

Mobile



About Service Accent Mobile

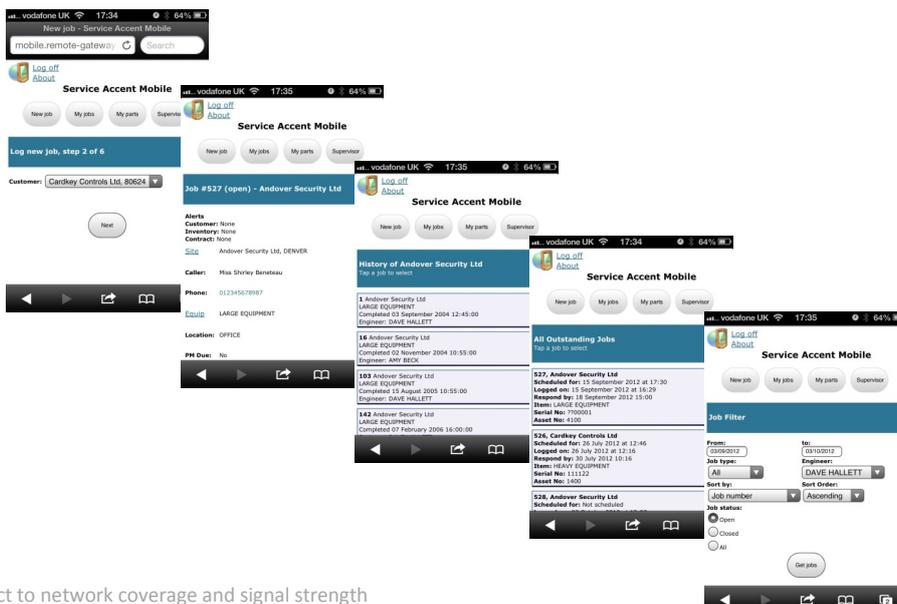
Service Accent Mobile lets your engineers access their jobs wherever they are*. Using the same simple browser-based technology that powers the rest of the internet they can view jobs directly on virtually any handheld device (for example iOS, Android or Windows Phone smartphones). Completing the job details on screen, entering the parts used, arrival/departure times and closing the job down are done with no input required from the office beyond logging and allocating the initial customer call.

At the office one click produces the job invoices for a whole day's service work which means that hours of typing up job sheets, invoices and stock adjustments are a thing of the past. Service Accent Mobile is as simple to use as the internet itself, and with mobile data costs falling all the time the benefits are undeniable. In fact, you can empower your engineers for less than 40p per day.

Features and functionality

With Service Accent Mobile, your engineer can perform his tasks straight from his hand-held device. The available features include:

- Log your own jobs - great if you offer service 24/7
- View and modify your own jobs
- Address, contact and fault details are available
- Customer history can be viewed, including the last fault and fix
- Record the parts you have used
- Close off your jobs



*Subject to network coverage and signal strength

Quick facts

How it works

With a browser, for example, Safari on your iPhone, you can view and enter data. The browser connects to a web server in your office via a normal internet connection and the Service Accent Mobile gateway will update your database and respond accordingly.

What you will need

A server or workstation to run the Service Accent Mobile gateway, as well as a web server with a dedicated inbound connection needs to be available.

In the field, you need a device that has an HTML browser. Service Accent Mobile has been optimised for smartphone devices, but should work on any browser-capable device; for example, the iOS iPhone/iPad range or the Android Samsung Galaxy range and similar are ideal. GPRS is required, and LTE/HSDPA/3G is highly recommended.

Trying it yourself

If you want to try Service Accent Mobile for yourself, please go to:

<http://serviceaccent.mobi>

You can also try Service Accent Remote Solutions for desktop PCs/laptops/tablets at:

<http://remote-solutions.net>