

FieldAware Customer Self-Service Portal

Customers have access to the portal anytime, anywhere using mobile or web access.



Key features

- Allow your customers to request service from any web enabled device
- Integrates with your existing website
- Review asset and invoice history
- Set up layout, greeting, logo, request and link (URL) options - no code necessary
- Customized service request questions and email-based responses
- Customers who sign in can view existing job status, and serviced locations
- Service requests must be approved before dispatching

Fewer Phone Calls and Better Customer Service

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 work history and invoices? FieldAware's Customer Self-Service Portal allows your customers to do all of these things online, even after hours.

New customers can always request service as a guest, but customers who sign in can:

- Request new service
- View existing requests
- Review asset and invoice history
- View a list of serviced locations
- View scheduled, active, paused and completed jobs

Setting up the portal and integrating it with your existing website 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.

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

Customer Self-Service Portal

Receive new service requests without tying up your company's phone lines and never miss a service request. Customers have access to the portal anytime, anywhere using mobile or web access.

Customers can then track the status of their job as well as see a complete history of work that has already been performed, along with the invoices and assets associated with them. Set up your portal using our built-in templates in just a few minutes. Then watch customer satisfaction and office staff productivity grow.

More Information or to schedule a free demo:

 FieldAware.com



Take a Look...

The screenshot shows the 'Assets' page in the FieldAware portal. At the top, there are navigation links: 'Make a Request', 'Home', 'Requests', 'Locations', and 'Assets'. Below the navigation is a search form with fields for 'Asset Name', 'Serial No', 'Model', 'Customer', 'Location', and 'Area'. A circular callout highlights a table of assets with the following data:

Serial No	Model
AKBGS-37389 29AM...CB004	AC manufac- turer name
AKBGS-37389 29AM...CB005	AC manufac- turer name

Below the search form is a table listing assets:

Asset Name	Serial No	Model	Manufacturer	Customer
Air Condition Unit 3b4	AKBGS-37389 29AM...CB004	AC manufac- turer name	AC manufac- turer name	1.11.4 Android Customer
Air Condition Unit 3b5	AKBGS-37389 29AM...CB005	AC manufac- turer name	AC manufac- turer name	Berghain

Give your customers the ability to:

- See the details of past and existing requests
- Request new work 24/7
- Manage their service locations
- Specify their date and time preferences for work
- Make guest requests (for new customers)
- Review invoices and asset history

The screenshot shows the 'Job - J9612' page in the FieldAware portal. At the top, there are navigation links: 'Make a Request', 'Home', 'Requests', and 'Locations'. Below the navigation is a header for the job: 'Job - J9612' with a 'Completed' status. The page is divided into sections for 'Customer' and 'Crew' details. A circular callout highlights the 'Customer' and 'Crew' information:

Customer	Crew
Customer Name Big T Ranch	Job Lead Austin Deeds
Location Bunker House Nu. 1 3901 Consolvo Flower Mound TX, 75022, United States	Crew Austin Deeds
Business Contact Linda Theriot	

Below the job details is a 'Description' section with a text area containing the following text: 'Salt from the main driveway and the road to the guest house, totaling 200 square feet. Take pictures to document your work. Arrived at the customer location, and was asked to shovel the snow around the pool. All materials and labor are going to be documented underneath the task level.'

Below the description is a 'Tasks & Items' section with a table:

Name	Description	Quantity
ANY - Service Call	Service Call. Required charge for call, plus labor and materials.	
Snow Salt	500 bag of snow salt	6.0

Below the tasks is a 'Labor' section with a table:

Labor	Quantity
Austin Deeds	1h 0m

Customize the look and feel of your customer portal to match that of your website. In addition, you can easily modify the questions that you collect when someone requests new work. Existing customers can log in and see complete work history.

To learn more about our solutions or to schedule a demo:

Email us at sales@fieldaware.com
Visit www.fieldaware.com

Call us on

US and Canada **800-935-0736**
UK **0800 098 8487**
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