



- Mapping
- Monitoring
- GPS Tracking
- Live Schedule
- Push Button Invoicing
- Mobile Communications
- Instant Job Detail Updates



**EService Monthly Fee:  
340 ZAR**

Data Plan required  
Select Wireless Devices  
350 ZAR Setup Fee, per device

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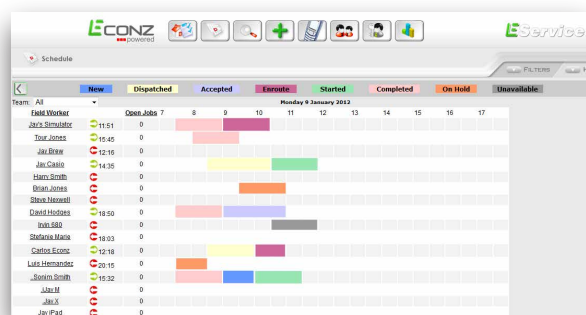
# EService

Econz Eservice is a Mobile Field Service Dispatch and Work Order Management System that works on Cell Phones, Smart Phones and Tablets. Eservice is web based software that enables a field service team to receive and respond to customer work orders.

EService Connects office administrators with a company's mobile workforce to distribute up to second job information allowing for real-time data to be transmitted to whoever needs it and when they need it.

Office Dispatch/Service Manager allows Administrators to:

- Allocate and dispatch jobs efficiently according to staff availability and location
- Assess job status and progress giving them the ability to advise customers of current conditions of work order
- Ability to invoice a customer as soon as a job is completed by exporting job information from EService
- Reduce data entry and the errors that result from lost or incorrect paperwork



Field staff view- Eservice is powerful, cost-effective software that enables your field service team to:

- Receive and respond to service orders within seconds
- Access accurate, up-to-date job and customer information
- Provide prompt efficient service to customers
- Track and record resources used on a job, including parts and labor
- Offer your customers time commitments thru clear job visibility and worker progress

## EService features:

- Use the Job List to view job summaries, filter by dates or current job status and sort by any column – customize the columns that you view
- Use the Diary screens to view jobs, color coded by current status and filter by region (work area) – setup different views for different dispatchers
- See real-time job status updates (when Field Workers are within coverage)
- Automatic timestamps allowing you to monitor and measure travel time, working time, down time and administrative time per job
- Review notes added to jobs by Field Workers
- Review parts, labor codes, trouble-found codes, solution codes and other resources added to jobs in the field
- Recall, update and cancel jobs that have been dispatched
- Add public and private notes to jobs with automatic timestamps and user identification
- Business to Business updates of job events, status changes and added resources using the Web Services callback interface and XML email interface
- Send automatic email updates to external parties when jobs change status
- Jobs may be paused and resumed multiple times with full status history, including reasons for stopping work and expected resume times
- Print job details or print an invoice created from job details
- Override job status if Field Workers are out of coverage or lose their device
- Export completed job details to popular accounting packages

### Workforce Management

- View current roster, assigned jobs, job progress and time-off for each Field Worker (optionally filter this view by assigned work areas)
- Use the Diary screen to spot job clashes and spare time at a glance
- Report on worker productivity, travel times and categorize by job types
- Capture time off, preventing job assignment and creation when Field Workers are not available
- Assign time zones to workers and dispatchers
- Configure Field Workers devices.

ID	Name	Address	Phone	
1816036	Savannah's Mr Pizza	10747 Ford ave, #7, Richmond Hill, GA, US, 31322	9127563611	Add Recurring Jobs
1816037	006 East Café	10060 Ford Ave, Richmond Hill, GA, US, 31322	9124590606	Add Recurring Jobs
1816038	Beef O'Brady's	10010 Ford Ave, Richmond Hill, GA, US, 31322	9127564246	Add Recurring Jobs
1816039	Krystal	1015 US highway 80 e, Pooler, GA, US, 31324	9127484552	Add Recurring Jobs
1816040	Cheddar's	1425 Benton Blvd, Pooler, GA, US, 31324	9123309177	Add Recurring Jobs
1816041	Zaxby's	175 Pooler Parkway, Pooler, GA, US, 31324	9127487588	Add Recurring Jobs
1816042	Paula Deen's - Lady & Son's	102 w congress st, savannah, ga, US, 31401	9122332600	Add Recurring Jobs
1816043	Huey's on the River	115 East River St, Savannah, GA, US, 31401	9122347385	Add Recurring Jobs
1980141	Valencia	123 main st, rm 100, savannah, ga, US	9121112222	Add Recurring Jobs
2224988	Rincon Pastelero	125 metros Al sur, San Jose, Costa Rica, CR	1234567890	Add Recurring Jobs
2571703	Jay Mills	5710 ogechee rd, savannah, ga, US	9126651280	Add Recurring Jobs

### Customer Management

- Maintain a list of regular customers and their contact details for quick access
- Search on all customers created and used
- Export and import customer lists from other applications such as accounting packages

