

CROSSFORM® TAWS

Technician Activity Web Site

Communicate with Technicians and Facility Managers better and more efficiently.

Now you can enable technicians to manage work orders assigned to them with the Technician Activity Web Site (TAWS). This option gives your technicians the ability to open, review, modify, update, and complete work orders as well as record and track labor hours via a website designed for them. Fast, easy, and accurate communication eliminates paperwork, saves the dispatcher time, and improves efficiency.

Improving work order management through online capabilities.

Summary overview. When accessing the site, a technician can view a dashboard summary of most recently assigned and past due work orders. The current week's time card and year to date summary of hours, both applied to work orders and non-distributed time, are also displayed. Technicians have the ability to view and print a backlog report, listing incomplete work orders.

FM Dashboard. Facility Managers can use TAWS to view the current work orders for the properties under their responsibility. Drill down to work orders for a particular building/site, or view orders for multiple properties. Year to Date Statistics displaying the number of open orders, broken down by Corrective and Preventive, is also available, as well as tracking of Problem Classifications.

Work order history. Searchable parameters including date range, status, location, caller, and tag description allow technicians to find work orders quickly and easily in the system.

Summary
 Incomplete Orders: 7
 Corrective 7, Preventive 0
 On-Time Completion: 47%
 Corrective 37%, Preventive 100%

WorkOrder No	Date Entered	Problem Descr.	Location
136112	2/11/2011 9:51:06 AM	General Lighting->Lights are Flickering.	17 South Franklin St, #55
136111	2/11/2011 9:31:05 AM	Replace Lightbulb>	17 South Franklin St, #55
136110	2/11/2011 9:28:45 AM	Carpet Cleaning - Spill> carpets need to be cleaned	17 South Franklin St, #55

WorkOrder No	Completion Target	Problem Descr.	Location
135912	3/24/2009 9:09:59 AM	Conference Room Setup>	136 Place Drive
135911	8/9/2010 5:10:07 PM		308 Union Station
135910	8/31/2010 10:22:16 AM	Web Request - IT ; Mac/lanout IT Request-> My P	1210 Pioneer Drive

Date	Hours
Monday, 2/14	0.00
Tuesday, 2/15	0.00
Wednesday, 2/16	0.00
Thursday, 2/17	0.00

Year To Date Statistics
 Hours Applied: 48
 Total Non-Distributed: 12
 Sick: 8
 Vacation: 0

Work Order: T35981
 Entered: Aug 5 2010 1:10PM PST
 Response Target: Aug 5 2010 2:10PM PST
 Completion Target: Aug 5 2010 5:10PM PST
 Priority: P2 - Emergency 4 Hrs
 Status: D - Dispatched
 Assignment: CF Support
 Group: HVAC
 Sub Group: HVAC
 Problem Code: 120154 - Calibration Services
 Installed Description:

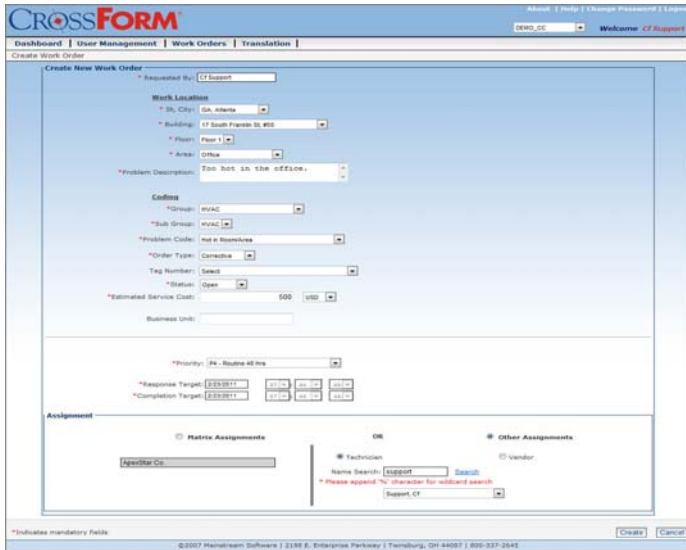
Status	Priority	Date	Time	Trans	Comments	Assignment	Entered By
D	P2	8/5/2010	1:10 PM	Create	Tech Work Order created from P33940	Support, CF	Support, CF
D	P2	8/5/2010	2:10 PM	JesparnyFlagSet	Rule number: 1	Support, CF	Messenger Services,
D	P2	9/21/2010	10:05 AM	CopyPlanToWFO	Matter Plan # 2 added to work order.	Support, CF	Messenger Services,
D	P2	2/10/2011	9:09 AM	SetTag	Tag Number set to 354	Support, CF	Support, CF
D	P2	2/10/2011	9:14 AM	TimeTaken	1.75 Hours: CF Support, Incomplete	Support, CF	Messenger Services,
D	P2	2/10/2011	9:14 AM	TimeTaken	1.75 Hours: CF Support, Incomplete	Support, CF	Support, CF

View order details. View options for the work order include Log History, Completion Info, Equipment Notes, Tag Details, Targets (Response and Completion), and Tech Notes.

Modify work orders. Technicians have the ability to perform a number of actions against a work order, including Add Comment, Cancel, Change Estimated Cost, Change Priority, Change Status, Complete, Dispatch, Mark on Hold, Print, Reassign, Set Tag, or add hours to Timecard. Any changes made to the work order are recorded in the Log History, including date and time stamp.

Manage time cards. Technicians can track labor hours online. Select work orders from a "pick list" of assigned work orders or enter a specific work order number. Apply hours to work orders, set non-distributed time, and print time card reports directly from the TAWS application.

Reporting. Reports available include Work Order Summary, Backlog Report, and Time Card. Print directly from the website or export in preferred format, including Excel, PDF, CSV, and more.



Create new work orders. If a technician determines additional work is required, the option to create a new work order is available. The technician can select the Default Assignment from the matrix, or choose another technician or vendor assignment. The option to Dispatch is available from the View/Modify Work Order screen, or the order can be left in Open status for a dispatcher to review and Dispatch at a later time.

Dispatch board. Monitor open work orders for a specific group of technicians. Simply by clicking a work order, easily manage the order and view all the associated details. The Board is displayed in a table format, with each cell representing a work order and each column representing an assignment backlog. Technicians have the ability to apply time to non-assigned work orders, view and print another technician's backlog report, and more.



Security and Administration Tools. Administrators can set permission levels for users, and allow access or read-only capabilities. TAWS provides the ability to add and manage users within the application.

Easy. Efficient. Let TAWS work for you.

Enhance communication. TAWS gives technicians access to all detailed information relevant to their work orders. It permits technicians to manage orders and labor hours independently of CSRs, managers, and dispatchers.

Streamline the work process. Technicians have the ability to self generate, reassign, and edit work orders, streamlining the process by accessing the product through any web browser.

Increase customer satisfaction. By providing web access to work orders for technicians, call queues are less congested, decreasing hold time for customers and expediting problem resolution. Technicians receive orders promptly, access and view detailed information within the system, and process work orders to close the loop quickly and efficiently.

Improve monitoring and controls for everyone. At-a-glance views of work orders per property or per technician enable managers to monitor performance instantly.

Smarter communication. Better results.

A website that's dedicated to help your technicians manage work orders – it's just another way CrossForm helps enhance your business, leading to greater efficiency and better results.

Call for a Demonstration.

Contact Mainstream Software to take advantage of a free, no-commitment needs analysis and schedule a demonstration. CrossForm's exceptional performance will be obvious.

Requirements

- Server** – assuming 50 concurrent sessions
- Microsoft® IIS 6.0 or higher (part of Windows Server 2003+)
 - Intel/AMD Server Class CPU(s) with 2GB+ RAM
 - Microsoft.net 2.0
 - High-speed LAN connection
 - Windows® 2003 server or higher
- Client**
- Microsoft® Internet Explorer 7.0 or higher



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