

SERVICELINK DIRECT – GENERAL FACILITIES

The method of finding information is consistent in different parts of the package, which makes the system easy to use and reduces learning time

SEARCH FACILITIES

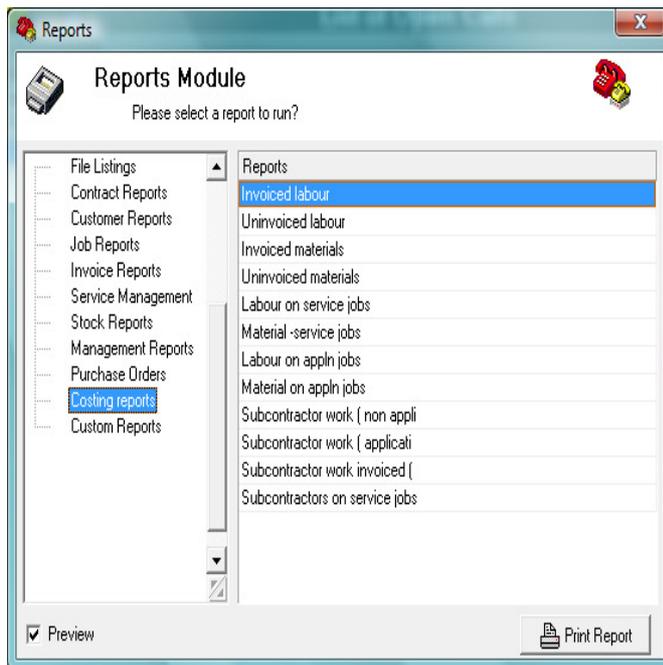
There are extensive search facilities available throughout the system, taking the form of either

1. Find a job by entering into the search box the job number , address , customer order number , Just type an entry into the search box and the system will quickly find the jobs that you're looking for.



2. There is also a flexible "Filtering methodology" to provide a list of jobs that are wanted at any time, based on contract , WIP status , date , customer etc.

REPORT FACILITIES



As well as the full set of enquiries and reports within ServiceLink, there are a lot of other methods of extracting reports which users have the option of using.

As well as the traditional printed reports, you can extract job data from Service Pro into spreadsheets.

It is also possible to access the Service Pro database via ODBC from other PC reporting packages. Thus standard report generators can be used to generate custom reports.

HELP FACILITIES

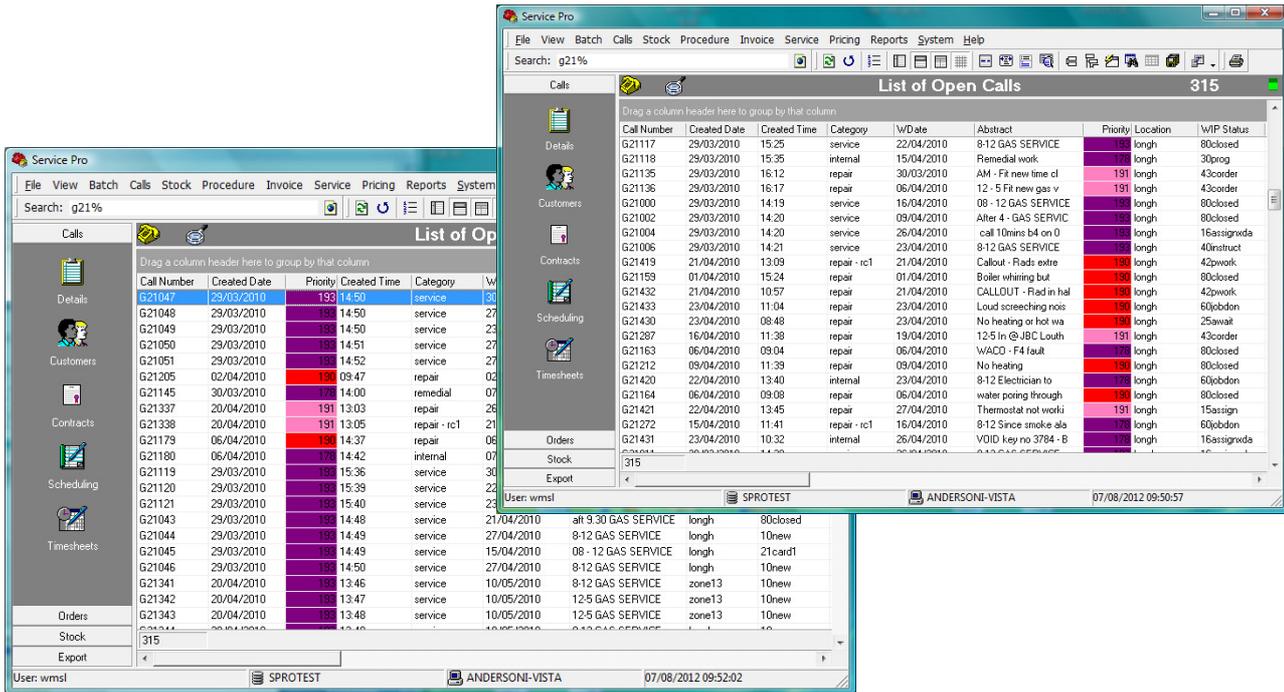
The system incorporates many help facilities, e.g. displaying lists of customer codes & names whenever required. The "drop downs" display the full description rather than computer codes.

When entering a call (or job details) into the system there is a facility that will display a list of common descriptions that the user can choose from.

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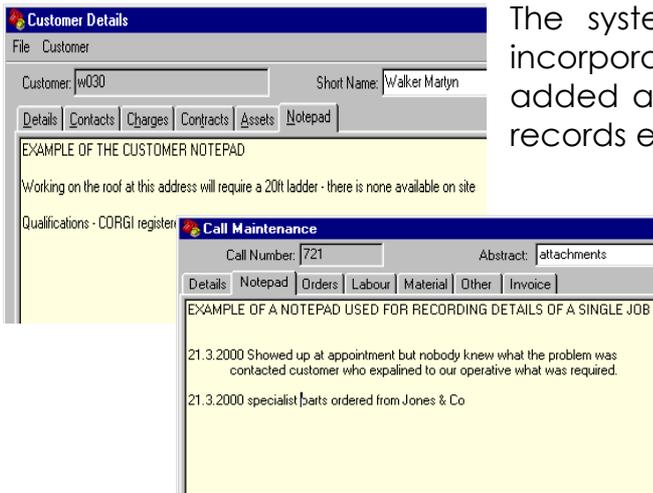
USER DEFINABLE SCREEN LAYOUT

The main screen in ServiceLink can be redrawn in a variety of ways to suit individual users. Users can specify the columns that they wish to see and the order of columns on the screen. Users can specify a group of jobs that they wish to see (e.g. all uncompleted work, or all completed but not invoiced work) and the other jobs will not be displayed for that user. This is a very flexible approach that allows each user to monitor the tasks that they are responsible for.



EXTENSIVE NOTEPAD FACILITIES

The system has extensive notepad facilities incorporated into it to allow comments to be added at will to job records, site details, asset records etc.



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USER DEFINABLE FIELDS

There are various fields that are used for verification, such as location, priority, Work In Progress codes, job status etc. Each of these are set up to suit each company's requirements e.g. locations could be streets, towns, districts etc. Job status can be set up to be meaningful to each organisation's specific needs.

There is also a facility called Custom fields , whereby users can add new fields into the system , without changing any programs.