dispatch employees for service calls
- Capture costs for analysis
- Track costs against contracts
- Easily e-mail service ticket information using Microsoft Outlook
- Reduce invoice errors and get paid faster

Fsd
field service & dispatch

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Features

Sage 100 Integration

Integration with Sage 100 allows you to manage back office functions with your service requirements.

Full Services History

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

Service Ticket Dispatch Board

Using the Dispatch Board, users can click on the New Call button to quickly generate service requests and schedule the technician.

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.

Service Contracts

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

Preventative Maintenance

Service tickets are generated for the preventative maintenance schedule. Handles multiple schedules for equipment or contracted service.

Service Style Billing and Invoicing

Dashboard approach to billing allows for easy recording of time, materials and other expenses. Overrides allow for billing not included in the contracted coverage.

Microsoft Outlook Integration

Once assigned to the technician, details of the service call are posted to their Outlook Calendar.

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.

E-mail Notification

E-mail messages may be sent to anyone to notify them which technician has been assigned to the call along with service ticket information.
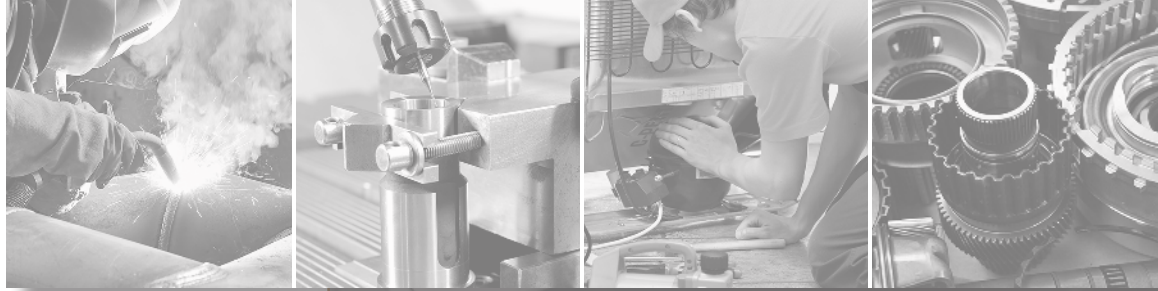
JobOps features several add-on products for the JobOps Base Job Management Software. These modules give your business additional functionality for the make, install and service industries.

About JobOps and Synergistic Software Solutions, LLC

JobOps is a suite of integrated modules for the award-winning Sage 100 system and is published by Synergistic Software Solutions, LLC. More than 900 customers, representing over 10,000 end-users have selected JobOps to power their custom job management operations and workflow.

Synergistic Software Solutions, LLC is the publisher of JobOps Job Management Software for small and mid-sized businesses. Synergistic Software Solutions, LLC is based in Minneapolis, Minnesota and has an extensive network of JobOps Solution Providers throughout the U.S. to better service our customer base..

For more information please go to:
www.jobops.com
or call (800) 815-8483

JobOps Solution Provider Contact Information