

FieldAware Software Specifications

Scheduling & Dispatch

- Drag and drop work order assignment
- Assign jobs directly from work orders (including crew assignment)
- Interactive, real-time display (Gantt Chart) of assigned (accepted and declined), started, paused and completed work orders with floating, current time indicator
- Map display with job location and status of work assigned (accepted or declined) started, paused or completed jobs
- Views (Gantt or map) can be filtered by technician(s), crew(s), location(s), customer(s), job status or job location and saved for later use
- Use street addresses or latitude/longitude coordinates for customer locations
- Track travel status of every technician
- Use the "Find My Tech" feature to instantly locate any technician
- Track and view scheduled versus actual job completion times for every technician and any date range
- One click access to complete work order information
- Create new work orders directly from the Scheduler
- Indicator with drop down box of queued, unassigned jobs
- View job status by business hours or 24 hour day
- View job status by day, 5 day, 7 day, month or user-defined date range
- Instantly reschedule or reassign work orders with drag-and-drop interface
- Map view displays complete job information by technician and job

Mobile Apps

- Native apps for iOS, Android, Windows devices
- Specific applications for tablets and smartphones
- Work offline to complete jobs (when a network is not available)
- Location mapping with turn-by-turn directions
- Complete customer information
 - Customer contacts
 - Customer locations
 - Customer job history
 - Customer equipment/assets
 - Add new customer
- Work order processing
 - Job notification
 - Originate new jobs
 - Job status updates
 - Job description/details
 - Job labor rates
 - Task and item/part creation
 - Mandatory tasks
 - Add crew members to job
 - Display cost, price and profit of all parts and labor
 - Job attachments, photos (with time stamp and geo location), editable PDF forms
 - Electronic signature capture with acceptance of terms and conditions
 - Create new customer assets/equipment in field
- Time tracking
 - Travel time capture
 - Start/Stop time capture
 - Pause job time capture (with reason)
- Quotes
 - Originate quotes
 - Capture quote acceptance electronically
 - One touch convert quote to job
 - All work order features available in quotes

- Custom fields
 - Unlimited custom fields
 - Accessible on mobile
 - View only or read/write
- Email invoice to customer
- Email job information to customer or crew members
- Email attachments to customer or crew members
- Barcode scanner works to search customers, locations, contacts, and assets and appears when the search bar is an option.

Work Order Management

- Template-based work order creation with simple drop-down selections for customer, relevant customer asset(s), technician or crew assignment, scheduling, pricing and included task(s) or item(s) (parts)
- Create single tasks or task groups
- Assign or delete work orders (one or any number) directly from the job board
- Create new work orders directly from the Scheduler
- Electronic sign-off of all completed work orders
- Unlimited custom fields for creation of business specific services, tasks or items on work orders
- Remote work order or task creation on any iOS or Android smartphone or tablet
- Use street address or latitude/longitude coordinates for any customer location
- One click view of customer location directly from the job board
- New and active jobs automatically displayed on job board
- Accept or decline work orders from any iOS or Android smartphone or tablet
- Capture customer sign-off for quotes, tasks and work orders on any iOS or Android smartphone or tablet
- Add additional technicians or crews to job from any iOS or Android smartphone or tablet
- Assign new customer assets from any iOS or Android smartphone or tablet

Customer Management

- Originate quotes
- Capture quote acceptance electronically
- One touch convert quote to job
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Invoicing

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Business Analytics

- Built in analytics that enable executives, managers and supervisors to understand the current status of the business
- Create reports using user definable date ranges, job states or supervisors
- One click drill down to view in-depth information on any employee, job type, job status or associated revenue

Add-Ons to Standard FieldAware

Ad-Hoc Reporting

- Create custom reports using customers, contacts, locations, quotes, jobs, invoices, tasks, items, cost, price, quantity, and assets
- These reports can be saved to be used across the business
- Each user can have their own access rights to the reporting section

Customer Portal

- Built in analytics that enable executives, managers and supervisors to understand the current status of the business
- Create reports using user definable date ranges, job states or supervisors
- One click drill down to view in-depth information on any employee, job type, job status or associated revenue

Smart Scheduler

- Schedules jobs by using:
 - Job Types and Skills
 - Service Areas
 - User Start/End Locations
- Results may vary based on each try
- Not guaranteed

Technology

- Hosted at multiple Amazon Web Services (AWS) locations
- Web Application
 - Python scripting language
 - Javascript
 - HTML5
 - SaaS Maker
 - Dojo
 - jQuery
 - MySQL database
 - Apache HTTP Server
 - Ubuntu Linux
- API
 - Protocols
 - HTTP
 - SSL
 - JSON (JavaScript Object Notation) data interchange format
- SSH-based authentication
- HTTPS server access with ECDH 256 bit encryption
- User authentication (email address/password)

Integrations Add-ons to Standard FieldAware

Field Service for NetSuite through DKD

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QuickBooks

- Standard mapping works with QB online, and QB Desktop
- Will sync Customers, Contacts, Location, Tasks, Items
- Will send invoices from FA to QB with notes and line items
- Will update inventory quantities
- Will work with QB Job structure
- Works of latest QB SKD
- Quickbooks Online - All Financial products that include U.S. (2002*—2015), Canada (2003*—2015), and the UK (2003*—2015). The SDK works with all U.S. editions of QuickBooks 2006 and later except for QuickBooks for the Mac