Mobile Service
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This document contains statements related to our current and future developments that may constitute forward-looking statements. They are subject to change and may be available in a 740 service pack or future release of Pronto Xi.
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Pronto Xi Mobile Service
Keep the wheels turning

Deliver the information your technicians or field engineers need anytime, anywhere.

Using web-based technology, Mobile Service links directly with Pronto Xi Service to efficiently log, process and track all service activities. It’s also flexible enough to manage all reactive and/or predictive service calls while ensuring you meet and exceed your customer service level agreements.

Fast in the field, fast in the office
Your field workforce stays connected and informed. And your managers have access to real-time information at their fingertips, whether at the back office creating and dispatching calls or measuring performance and overall productivity.

To ensure the fastest possible call-to-cash process and, in turn, a significant reduction in Days Sales Outstanding (DSO), Pronto Xi Mobile Service provides service technicians with the functionality needed to carry out all predictive and reactive works and, at the call conclusion, invoice the customer and collect payment via a secure payment gateway.

Automated back end processes such as updating timesheets and purchase order commitments ensure that all data captured throughout the service routine is represented within summary screens of the Mobile Service UI and the resulting customer invoice. Technicians can also choose to email the invoice in the absence of a physical printer in the van.

Pronto Xi Mobile Service has been designed to suit complex B2B and B2C Service delivery environments where multiple technicians can undertake work on the same call, or where maintenance schedules for multiple items of equipment can be managed efficiently and effectively by a single technician. Google Maps™ licence is available separately.

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Streamlined data capture
Because information can be updated on the go, Mobile Service helps field users manage their day-to-day workload, particularly when there are unplanned events. Easily capture van parts used, complete timesheets, raise purchase orders and add photos. Mobile Service also delivers improved cash flow as customer signatures are captured on site, reducing the time between doing the job and charging for it.

On the road or in the basement
If a field engineer goes offline for some reason, Mobile Service will store all necessary data within the browser cache of their mobile device and upload it as soon as there is a connection.

See what to do, show what you’ve done
Pronto Xi Mobile Service delivers a level of technical document management that is unsurpassed by any other offering in the market today. Link diagrams and specifications to your jobs, make comments and sketch annotations. You can save notes to collaborate with your teams. Take photos, attach them to your job and annotate them.

Engineers can also plan their days or weeks as Mobile Service provides a ‘My Schedule’ view of all allocated service calls and their required start times, ensuring better workforce utilisation and better forward planning.
Safety first
Pronto Xi Mobile Service asks engineers before they start work to verify OH&S compliance and safety procedures, including height, temperature, lighting, traffic buffers, electrical safety and more. Due to its adaptability, Mobile Service can ask the questions relevant to your business and your people so that you have more control over workplace health and safety practices.

Mobile Service invoice process attributes
To cater for flexibility in relation to on-site customer billing arrangements, the ‘Process Attributes’ feature allows contract managers to activate or deactivate invoicing and payment receipting features at a customer, contract, service type or service centre level.

Smart and easy
If you’ve ever introduced new procedures and forms to your mobile workforce, then you know that compliance and adoption are hard. Because Mobile Service makes daily routines easier, it can be adopted very quickly.
Predictive Q&A

Any serviceable item can be set up with Predictive Q&A Hierarchy to enhance on-site decision making and provide a method of capturing condition monitoring data, an essential element in understanding equipment life-spans and avoiding major failures. Mobile Service will step your field engineers through the questions that need answers – whether it’s required by your customers, or just sensible maintenance.

Predictive Q&A features help technicians with faster call resolution whilst helping them gather critical equipment data.
Serial attributes
To deliver a greater level of compliance, identification and reporting capability, unique attributes can be set against serialised stock and/or serviceable units.

Define standard equipment attributes that are relevant to equipment using templates. Copy these attribute templates from one equipment profile to another to facilitate the set-up and management of customer-owned equipment held under a service contract.

Adding new serials on the go
Service engineers can now add new serviceable items as they identify them during their service run. They can also include relevant details, such as make, model, serial number, installation and warranty dates. Once captured, the service contract pending units table stores the identifying details, waiting for approval before being allocating to a contract.

With this new easy-to-use mobile interface, engineers can identify and capture all related equipment at the start of a new maintenance contract or capture previously missed units from an existing contract during a site audit.
Service in, service out

Mobile Service delivers a complete feature set ranging from call management through to invoicing and payment receipt, making it the ideal field service solution for the commercial and consumer service market.

Superior customer service delivery hinges on your ability to respond to critical issues within agreed timeframes. So we’ve designed critical call escalation routines that manage high priority calls. This feature constantly monitors calls and escalates them to ensure they’re responded to, attended to and repaired within the customer’s Service Level Agreement.

Pronto Xi Mobile Service with Pronto Xi Service provide the powerful and feature-rich service delivery platform that simplifies complex service routines, allowing you more time to effectively manage exceptions in your business, and reveal richer business insights. As well as providing greater efficiency, it could give your business a tangible competitive edge.

Mobile Service works with all modern mobile devices, however an Android-based tablet running an HTML5-capable browser is preferred. Google Maps™ licence is available separately.
The right call

We’re always ready to adapt Pronto Xi to perfectly fit your unique requirements.

For more information on what we can do for your business, contact us at 1300 PRONTO (1300 77 66 86) or find us at: www.pronto.net