

FIELDWARE SELF-SERVICE PORTAL



KEY FEATURES

- *Web-based customer self-service portal*
- *Integrates with your existing web site*
- *Template-based portal setup with layout, color, greeting, request and link (URL) options*
- *Template-based, customizable service request question(s) and email-based response(s)*
- *Customer display options: open service requests, quotes, locations, jobs, invoices, assets*
- *Accuracy check holds requests to allow accuracy check of customer name, location, contact information*
- *Requests queued for review prior to processing*

Schedule Calls Faster and More Accurately

How much time does your office staff spend on the phone accepting service requests, updating customers with job status or responding to their requests for copies of past invoices?

Cut that time in half with FieldAware's Self-Service Portal.

FieldAware's Self-Service Portal allows your company to "invite" your customers to:

- Request new service
- View existing requests
- View a list of serviced locations
- View scheduled, active, paused and completed jobs
- View invoices
- View a list of current equipment (assets)

FieldAware's Self-Service Portal also holds requests to allow staff to check the accuracy of every request, customer location and customer contact.

Setting up the portal and integrating it with your existing web site is a snap using our built-in templates. The templates enable you to include your company's logo and include options for the layout, color and greeting - even how much information is displayed to customers. And you can even tailor service request questions and automated email responses to meet the unique needs of your business.

SELF-SERVICE PORTAL

Accept new service requests without tying up your company's phone lines. Never miss a service request. Customers have access to the portal anytime, from anywhere using mobile or web access. Provide your customers with the information they need on existing requests and jobs as well as a complete history of work that has already been performed - with FieldAware's easy to use Self-Service Portal. Set it up using our built-in templates in just a few minutes. Then watch customer satisfaction and office staff productivity grow.

FEATURES

Status	ID	Customer	Portal Status	Date	Location	Invoice	Note/Job
New	R23	ABC Cleaning	Portal User	Monday 06/06/2014 09:00am	40 Pinner Street, Chicago IL, 60609 United States	8/28/2014	00000
New	R69891	ABC Cleaning	Guest	Monday 06/06/2014 10:00am	40 Pinner Street, Chicago IL, 60609 United States		
Processed	R00987	Home Depot	Portal User	Monday 06/06/2014 11:00am	4920 South Ashland, Chicago, IL, 60609		J56678
On Hold	R50234	Woodie's DIY	Guest	Monday 06/06/2014 12:00am	636 W 47th Place, Chicago, IL,		
Denied	R33456	Woodie's DIY Ltd.	Portal User	Monday	Joe Doe Incorporated,		

Integrates with your existing web site

- Template-based portal set-up with layout and color options to match your existing web site
- Creates request record that can be converted to a FieldAware job with just one click
- Upload your company's logo
- Tailor automated email: portal invite, request received, request processed, change password

Provide your customers with complete, or limited access to all service requests, customer locations, jobs, invoices and customer equipment

- Accuracy check holds requests to enable staff to check the accuracy of customer name, service location(s) and customer contact
- Customizable greeting and service request questions
- Define URL's for footer links (Home Page, About, Contact, User Agreement, Privacy Policy)