



Geoworks 7

Customer Services

Geoworks 7 Customer Services module enables rapid logging of faults or customer enquiries, together with a colour coded dashboard display of all outstanding issues showing any actions required. All reported fault locations may be seen on the map in either an aerial or road view.

Faults may also be imported from a client website or from mobile inspection patrols using handheld data devices .

The screenshot displays the 'Customer Services' application window. At the top, there are fields for 'Client' (CROYDON) and 'Contract' (SKIL_CROYDON). Below this is a 'Fault Selection' section with a 'Select Display by' dropdown set to '0 All Open Faults' and a date range filter from '01 July 2013' to '02 July 2013'. A table titled 'Existing Faults' shows a list of faults with columns for Link, Fault Date, Complete By, Action, Priority, Overrun, Fault Ref, Fault, Fault Description, and Job. Below the table, a 'Fault Mapping' window is open, showing an aerial map of a residential area with streets like 'Ovett Close', 'Carberry Road', and 'Haynes Lane'. The 'Fault Mapping' window includes fields for 'Fault Ref' (041864), 'Job Number' (29), and 'Selected Asset' (348892, 100959).

| Link | Fault Date | Complete By | Action | Priority | Overrun | Fault Ref | Fault | Fault Description | Job |
|---------|---------------------|---------------------|--------|----------|---------|------------|-------|------------------------------|-----|
| | 02/07/2013 18:15:46 | 09/07/2013 08:00:00 | A000 | G3 | | CRO0001206 | SLOT | Structural engineer reqd. | |
| | 02/07/2013 18:09:25 | 14/08/2013 08:00:00 | A000 | D6 | | CRO0001205 | EQ01 | Please contact Highways d... | |
| | 02/07/2013 18:08:25 | 03/07/2013 18:08:25 | A008 | A0 | | CRO0001204 | RCOL | Replacement required? | 000 |
| Primary | 02/07/2013 17:58:50 | 09/07/2013 08:00:00 | A008 | G3 | | CRO0001202 | ACMM | Ladder work required | 000 |
| | 28/06/2013 17:02:53 | 29/06/2013 17:02:53 | A008 | A1 | | CRO0001201 | RTA | RTA | 000 |
| | 28/06/2013 13:57:00 | 29/06/2013 13:57:00 | A008 | A1 | | CRO0001200 | E001 | Callout 1 hour | 000 |
| | 28/06/2013 13:54:57 | 29/06/2013 13:54:57 | A008 | A0 | | CRO0001199 | BWMI | zzz | 000 |
| | | | | | | CRO0001198 | BWMI | xxx | 000 |
| | | | | | | CRO0001197 | BHAN | xxx | 000 |
| | | | | | | CRO0001196 | EQ04 | | 000 |
| | | | | | | CRO0001195 | LOUT | | 000 |
| | | | | | | CRO0001194 | LOUT | | 000 |
| | | | | | | CRO0001193 | DAYB | xxxx | 000 |

Any issues reported more than once are flagged and linked to existing reports of the same issue to avoid duplicate jobs being raised to resolve one fault.

Priorities and target dates are linked to the reported type of issue; for urgent works, jobs may be raised immediately and sent to the appropriate engineer or work crew.

Variable user access settings mean that multiple contracts with differing issue types and priorities can be easily managed. A number of report options are available, providing both current and historical data, together with KPI statistics and details of any previous inspected patrol routes.

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Logging new issues

Locations for new issues may be identified either from the street list or directly from the map; a Bing Maps™ Streetview option is also available. A Postcode finder option may be used for recording a caller's details if required; additional documents or photos may be added to either new or existing issues.

For issues relating to assets which are part of the contract, a breakdown of the asset attributes may be checked before a fault is recorded.

The current status for each issue may be updated or closed either in the Customer Services module or remotely from the Geoworks Planning module or directly from an external mobile device.

The screenshot displays the Geoworks 7 software interface. The 'Fault Details' window is the primary focus, showing customer information (Reported By: CLLR Councillor, Name: Mr Joe Stevens, Address: 9 High Street, Croydon) and asset details (Contract: SKIL_CROYDON, Category: SL01 Lighting Column, Reported: COLE Column Leaning - Urgent - IAD, Priority: A0 1 Day Urgent Fault/EMER, Details: Accident damage). It also shows report information (Report Fault Ref: CRO0001184, Logged By: Oliver, Completion: 14/06/2013 12:17:27) and asset location (Street: 20501882, ABERDEEN ROAD, Parish: FAIR, Fairfield, Location: JUNC ST PETER S ROAD, Position: 532649.8). The 'Fault Notes' window shows a note from Oliver dated 27/06/2013 12:11:31. The 'Document Viewer' window shows a photo of a leaning column with details: Name: J0600003555_A_0502013104238.JPG, Description: Photo, Location: D:\GeoWorks7\Skanska\Test_Skanska\CL\Documents\Fault, Created By: Oliver, Added Date: 02/07/2013 18:39:57, Document ID: 26, System Details: Size: 64 KB (64104 bytes), Created: 02/07/2013 18:39:57, Modified: 02/07/2013 18:39:57, Accessed: 05/02/2013 10:45:31. The 'Customer Services Street View' window shows a street view of a residential street with a red double-decker bus and a person in a high-visibility vest. The Bing logo and 'Microsoft - BETA' are visible in the bottom left of the street view window.

- ◆ A full audit event history is available for each issue, detailing any additional notes and status updates
- ◆ Email alerts are available to warn call centre staff of any incoming issues from a website or other remote source
- ◆ Completed and intermediate statuses of each issue may be emailed back to the original caller or returned to update the website from where the call originated
- ◆ The Geoworks 7 Customer Services module may be used either in conjunction with all other Geoworks modules or as a stand alone system which may be linked to other external systems

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