

PRODUCT FACT SHEET

WebTECH

WennSoft WebTECH, an effective extension of the WennSoft Service Management Series, allows technicians to easily access back-office information to improve the way they perform their job.

WebTECH is a platform and connectivity independent, browser-based application that allows users access to system data while leveraging existing hardware and connectivity methods. The flexibility of a browser-based platform removes many of the potentially negative implications for compatibility and interoperability, allowing you to focus on customer service.

With WebTECH, daily activities such as initiating a new service order or tracking service call resolution are routine. Written in .NET technology, WebTECH utilizes a tab-based navigational structure, which allows field technicians to access a number of different elements including:

- **Technician Dispatch Board** – displays the technician's scheduled calls for the current day, previous day or a future date
- **Service Call Detail** – provides high-level information about the customer (i.e. location, service history for the location, equipment and maintenance contracts), including notes and attachments
- **Tasks** – details needed work, includes editing capabilities and the ability to create new tasks
- **Appointments** – allows users to update and create new appointments
- **Contracts & Equipment** – displays a list of customer equipment and service contracts
- **Call Summary** – displays an overview of the call, the final phase before closing the call
- **Call Closeout Process** – allows the technician to enter their labor, mileage, parts, equipment and call resolution information

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Service Call Detail

When the user selects a service call, the following information is displayed:

- Customer information
- Call type and description
- Scheduled date and time
- Location, equipment and maintenance contract information
- Appointment status (en route, arrived, complete, etc.)
- Service call time stamps
- Follow-up e-mails for future work to dispatcher, service manager, etc.
- New multiple service calls
- Guaranteed response times
- Service history, tasks and required response
- Additional information and notes

Asset Capture Functionality

Allows the technician to update equipment information.

Call Closeout

Closing a call facilitates accurate collection of data from technicians (i.e. labor hours, reimbursable business expenses and parts usage) and enforces call closeout workflow. This single point of data entry can dramatically reduce administration overhead. The technician can record

Maintenance Tasking

The maintenance tasking feature guides the user through the tasks required to complete an inspection or maintenance procedure.

- Lists tasks to be completed
- Allows users to enter numeric readings, temperatures, voltages, etc. for each task
- Significantly reduces the amount of time spent documenting routine information
- Completely eliminates handwritten logbooks and reports
- Helps ensure that each step of the inspection or maintenance process is completed
- Collects task information for accurate reporting and analysis

Task Responses

- A tree view is used to illustrate all tasks associated with a service call
- A setup option enables users to select the status used for completed tasks, which allows task completion to be marked with a single checkbox
- A new Task Response that supports a Drop Down List is included
- To ensure consistent entry of required information, task responses will be entered in a simple pop-up window

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Photographic Attachments

Users can view photographs attached to a service call

Inventory Tracking

- Stocking levels are associated to a particular technician
- Each technician's location inventory is transmitted to the mobile device
- Inventory functionality supports both cost and list price
- Inventory levels are dynamically updated based on technician activities and use of inventory in the field

PC Requirements

Component	Requirement
Operating System	Windows [®] XP with Service Pack 2 or later (or Windows XP Tablet PC Edition)
Memory	Minimum of 512 MB
Hard Disk	Minimal hard disk is required
Display	Super VGA (1,024x768) or higher-resolution video adapter
Other Devices	Microsoft [®] mouse or compatible pointing device
Other Requirements	Internet Explorer [®] 6.0 SP1 or later
Connectivity	Internet connection is required (hard wired or broadband card)

Web Server System Requirements

Component	Requirement
Computer and Processor	PC with a 1-GHz processor required; 2-GHz or faster processor recommended Support for up to four processors on one server
Memory	1 GB of RAM required; 2 GB or more recommended; 4 GB maximum
Hard Disk	20 GB for Operating System and MobileTEC Host Application
Drive	CD-ROM or DVD-ROM drive
Network Card	100 Megabit NIC card required; Gigabit NIC card recommended
Display	VGA or hardware that supports console redirection required; Super VGA supporting 800 x 600 or higher-resolution monitor recommended



5333 S. Moorland Rd.
New Berlin, WI 53151
262-821-4100
info@wennsoft.com