

PDA Service

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1 PDA Service

The Service process is an entirely configurable process, all set up through the Admin front end.


The application will be configured as to what functionality is required in this process and therefore what entry and validation is required.

The main entry is through tabs and popup screens, as follows:

- Overview/Job Details - Always displayed
- Info
- Pre-work
- Activities
- Installed Products
- Returned Products
- MC Refs
- Diagnosis
- Post-work

Each tab is configurable as to whether this appears in the system, usually depending on the process of the customer. The application style will define which stages are required, as well as server-side configuration.

The **Back** button will return the user to the Job List.

 **Note:** A variety of styles and devices have been used to show flexibility of display.



1.1 Overview/Job Details

This tab will display the Fault Reported. This comes from the Job instruction. This tab is always displayed.

The screenshots show the 'Job Details' screen for Service: AELS03-S01. The top screenshot is the 'Info' tab, displaying contact information for TESTER Jones with telephone 08458795846 and a time of 13/04/2016 12:45. The bottom screenshot is the 'Address' tab, displaying a full address for Customer Jones in Liverpool and a time of 13:26. Both screens include a 'Number of Engineers' field set to 1 and buttons for 'Create Items' and 'Cancel Service'.

The *Job Details* tab has multiple sections:

- Contact information
- Address information.
- Planned Start and End Time, if provided.
- Job Instructions.

Additionally, this screen can display many other items to enter - this is customer-specific user-defined fields information configured by the admin staff. If configured, this information is displayed in a scroll-able list for entry here. In this screenshot, the number of engineers is requested.

The entire service may be cancelled here by clicking the **Cancel Service** button - the **Exceptions** screen will be displayed for the user to indicate the reasons.



1.2 Info

This tab will prompt for information on the job. Configuration controls the fields shown for entry here.

The screenshot shows a PDA screen with a dark header bar containing navigation icons and a status bar at the bottom. The main screen area has a dark background with white text and input fields. At the top, there's a title bar with a back arrow, a 'Service' tab, and a status 'Service Item: SID-AELS03011-1 (1 of 5) Status: Pending'. Below this, there are several input fields: 'Group:' with a dropdown menu showing 'AWNING', 'Make:' with a dropdown menu showing 'MODEL 1', 'Serial No:' with a text field containing '5N-5055232488800001', 'Reason for Site Visit:' with a text field, 'Length' with a text field, and 'Projection' with a text field. A 'Cancel Item' button is located at the bottom right of the form area.

Info, showing multiple service items

If there are multiple items to be serviced as part of this service job, this will be indicated on the title bar, with the ability of moving through and viewing each item using the buttons provided.

As an example, the following information may prompted for:

- Service Type - a display of the type of service. This may be allowed to be changed by the user, depending on configuration.
- Unit Type - Drop-down selection of service item model or group
- Reg ID - Numeric Only
- VIN No - Numeric Only
- Mileage - Numeric Only.

Alternatively, these items may be labelled differently or not present in the configuration. This is part of the styling service offered.

Additionally, user-defined fields can be added to this tab, configured in the Admin system. The fields prompted for can be linked to the product or model being serviced. For example, a service of a gas burner may require entry of the specific model, whereas service of a parasol may require entry of the height and width. All of this is user-configurable within the system.

The current service item may be cancelled here by clicking the **Cancel Item** button - the **Exceptions** screen will be displayed for the user to indicate the reasons.



1.3 Pre-work Checks

This information can be entered either as a button from the *Info* tab.

This displays the pre-work checks that are required before performing a service. If configured, these must be checked before being allowed to continue. Details may be entered in the text field if additional information needs to be recorded.

Sample pre-work checks

The checks are completely configurable through user-defined fields. The checks can be related to the group or model selected on the *Info* tab. The button name is related to the type of pre-work checks being performed.

For example, if a site survey is required before servicing an item, the button may be labelled *Site Survey (incomplete)*, with a series of questions requiring completion. Equally, these could be site waivers, permit to work, etc.

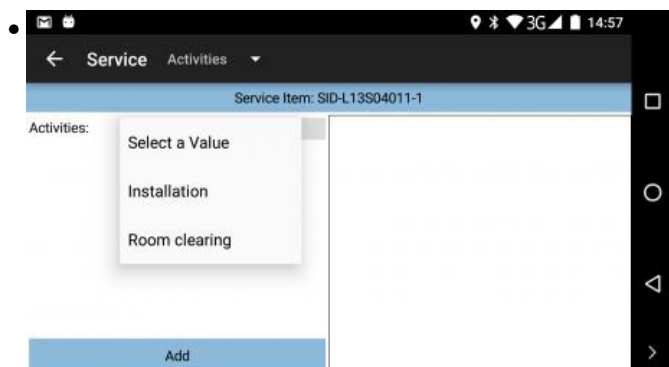
Buttons on these pre-work checks are user-configurable. For example, a site survey or permit to work may not be required if one has already been completed. Usually there will be a button to confirm or save, and button to mark the check as not required.

Once the checks are completes, the user will be allowed to move on.



1.4 Activities

This tab allows activities to be specified that were completed during the service. Activities are any task set up through the Admin system, and will appear on a drop-down list.



Activities

Activities can be added multiple times with the **Add** button, to increase the quantity.

To remove activities from the list, press the activity to display a pop-up menu, allowing *Remove 1* or *Remove All* options.

Once the activities are added as required, click the next tab to move on.

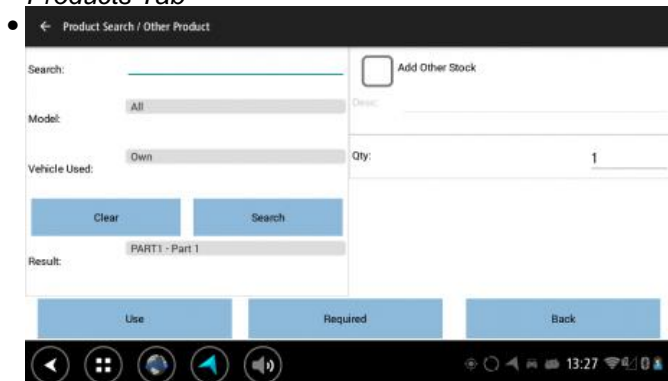


1.5 Installed/Removed Products

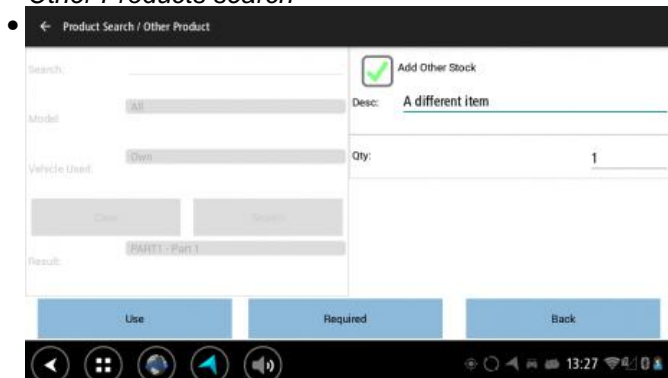
This tab allows identification of the parts that were used as part of the service job.



Products Tab



Other Products search



Other Products entry

To install a part the part must be selected from the list of items and the **Installed** button clicked. If the same product is added more than once the quantity field will be updated to reflect this.

Products can be removed from this list by long-pressing the row on the table to display a pop-up menu, allowing *Remove 1* or *Remove All* options.

Parts may be pre-allocated to the job and will appear on the list already, awaiting use.


Parts may be removed in the same way as the above.

Should there be limited vehicle stock, or a capability required to use parts that are not on the system, these may be added through the **Other Products** button.

This screen allows the user to select products from other models or other engineer's van stock. It also allows products to be used ad-hoc, by entering the description of the product.



Products identified in this way can be removed or installed.

 **Note:** It is not required that any parts are entered at all on this screen.



1.6 MC Refs

This information can be entered directly from the *Diagnosis* tab.

This prompts you to enter the MC Reference fields. These are a series of part serials (up to 4) that can optionally be entered.

Service Item: SID-L13S04011-1

MC Ref 1: _____

MC Ref 2: _____

MC Ref 3: _____

MC Ref 4: _____

MC Narrative: _____

Diagnosis: _____

Customer Damage: _____

vnins

Complete Item

Feedback (Incomplete)

MC Refs as part of the Diagnosis Tab

If this is configured, either a narrative or refs must be entered.

MC Narrative is free text entry.



1.7 Post-work Checks

This information can be entered through a button from the *Diagnosis* tab.

This allows confirmation that the post-work checks have been completed.

Permit to Work - 2

All work has been completed satisfactorily, and the area/equipment left safe ☒

All work has not been completed satisfactorily, but the area/equipment left safe ☒

If No please state reasons

Where the Hot work has been undertaken, all sources of ignition have been removed, the work area and all adjacent areas have been thoroughly inspected and appropriate fire and smoke detectors have been reinstated where necessary.

Not Required Complete

Post-work Checks

Similarly to pre-work checks, these are completely user-configurable, in terms of the fields requested, buttons and labels. They can differ per item or model.

These fields are required and must be checked for the user to continue. As with pre-work checks the user can add additional information in the text fields.



1.8 Diagnosis

This tab allows entry of problem diagnosis/resolution information.

The screenshot displays the 'DIAGNOSIS' tab in a mobile application. At the top, a navigation bar includes a back arrow, 'Service', 'JOBDETAILS', 'INFORMATION', 'PRODUCTS', 'DIAGNOSIS' (highlighted), and 'NOTES'. Below this, a blue header bar shows 'Service Item: SID-AEL503011-1'. A 'Comments:' label is followed by a text input field. Below the comments field are three stacked input fields labeled 'Misuse:', 'Report', and 'Photo'. The 'Misuse:' field has a small square icon to its right. The 'Photo' field has a camera icon to its left. A 'Complete Item' button is located at the bottom right of the form area. The bottom of the screen shows a standard Android navigation bar with icons for back, home, recent apps, and a dock with a magnifying glass, a blue arrow, and a speaker icon. The status bar at the very bottom shows the time as 13:27 and various system icons.

Diagnosis information

The application will prompt to specify the results of the service and any relating details that are required.

Diagnosis must be entered - all other fields are optional.

Alternatively, these items may be labelled differently or not present in the configuration. This is part of the styling service offered.

Additionally, user-defined fields can be added to this tab, configured in the Admin system.



1.9 Completion

Once all details have been captured for this service item, the service item may be completed from the clicking the **OK** button. You will be taken to the **Job Confirmation** screen, where you (the engineer) and the customer will be required to review the job and sign as confirmation that it is complete.

