

Wireless



About Service Accent Wireless

Service Accent Wireless lets your engineers get access to their calls wherever they are. By using wireless communications from their Android smartphone (for example, a Samsung Galaxy or Sony Xperia), they can get their calls, update them, close them, even book new jobs directly.

And because Service Accent Wireless is a native Android 'App' that runs on your devices, you can use it offline. So it doesn't matter if you are in an area of poor coverage, or a sensitive area like hospitals, your engineers can continue to use Service Accent Wireless to close calls, enter parts or check the customer's history. The application will synchronise itself with your main database when the device goes back online.

Virtually any network, any Android smartphone*



Features and functionality

With Service Accent Wireless, your engineer can perform all their important tasks straight from their Android smartphone. The available features include:

- Job listing showing job number, customer name, model, serial number and target/scheduled date and time
- Job details with site address, contact name, equipment details and fault information
- Ability to update the machine details when on-site
- Service history showing the engineer, equipment, meter readings and fault & fix details
- Parts can be used and automatically deducted from the engineers' stock
- Signature capture for customer confirmation
- Task list, allowing multiple tasks to be defined in Service Accent to be actioned by the engineer. The engineer can update each task with comments
- Meter readings can be entered when necessary
- The status of jobs can be progressed for auditing purposes
- The optional Proof-of-Acceptance module allows your engineer to capture a customers signature, include it on your Proof of Acceptance document and have it emailed direct to the customer automatically
- The optional Service Accent Dynamic Mapping module allows you to view your engineers' current locations as well as their travel history

*Your engineers will need an Android smartphone running as a minimum Android v4.0(Ice Cream Sandwich) with a recommended minimum screen resolution of 480x800. Android v4..1/4.2.4.3/4.4 (Jelly Bean & KitKat) are also supported.

Additionally, you will need to subscribe to a Wireless licensing agreement with VCI.

Quick facts

How it works

The engineer uses the Service Accent Wireless App on his Android smartphone to view and enter data. When he sends data or makes a request for data, the client sends the information via an LTE/3G/HSDPA/GPRS connection to the Service Accent Wireless Server using the internet.

Back in the office, the Service Accent Remote Console retrieves the request from the Service Accent Wireless Server. The data is processed and a response is sent back to the engineers' device via the Service Accent Wireless Server.

Of course, the engineer is unaware of any of this: to him, it is one seamless process.

What you will need

In the office, you will need a workstation with internet access to run the Service Accent Remote Console. You do not need to configure any in-bound connections.

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Overview of the technology

Service Accent Wireless runs on almost any Android smartphone*. It is designed for use with both a stylus and the built-in virtual keyboard, with simple easy-to-use and easy-to-read screens. It is written using the latest Android OS design tools thus ensuring that it keeps pace with the latest developments in device technology.

Service Accent Wireless can be used offline when out of coverage or when the engineer is in a sensitive area, for example, in hospitals. This means that the engineer can continue to view his schedule, update his jobs and review important information even when not connected to the internet as messages are queued in both directions and dispatched when coverage is resumed.

It uses your existing internet connection, LTE/3G/HSDPA/GPRS from the device or Bluetooth to a mobile phone. Only a small amount of data is transferred in each transaction, thus keeping your costs to a minimum.

Immediate benefits

Service Accent Wireless lets you:

- Assign jobs to engineers without the need for you to call them
- Minimise miscommunications as the data the engineer views comes directly out of your database
- Present all the information the engineer needs to attend and complete a job
- Increase your first time fix rates as the engineer can call upon service history for that customer or the machine
- Ensure your engineer carries the parts most likely to be required by viewing the parts used previously for the machine
- Minimise your monthly costs as only a small amount of data is transferred per job
- Your engineers can close their own jobs, ensuring your database is updated in close to real time
- Raise invoices as soon as the job is completed, no need to wait for your job sheets to be returned back to the office
- Track the location of your engineers with the optional Service Accent Dynamic Mapping module using the GPS receiver built into the device



Quick facts

Work flow

- Open job list
- Job details with site and contact details with fault information
- Ability to update machine details when on-site
- Service history showing the engineer, equipment, meter readings, and fault & fix details
- Parts usage
- Task list allowing multiple tasks to be defined in Service Accent for action by the engineer
- Take meter readings
- Status updates so jobs can be flagged with engineer on route and on-site
- Signature capture for customer confirmation
- Allows office-based personnel to locate and track engineers

Try it for yourself!

Service Accent customers are eligible for a free trial:

You provide the device

We provide:

The software

Free Support

Free online training

Completely free of charge for 14 days

Further information

For more information and screenshots of Service Accent Wireless, please visit:

<http://serviceaccent.com/wireless>

*Your engineers will need an Android smartphone running Android v2.3 (Gingerbread) with a recommended minimum screen resolution of 480x800. Android v4.0 (Ice Cream Sandwich) is also supported.

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