Wake Them Up!

If your field engineers are under the weather and need some motivation to be more efficient, then you can wake them up with helpful Mobile Apps that can make a difference in the service you deliver.

Mobile Apps are the easiest way to get field engineers connected and in sync with everything that is going on around them. Since field engineers are exactly that, in the field, they tend to lose their connection with the real world as well as the communications and information that can make them more effective and efficient. Mobile Apps will energize your field engineers and give them the practical, timesaving tools and resources that ensure a productive working day.

ClickSoftware's enterprise Mobile Apps are a shot in the arm for any field service worker. From productivity to safety, these apps will help bring efficiency to field workers by enabling them to do the right things right.

Collaboration

One is the loneliest number, that's why we made Collaboration Apps, so your field workers will never be alone again. And if the field engineer needs another pair of hands, requires a safety backup, or just wants to have lunch, our Collaboration Apps can surely be of help.

Use the Collaboration Wall to broadly share messages to a group, or use the SHOUT App, which focuses on a specific context of specific work processes. The knowledge shared via SHOUT is kept connected to that work process and becomes part of the company knowledge, captured and retained for future use. Our collection of Collaboration Apps will turn downtime into efficient time and surely put a smile on at least one engineer in the field.

See ClickSoftware's Collaboration Pack for all these apps.

SHOUT App
Share knowledge and thoughts in the context of current activities and expertise
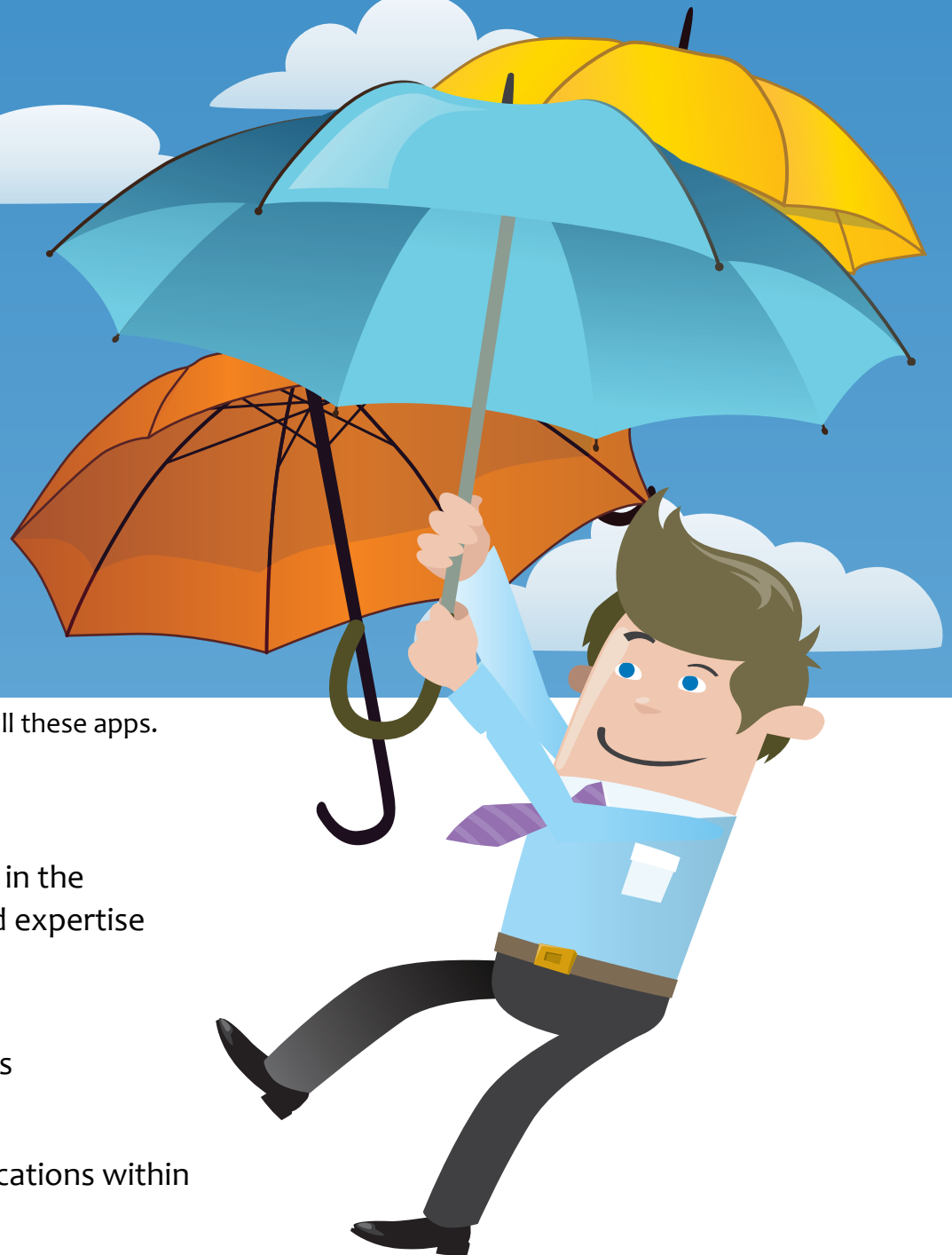
Collaboration Wall App
Ask questions and share knowledge or traffic reports

Resource Radar App
Display an engineer's locations within a specified radius

Navigation

We devised Mobile Apps for Navigation that wake you up and get you where you need to go – fast.

The Navigation Apps Pack allows you to see daily assignments on top of Google, Bing, or TeleNav Maps, and displays them right in the mobile device. If the GPS is activated, the field engineer can also hear turn-by-turn instructions and voice-guided directions. Wrong address? Use the Address Validator App to validate and geocode the address of a task and update the system for future visits. Talk about efficiency – these Mobile Apps put efficiency on the map.

See **ClickSoftware's Navigation Pack** for all these apps.
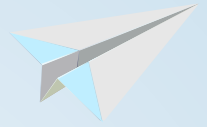
Address Validator App
Validate and geocode the address of a task

TeleNav App
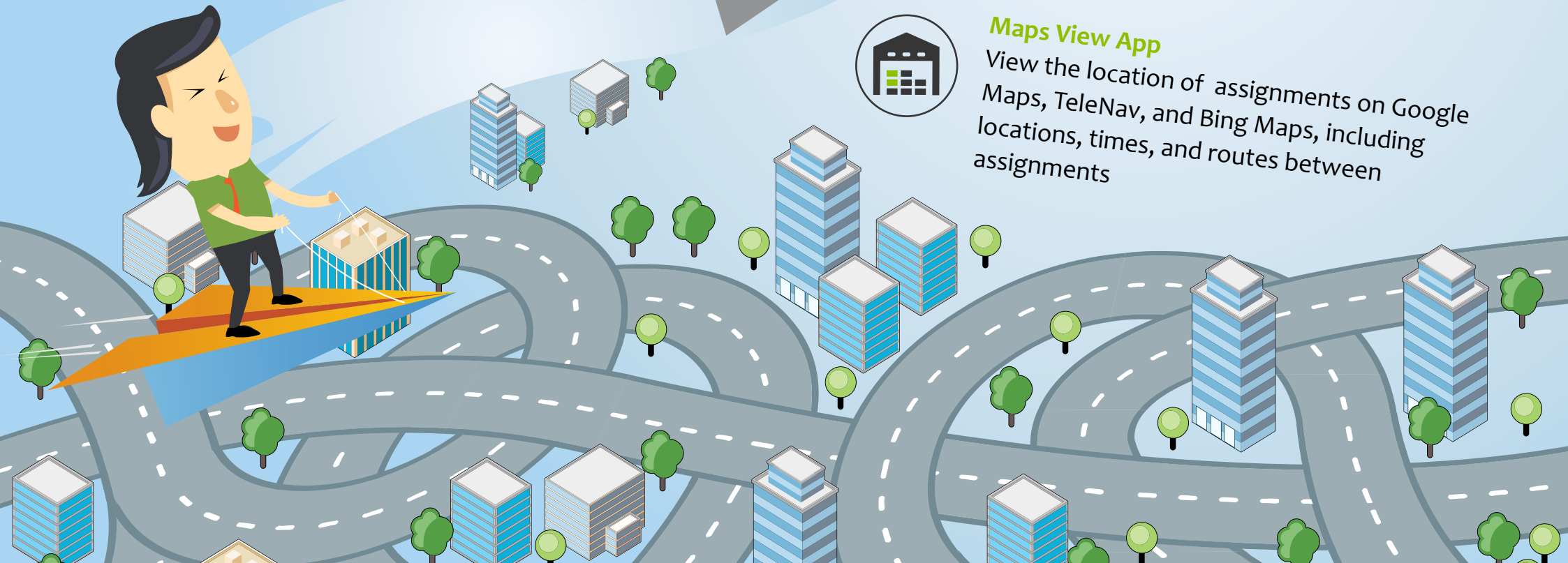Hear voice-guided, turn-by-turn GPS driving directions

Maps Snippet App
Add a map "snippet" to the assignment form

Maps View App
View the location of assignments on Google Maps, TeleNav, and Bing Maps, including locations, times, and routes between assignments

Health and Safety

These are some of our favorite apps, because they have been created to keep workers safe in both emergency and routine situations.

Health and Safety Apps Pack also makes it easy for field engineers to comply with all that bureaucratic red tape that keeps them busy at night dealing with endless forms and regulations. Now forms can be completed, submitted, and approved from mobile devices. Going into a dangerous spot? The Panic Button and Panic Timer Apps are security measures that no field engineer should be without. This whole pack of apps is geared toward competence in the Health and Safety arena, and is a convenient and simple way for companies to rejuvenate these important issues.

See ClickSoftware's Health & Safety Pack for all these apps.

Injury Report App
Fill out an injury or accident report and submit it directly from the mobile phone

Driver's Vehicle Inspection Checklist App
Complete vehicle inspection forms with customized fields, such as gas, engine oil, tire inspection, and more

Safety Procedure App
Submit a report about a routine procedure such as a safety inspection. A supervisor can receive and review the reports from multiple engineers

Managers' Review Apps
Approve reports with managers' reviews and signatures directly on the mobile device

Panic Button App
Send a distress signal in a potentially dangerous situation

Panic Timer App
Set an automated distress signal for a preset elapsed time. If the engineer does not stop the timer before it expires, the system sends an alert to the Control Center

Field Scheduling

Sometimes, things are not as they appear. A simple job on a work order can turn into more and more tasks once the field engineer is on-site.

Field Scheduling Apps allow the field engineer to view and report the schedule status from the field, making real-time changes that make the schedule fit. The Field Scheduling Pack includes apps for viewing, editing, adding, and updating the daily schedule. This means that managers and customers can be more up-to-date in real time, which leads to better SLA adherence and major cost savings at the end of the day. Field service engineers will draw a brighter picture of their day with these simple apps on their mobile phone.

See ClickSoftware's Field Scheduling Pack for all these apps.

Create N/A App
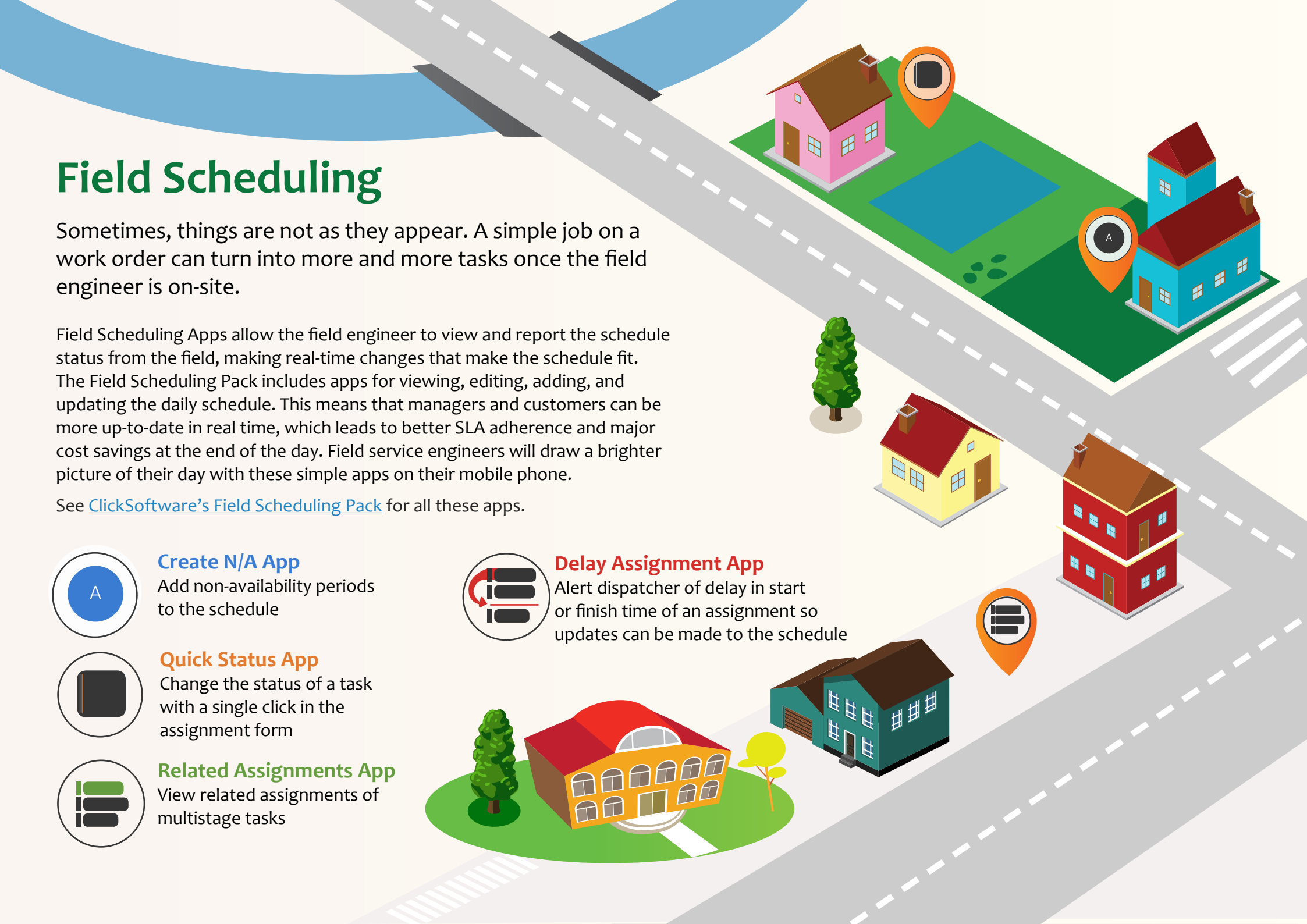Add non-availability periods to the schedule

Quick Status App
Change the status of a task with a single click in the assignment form

Related Assignments App
View related assignments of multistage tasks

Delay Assignment App
Alert dispatcher of delay in start or finish time of an assignment so updates can be made to the schedule

Personal Productivity

All engineers have their own work methodology. And let's face it, we're all human. We forget things, we put things off, and we tend to get lazy in our tasks.

The Personal Productivity Apps Pack helps field engineers keep aware of their tasks and priorities during the day. This pack contains fundamental apps that help field technicians manage their day, such as action items and completion checklists, and Butler Services Apps that go way beyond essential apps. Butler Services are context aware, live alert apps that remind, prompt, act, and do certain functions to help the field technician have a smoother and more productive day.
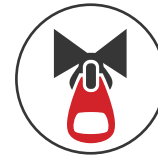
Butler Services App
Automatically detect when to perform actions, and what to do when each event occurs

Clock In/Out Reminder Butler Service App
Alert engineers to clock in if they have not yet clocked in; and clock out if they have not yet clocked out

Close Task Butler Service App
Notify engineers to close the previous task

Customer Called Butler Service App
Alert engineers that a call was received from a customer while they were on the way to a task

Customer Heads-Up Call Butler Service App

Receive an alert displaying customer details, so that engineer can make a heads-up call

Customer is Angry Butler Service App

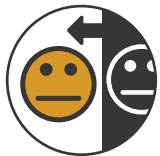Alert engineers about an angry customer, before they arrive at the site

Early Start Butler Service

Alert engineers at the end of a working day that the first assignment on their next workday will start earlier than usual

High-Priority Tasks Butler Service

Alert engineers at the start of the day about the high-priority tasks scheduled for the day

Last Visit Butler Service

Send alert message before engineers arrive at the site, which includes the details of the last visit made to this customer

See ClickSoftware's Personal Productivity Pack for all these apps.

Energize your team with Mobile Apps for a more efficient service organization

Contact Us

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