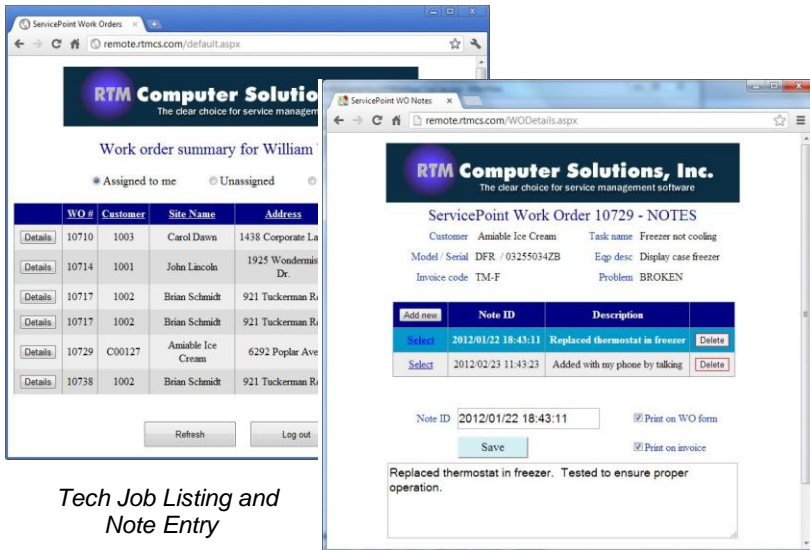


SPMobile

The ServicePoint Mobile option allows technicians in the field to access their service tasks from any web-enabled device. It interfaces directly with a ServicePoint system to provide real-time updating of service activity.

Secure remote login is enabled from any mobile device: tablet, smart phone, Android, iPad, or laptop. Our browser-based architecture runs on virtually any hardware. Technicians can see a listing of their assigned tasks, update their time worked, enter parts used and input notes via touchscreen, keyboard or voice input.



ServicePoint Work Orders

Work order summary for William

Assigned to me | Unassigned

WO #	Customer	Site Name	Address
10710	1003	Carol Dawn	1438 Corporate La
10714	1001	John Lincoln	1925 Wondernis Dr.
10717	1002	Brian Schmitt	921 Tuckerman Rr
10717	1002	Brian Schmitt	921 Tuckerman Rr
10729	C00127	Amiable Ice Cream	6292 Poplar Ave
10738	1002	Brian Schmitt	921 Tuckerman Rr

ServicePoint WO Notes

ServicePoint Work Order 10729 - NOTES

Customer: Amiable Ice Cream | Task name: Freezer not cooling
Model / Serial: DFR / 03255034ZB | Eqp desc: Display case freezer
Invoice code: TM-F | Problem: BROKEN

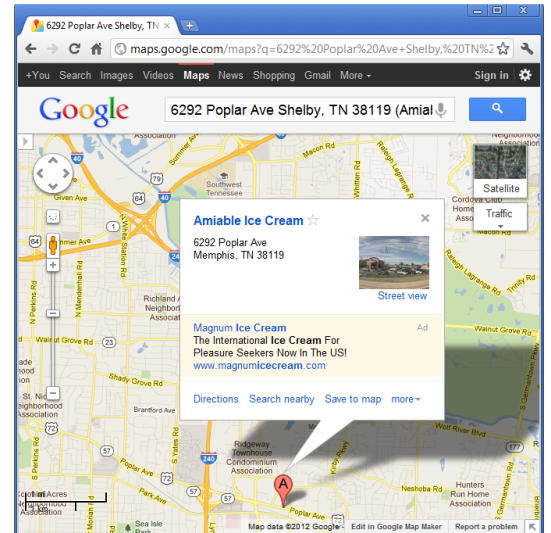
Note ID	Description
2012/01/22 18:43:11	Replaced thermostat in freezer
2012/02/23 11:43:23	Added with my phone by talking

Note ID: 2012/01/22 18:43:11

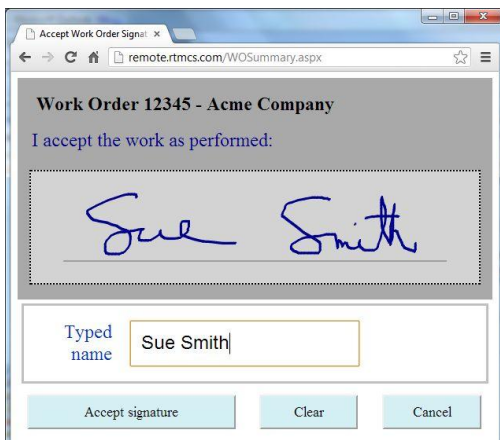
Save

Replaced thermostat in freezer. Tested to ensure proper operation.

Tech Job Listing and Note Entry



Mapping is available, allowing a mobile tech to use GPS navigation on their device to retrieve turn-by-turn directions to the service site.



Accept Work Order Signal

Work Order 12345 - Acme Company

I accept the work as performed:

Sue Smith

Typed name: Sue Smith

Accept signature | Clear | Cancel

Touch screen signature capture lets the customer sign for work performed using a finger on a phone or tablet.

ServicePoint SQL Management Software

ServicePoint is the leading service management software product from RTM Computer Solutions. Our software takes full advantage of Microsoft SQL technology to bring you a reliable, robust service management solution that will help productively manage and simplify all facets of your service, support, and repair business.



Since 1987, RTM Computer Solutions has been a leader in providing expertise in automated systems for a wide variety of service businesses around the world. We are dedicated to the development of high quality software products. Periodic updates to our software allow for faster, easier, and more efficient solutions. ServicePoint SQL has been written for use with NCR CounterPoint SQL, Passport Business Solutions, or Great Plains Dynamics.

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