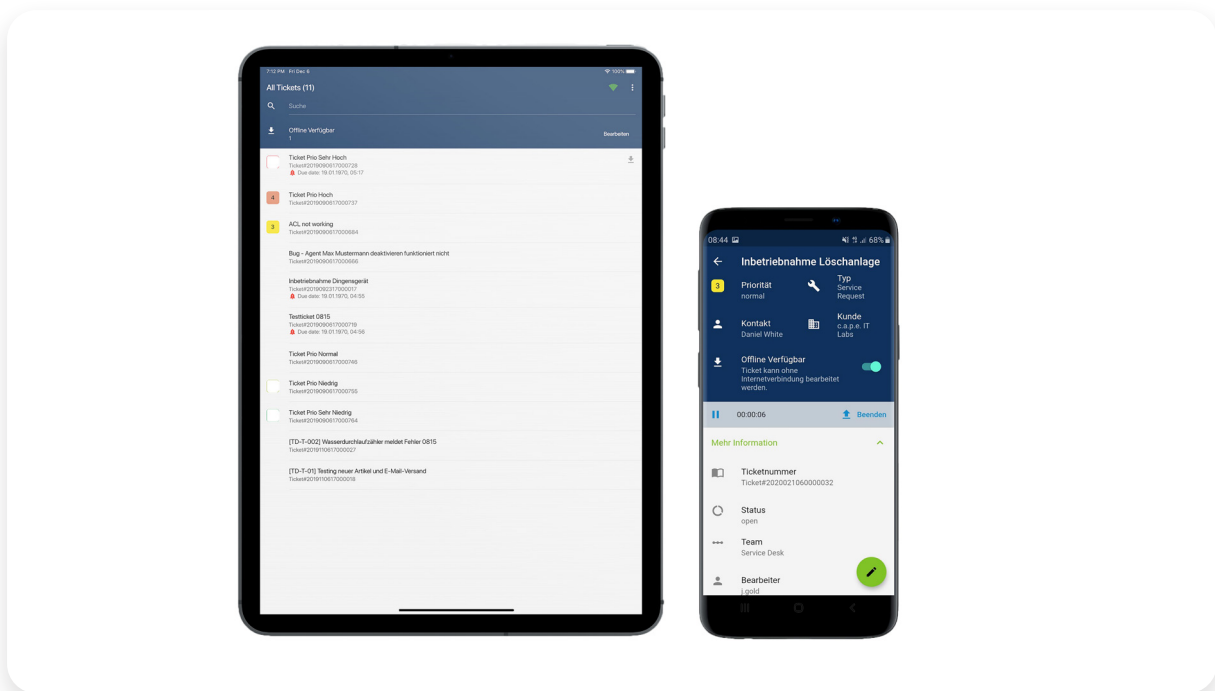




PROCESS TICKETS ON THE GO – BOTH ONLINE AND OFFLINE

Simply expand your KIX service software (version 18) with the Field Agent App to conveniently process your service jobs while you're on the go! The information linked to the ticket – such as the asset/configuration elements – is saved on your mobile device. There are also functions to add an electronic signature, meaning customers can simply and directly confirm that the job has been processed. You can use the Field Agent App both online and offline – so your Service employees can continue working even if there is no signal from the cellular network. Once they have a strong enough signal again, the data can be synced with a single click.



View the Field Agent app on your tablet and smartphone.

THE BENEFITS TO YOU

- › Easy to use thanks to an intuitive interface.
- › Additional information on jobs and assets can be linked (appendices, FAQs).
- › Work reports can be generated for customers and internal use.



FEATURES

- › Service jobs can be processed both online and offline.
- › Service jobs are processed using clear checklists.
- › The app comes with a built-in electronic signature so that the risk can be transferred/assumed
- › The app includes an automatic timer function.
- › The app shows the customer's details and contact information within a service job.
- › Photos and work notes can be saved within the ticket.

REQUIREMENTS

The following requirements apply to use the KIX Field Agent App:

- › The KIX service software (version 18) must have been installed and be in use.
- › Your mobile device must be able to reach your system back-end server via HTTPS.

The app is compatible with the following operating systems:

- › Android as from version 8.x
- › iOS as from version 13.x

HOW COULD IT BE USED?

In the KIX web app, a dispatcher prepares tickets to be processed by a field agent. When doing so, they link relevant FAQ entries and assets with the ticket, assign the correct organization and contact for the customer, and add any relevant reference articles (notes) to the ticket. They save checklists for processing the ticket with the ticket based on the work to be performed. A reference to the transfer of risk is also saved with the ticket if required. The dispatcher then assigns the ticket to a field agent.

In the KIX Field Agent App, the user now sees the jobs/tickets that they have been assigned, sorted in order of priority. They are able to make the content available offline and „download“ the tickets. If they are unable to process the ticket because resources are unavailable or for another reason, they can decline the job.

When they accept the ticket for processing, the time recording function can start. The user is now able to document their work on the ticket using checklists, notes, and photos. If the time is recorded, it is possible to set whether or not the end customer should see this information on the work report. Once complete, the ticket processing workflow can be ended and the work carried out can be confirmed by the agent or the customer adding their signature. The app then creates work reports and updates the information in the ticket.