



CORRIGOPRO

使用CruChats进行交流

通过CorrigoPro桌面和移动应用程序使用和管理CruChats

CorrigoPro-观看视频以与CruChats交流 管理您的CruChats –英文台式机 and 手机



将此链接复制到您的浏览器，并观看有关如何与CruChats进行交流的视频
管理您的CruChats –英文台式机 and 手机

<https://helpcorrigo.wpengine.com/videos/communicate-with-cruchats/>

在本教程中，我们将介绍...

- 回顾CorrigoPro桌面CruChats：幻灯片3 – 7
- 从CorrigoPro Desktop启动CruChats：幻灯片8 – 12
- 带有工作指令的CruChats：幻灯片12 – 14
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CorrigoPro桌面CruChats

CruChats是您，您的团队，业务合作伙伴和客户之间的即时通信

首先单击CorrigoPro桌面中的CorrigoPro磁贴

Check out the latest updates from CorrigoPro

[Learn More](#)

- Accept/reject work orders via email
- Capture customer signatures on your mobile device
- Plus, so much more

David's HVAC

CONGRATULATIONS, YOUR COMPANY PROFILE IS COMPLETE

MY CORRIGO BILLING ACCOUNT

WOs Awaiting Acceptance	▲ 6
WOs Overdue	▲ 79
Open Reactive WO	71
Open PM/RM WOs	2
Waiting for WO Completion Det...	0

WOs BY STATUS (LAST 90 DAYS)

7 Open, 4 Open: In Progress, 35 Completed

72 your average score

2 customers are connected to you

YOUR INVOICES NEED ATTENTION

33 ready to be invoiced WOs	27 draft invoices	0 disputed invoices
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INTEGRATE YOUR WORK ORDER SYSTEM DIRECTLY TO corrigo

Powered by **CORRIGOPRO DIRECT**

CorrigoPro桌面CruChats

这是CruChat登陆页面，您将在其中拥有多个过滤器选项，以按特定类别对CruChats进行排序和查看

The screenshot displays the CorrigoPro desktop interface for CruChats. At the top, there is a navigation bar with a home icon, the text 'CORRIGOPRO', and user information 'Waldo David at David's HVAC'. A search bar is located on the left, and a filter bar is in the center. The filter bar includes 'STATUS: Any', 'WO STATE: Waiting for Acceptance', and 'COMPLETE BY: Any'. On the right, there are icons for search, calendar, user, chat, and settings. Below the filter bar, the work orders are sorted by 'Last Activity Date'. Two work order cards are visible, both with a status of 'WAITING FOR ACCEPTANCE' and a priority of 'SCHEDULED' or 'URGENT'. Each card includes a customer name, address, and a note: 'Unable to accept this work order since it has a different status on the customer side.'

Waldo David at David's HVAC

Search Chats

STATUS: Any WO STATE: Waiting for Acceptance COMPLETE BY: Any

Ordered by: Last Activity Date

APAC Demo

E.ON Highways Lighting Oldh...
E.ON Highways Lighting Oldham & Rochdale
4870 Sadler Road, Suite 300, Glen Allen, VA 23061, US

WO# EOH LOR0001 WAITING FOR ACCEPTANCE SCHEDULED Thursday

Unable to accept this work order since it has a different status on the customer side.

Stage JLL IAG

Sydney - 388 George St
388 George Street - Level 22
1111 Alderman Drive, Alpharetta, GA 30005, US

WO# CORR0073 WAITING FOR ACCEPTANCE URGENT Thursday

Unable to accept this work order since it has a different status on the customer side.

CorrigoPro Desktop CruChats

Work orders can be filtered by a number of options. As an example, you can sort using “Unread” from the Status menu, and “This Week” from the Complete By menu

The screenshot displays the CorrigoPro desktop interface. At the top, the user is identified as 'Waldo David' at 'David's HVAC'. The main navigation bar includes a search bar for 'Search Chats' and several filter menus: 'STATUS: Any', 'WO STATE: Waiting for Acceptance', and 'COMPLETE BY: Any'. A dropdown menu is open over the 'COMPLETE BY' filter, showing options: 'Today', 'Tomorrow', 'Yesterday', 'This Week', 'Next Week', 'Last Week', and 'Custom Range'. The 'This Week' and 'Next Week' options are highlighted with green boxes. Below the filters, a list of work orders is shown. The first work order is 'E.ON Highways Lighting Oldham & Rochd' with status 'SCHEDULED'. The second and third work orders are 'Sydney - 388 George St' with status 'WAITING FOR ACCEPTANCE' and 'URGENT' respectively. A search bar is also visible over the first work order, with 'Unread' highlighted in a green box.

Work Order ID	Status	Priority	Due Day
WO# EOHLOR000	ACCEPTANCE	SCHEDULED	Thursday
WO# CORR000	ACCEPTANCE	URGENT	Thursday
WO# CORR0071	WAITING FOR ACCEPTANCE	HIGH	Thursday

CorrigoPro桌面CruChats

在此示例中，按“未读”和“本周”过滤时，剩下一个CruChat

The screenshot displays the CorrigoPro desktop interface. At the top, there is a navigation bar with a home icon, the text 'CORRIGOPRO', and a user profile for 'James Favreau'. Below the navigation bar, there is a search bar labeled 'Search Chats' and several filter dropdowns: 'Status: Unread', 'WO State: Any', and 'Complete By: This Week'. A 'MORE...' dropdown is also visible. The main content area shows a single CruChat notification for 'PRO' (181 William St, Melbourne, VIC 3000, AU) with a message: 'New WO#IAG0100084 waiting for your attention'. The notification includes a 'WO# IAG0100084' tag, a red 'URGENT' tag, and the day 'Friday'. The notification is highlighted with a green border.

单击CruChat上的任意位置以查看消息正文和/或工作订单的详细信息

CorrigoPro桌面CruChats

The screenshot displays the CorrigoPro desktop interface. On the left, a sidebar shows a search bar and a list of chat windows for 'APAC Demo' with 'CorrigoPro Office' details. The main window shows a chat conversation for 'APAC Demo' with a 'HIGH' priority status. The chat history includes:

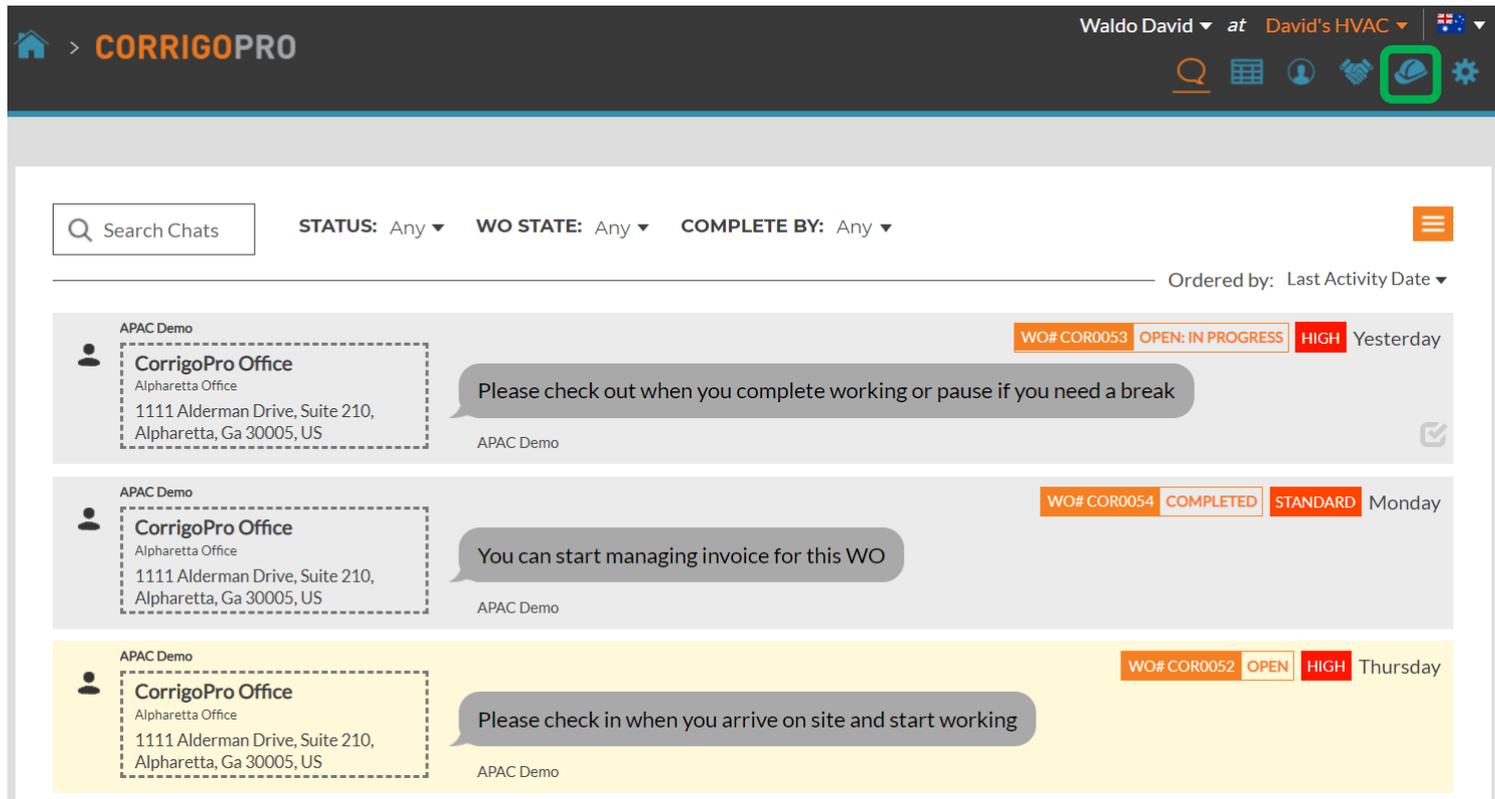
- APAC Demo, 1:07 AM: SERVICE LOCATION: CORRIGOPRO OFFICE, 1111 ALDERMAN DRIVE, SUITE 210, ALPHARETTA, GA 30005.
- APAC Demo, 1:07 AM: The problem was reported as follows: Asset: Building/Structure Repair & Maintenance>General Door Repair Task: Glass Door - Interior Additional Description: Needs to be replaced
- APAC Demo, 1:07 AM: The SLA for this High priority work is: accept/reject by 06/04/2018 9:00 AM on-site by 06/04/2018 1:00 PM complete by 06/04/2018 3:00 PM You will be rated on your ability to meet this SLA
- APAC Demo, 1:07 AM: You cannot invoice us more than \$250.00 AUD for this work. Click [HERE](#) if you need this increased

The chat input area at the bottom features a dropdown menu set to 'All', a text box with the placeholder 'Type your message or drag and drop files', and a 'SEND' button.

要在此CruChat中发送消息，只需在文本框中输入消息，然后单击“发送”

启动CruChat

您可以使用Cru / Subs发起CruChat，但不能与客户一起发起CruChat，这必须由客户发起



The screenshot displays the CORRIGO PRO web interface. At the top, the user is logged in as 'Waldo David' at 'David's HVAC'. The main content area shows a list of work orders (WO) with associated chat messages. The interface includes a search bar, filters for status, work order state, and completion date, and a sorting option for 'Last Activity Date'. Three work orders are visible, each with a chat message from 'APAC Demo'.

Work Order ID	Status	Priority	Date	Chat Message
WO# COR0053	OPEN: IN PROGRESS	HIGH	Yesterday	Please check out when you complete working or pause if you need a break
WO# COR0054	COMPLETED	STANDARD	Monday	You can start managing invoice for this WO
WO# COR0052	OPEN	HIGH	Thursday	Please check in when you arrive on site and start working

要使用您的CruMembers和/或CruLeads启动CruChat，请单击右上角的Our Cru图标。

开始一个CruChat

Waldo David at David's HVAC

Search Cru

Filter By **CruLeads** CruMembers

Ordered by: Name (A-Z)

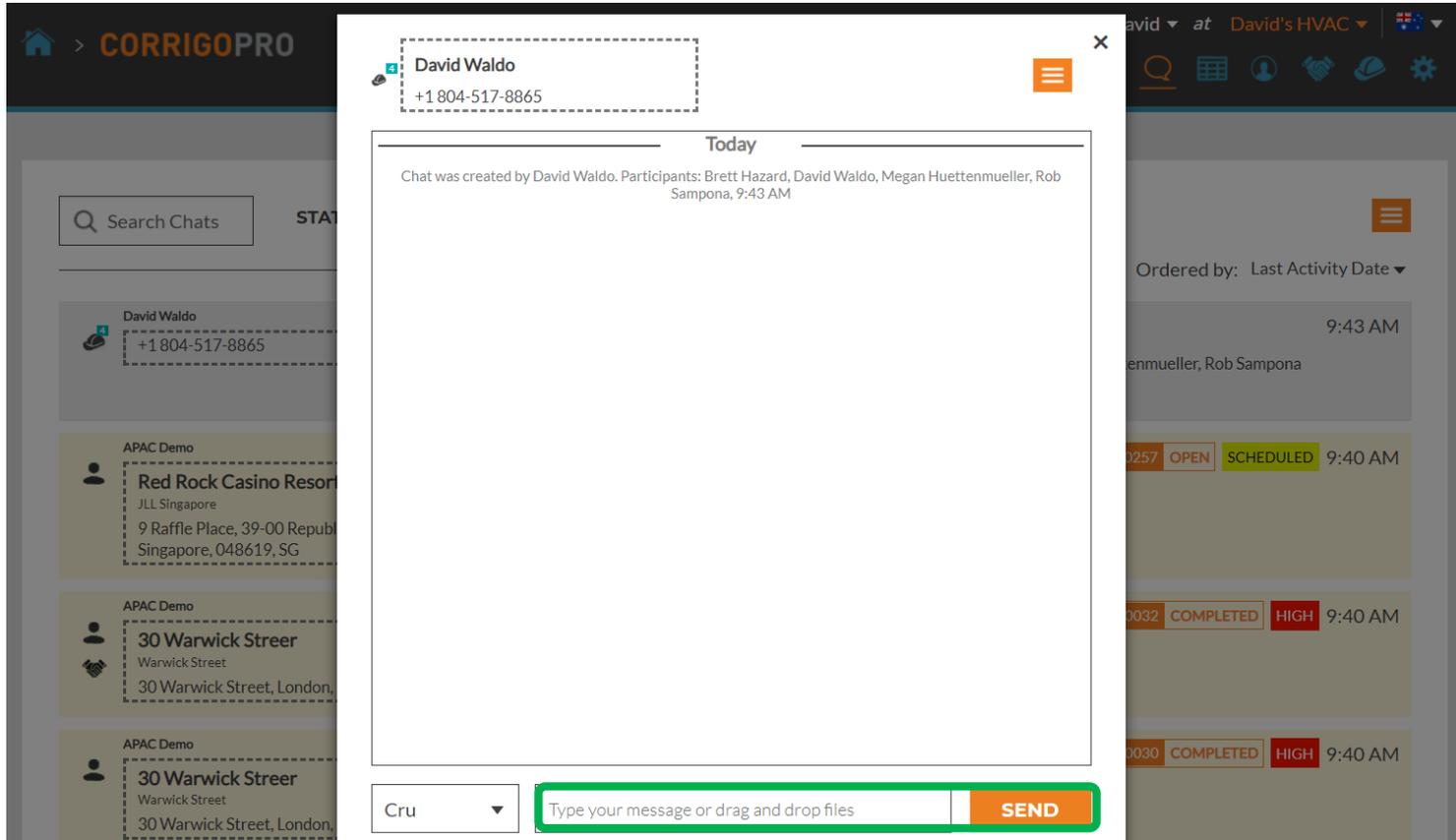
3 mobile user(s) are selected **SELECT ALL USERS** or **SELECT NONE**

CRUCHAT REINVITE CHANGE ROLE DELETE

Name	Phone Number	Role
Alister Forbes	0423 929 173	CruMember
Brett Hazard	+1 216-533-8203	CruMember
David Waldo	+1 804-517-8865	CruLead
Dmytro Tech	+1 650-222-7005	CruMember
Megan Huettenmu...	+1 913-706-8739	CruMember
Rob Sampona	+1 770-560-5884	CruMember
Thomas Fowler	+1 404-557-2169	CruMember

选中要包含在CruChat中的CruMembers框，然后单击窗口顶部附近的“CRUCHAT”按钮

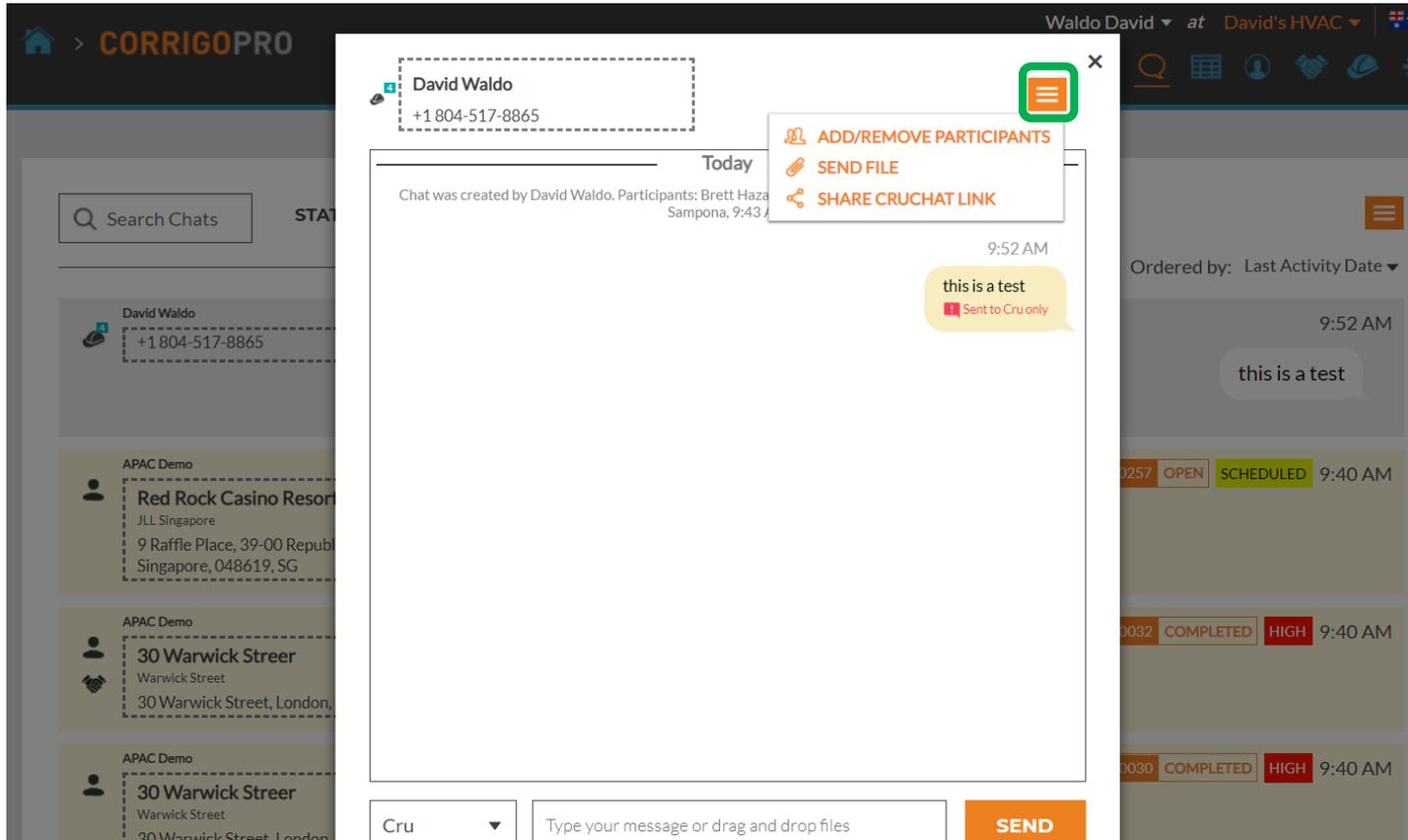
恭喜你！



您已经与团队成功启动了CruChat
现在，您可以与Cru进行实时的互动交流
要开始讨论，请在文本框中输入消息
点击“发送”

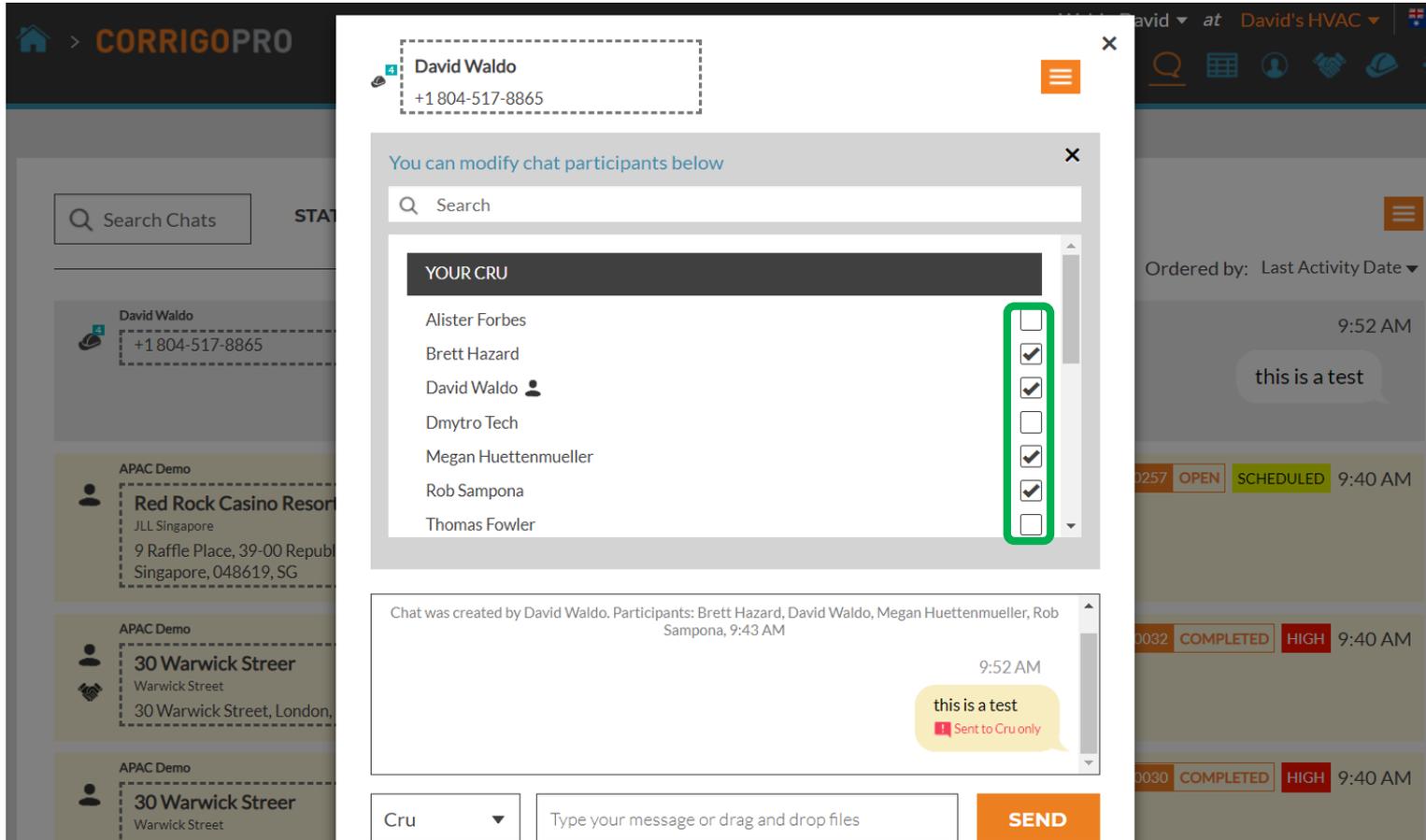
添加和删除CruChat参与者

您可以在任何CruChat中添加或删除CruMembers和分包商



要在聊天中添加或删除参与者，请单击下拉框，然后单击添加/删除参与者。

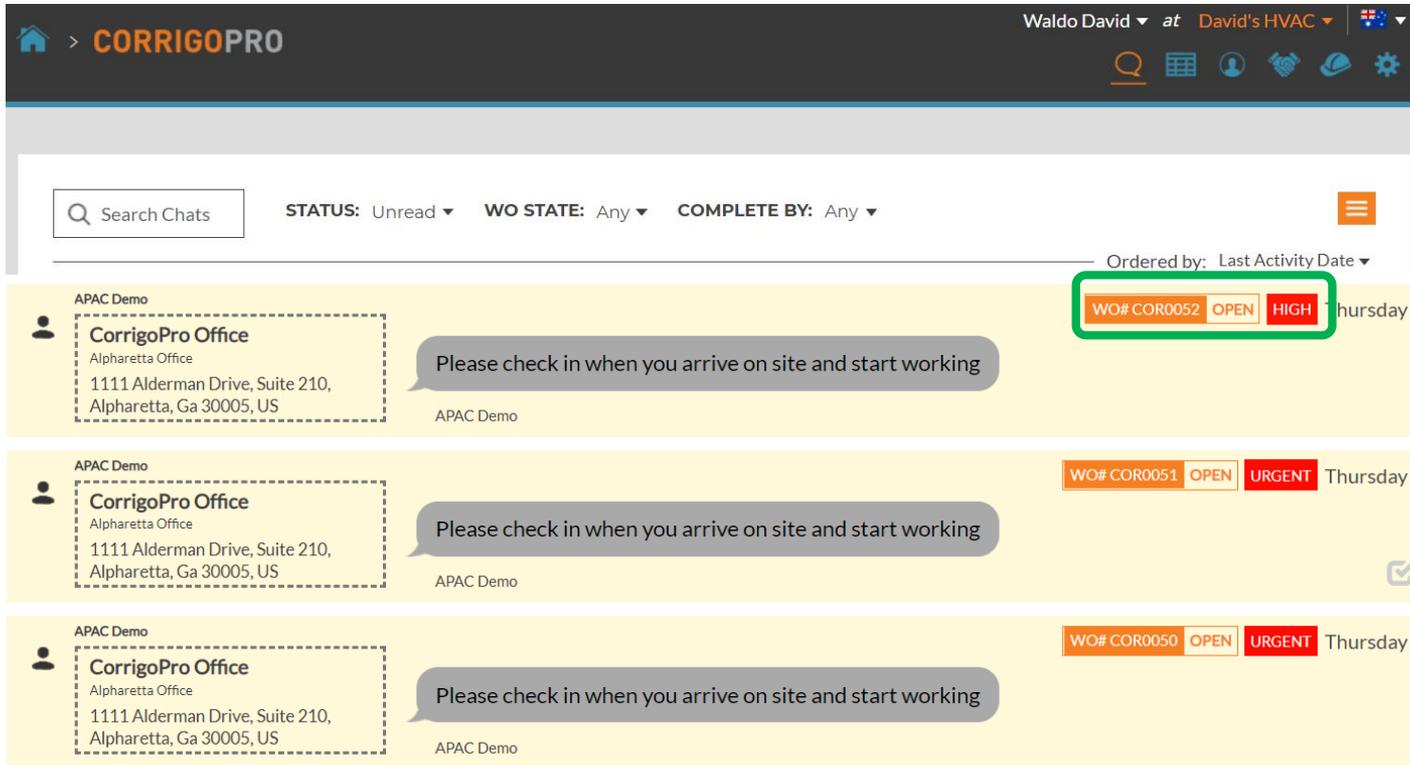
添加和删除CruChat参与者



将打开一个可滚动的下拉框，其中列出了您的Cru和Subs
通过单击右侧的单个复选框来选择或取消选择您的CruChat参与者

带有工作指令的杂项

您的Corrigo客户提供的CruChats可能包含工单



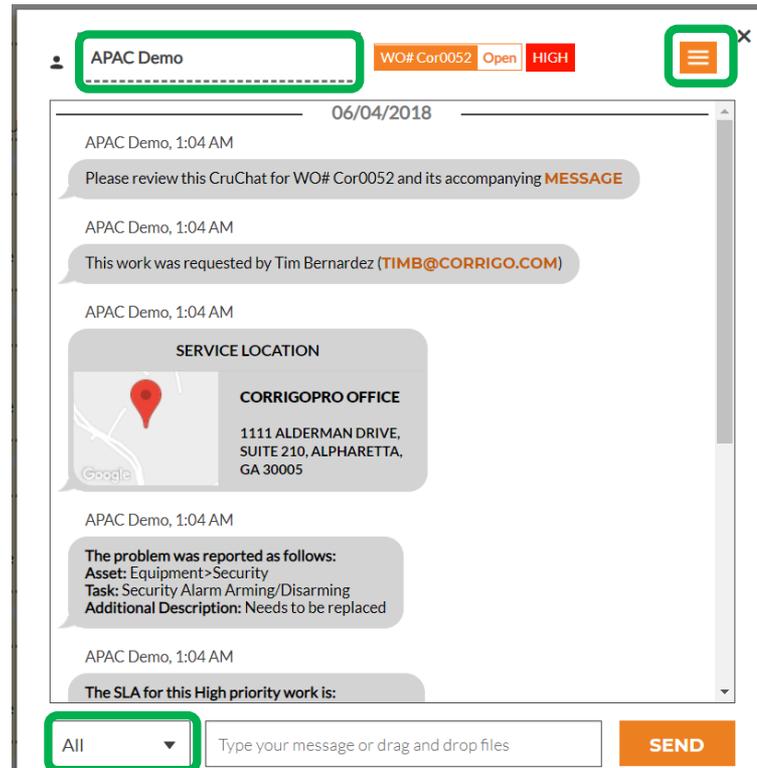
与工作订单关联的CruChat将具有一个橙色框，其中包含工作订单编号，状态以及带有颜色代码的框，其中指示了优先级

单击工作订单CruChat以打开CruChat窗口并查看工作订单详细信息

带有工作指令的杂项

客户在CruChat的左侧显示

您可以通过单击消息框左侧的菜单来选择哪些参与者收到您的CruChat消息。



与任何CruChat一样，您可以通过单击CruChat右上角的下拉框来添加或删除参与者。

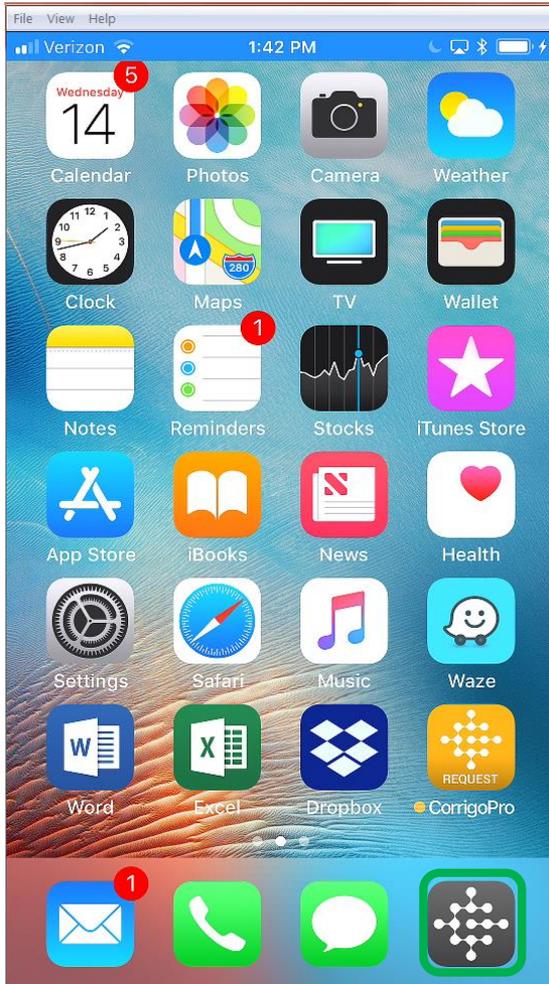
将显示CruChat参与者组选项。

选择参与者: 位于屏幕左下方
克鲁-仅克鲁

Cru + Subs – Cru和Subs
全部-Cru和Subs与客户

CorrigoPro移动应用程序：CruChats

您可以从移动设备管理所有CruChats和工作订单

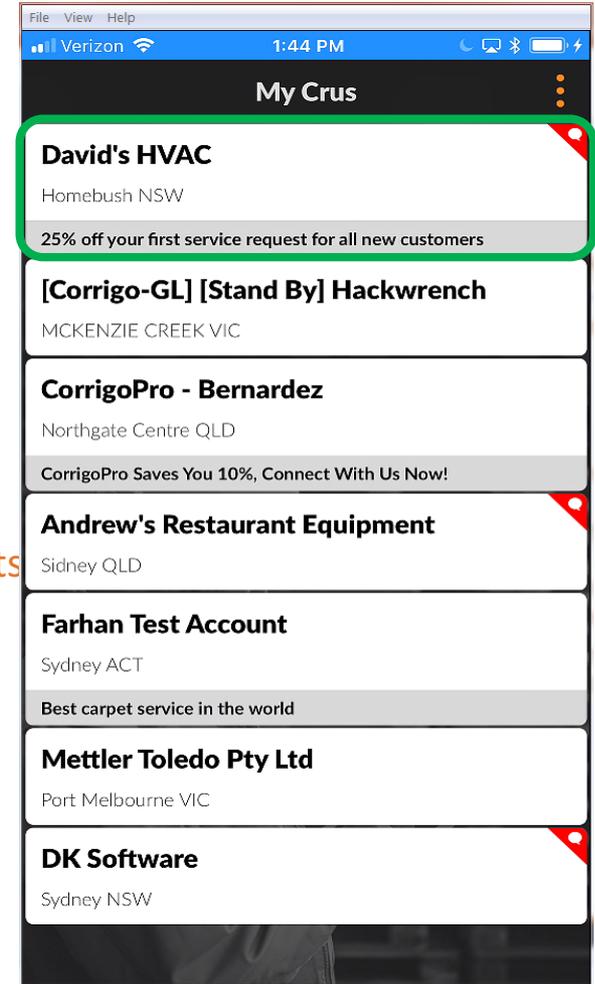


安装CorrigoPro移动应用

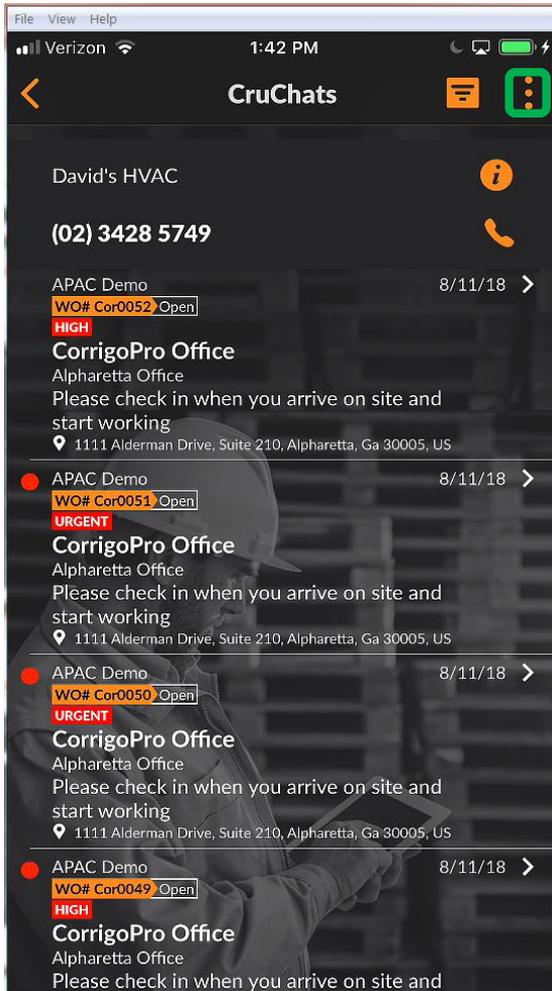
点按即可打开应用

您的Cru将出现在第一个屏幕上

点按Cru即可访问相关的CruChats和选项

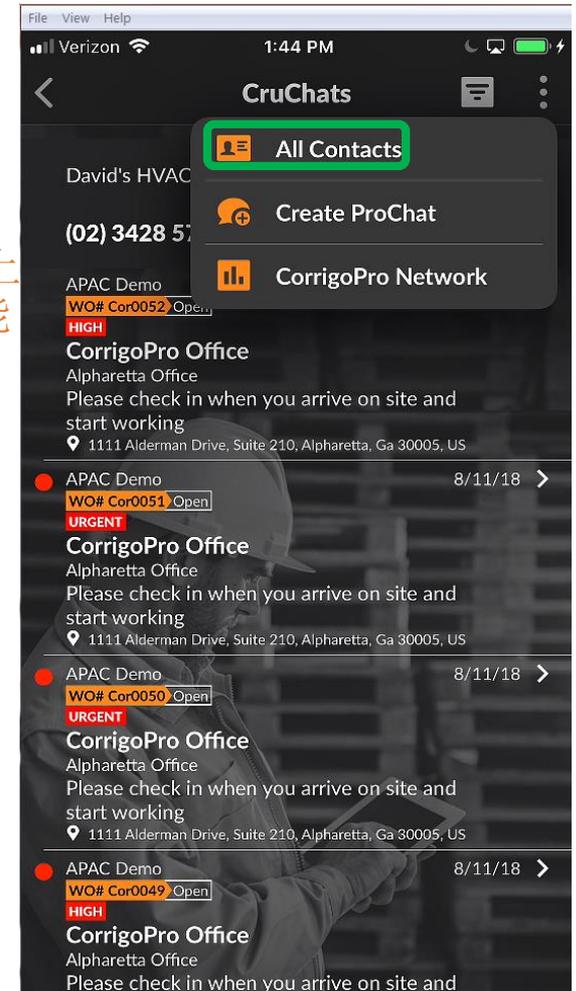


CorrigoPro移动应用程序：CruChats

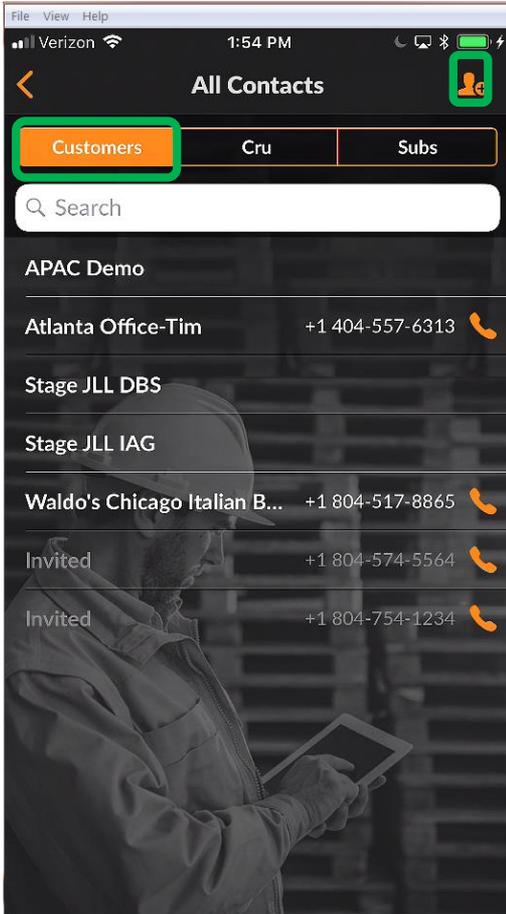


要邀请某人连接，请点击屏幕右上角的3个点，对于Android设备可能会有所不同

点击“所有联系人”



CorrigoPro移动应用程序：邀请客户



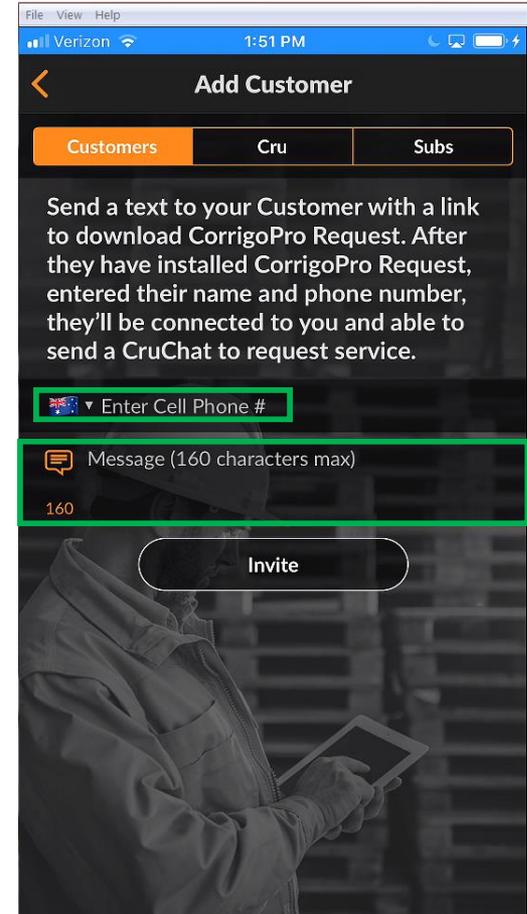
要邀请客户建立联系，请点击“客户”标签

点击橙色剪影

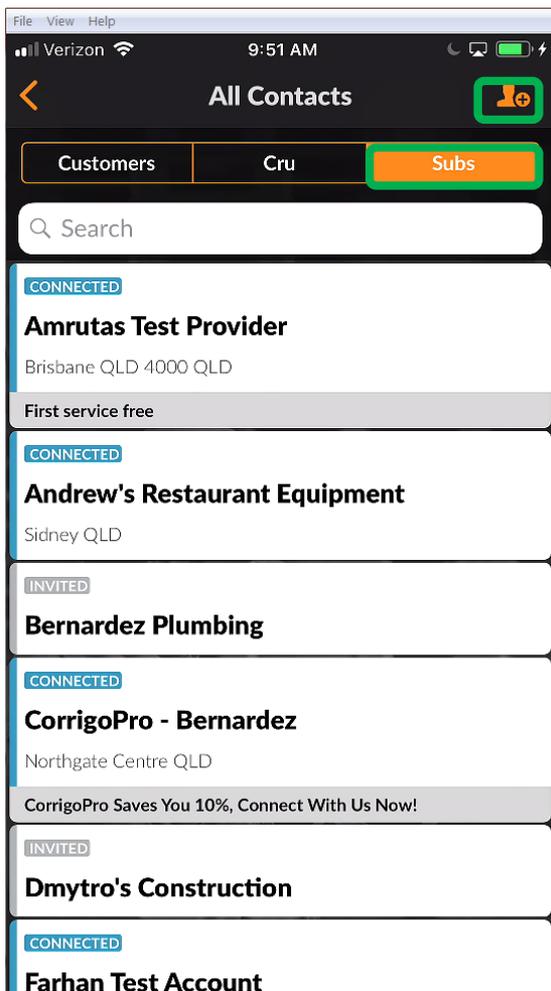
输入客户的手机号码，添加一条简短消息，然后点击“邀请”

您的客户将收到一条短信邀请函，其中包含下载CorrigoPro Request应用程序的链接

您的客户将收到一条短信邀请函，其中包含下载CorrigoPro Request应用程序的链接



CorrigoPro移动应用程序：邀请分包商（分包）



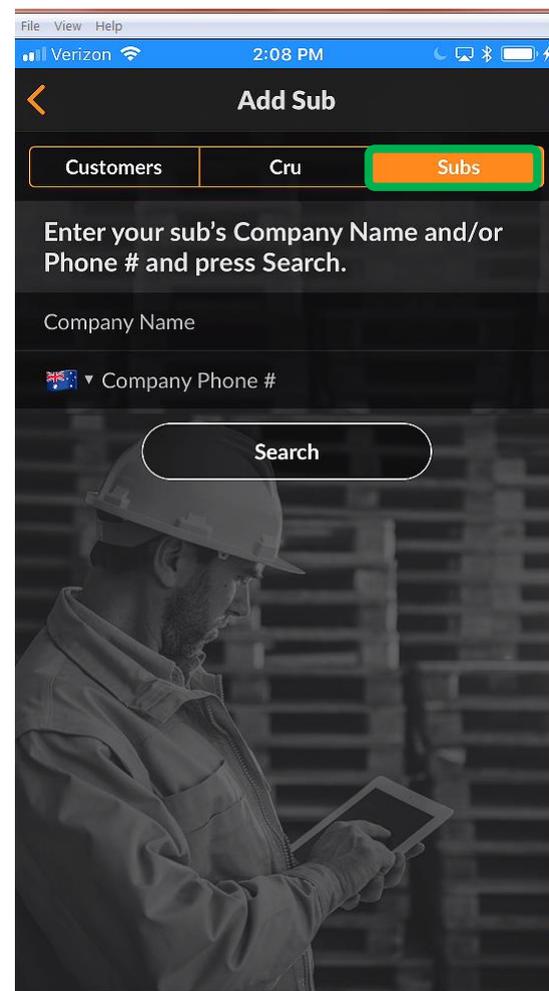
要邀请一个小组进行连接，请在“所有联系人”屏幕上，点击“小组”选项卡

下一步点击橙色剪影

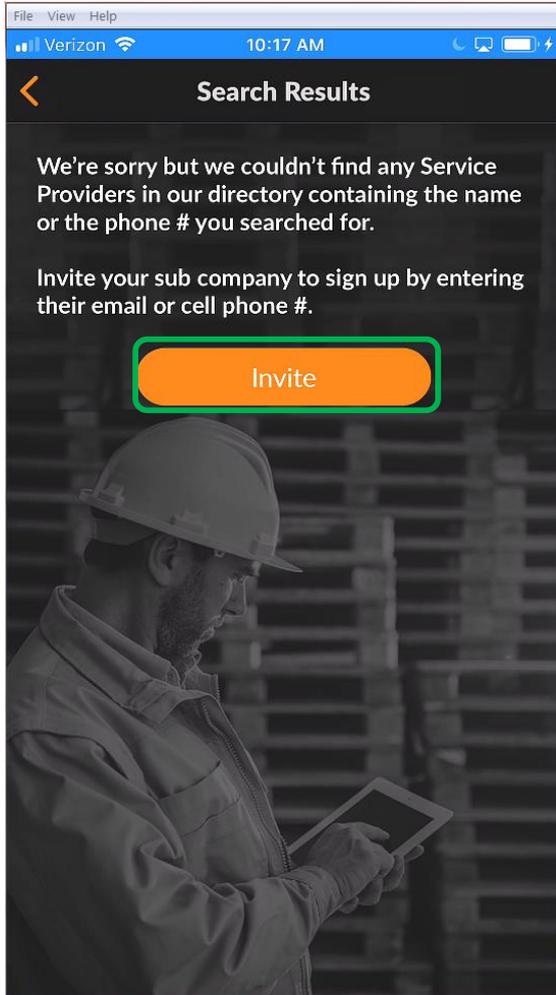
输入您的子公司的名称和电话号码，然后点击“搜索”

系统将执行搜索以查看子机是否已在CorrigoPro网络中连接

如果该子网络已经在网络上，则您可以点击该子网络并自动与其连接



CorrigoPro移动应用程序：邀请分包商（分包）



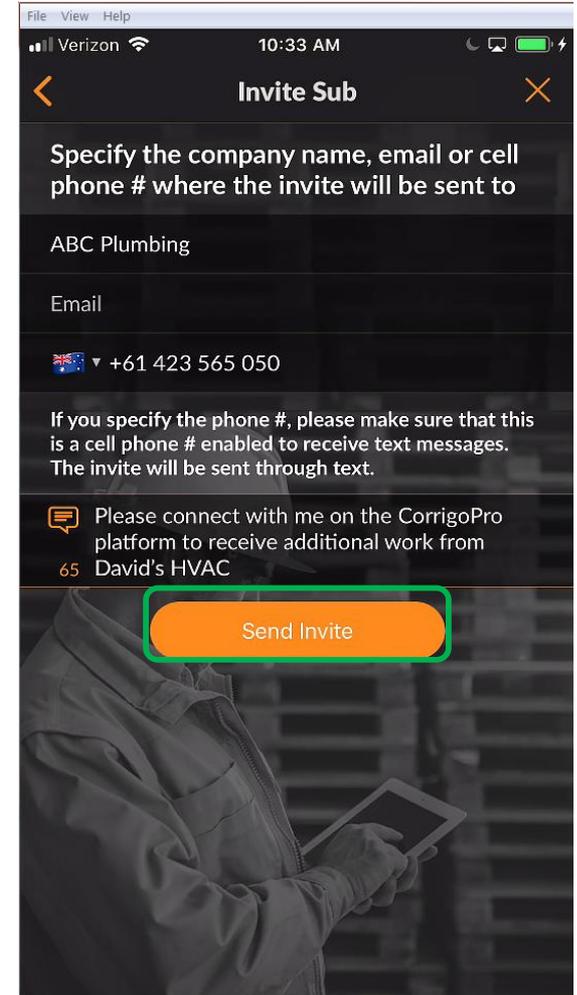
如果该子目录未出现在系统中，请点击“邀请”

您的子公司的公司名称和公司电话号码已经通过上次搜索输入

输入一个有效的电子邮件地址

在您的订阅者中输入随附的消息

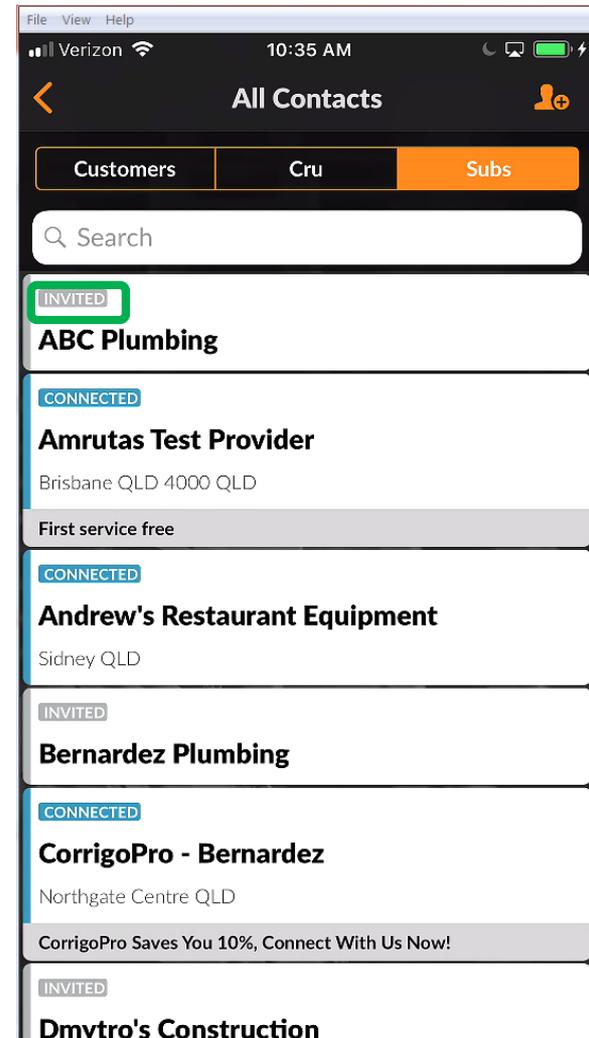
点按“发送邀请”



CorrigoPro移动应用程序：邀请分包商（分包）

现在，该子项目将在您的SUBS联系人列表中以“邀请”状态列出

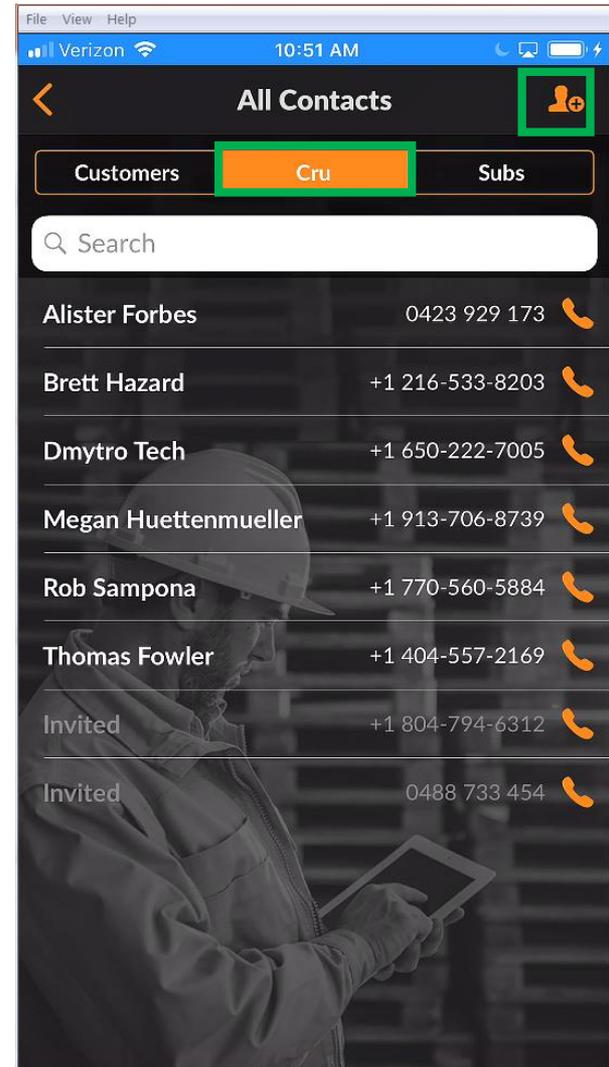
您的订阅者接受邀请并下载CorrigoPro移动应用后，其状态将更改为“已连接”



CorrigoPro移动应用程序：邀请CruMembers / CruLeads

要邀请您的CruMembers连接，请在联系人列表中点击“CRU”选项卡

然后点击橙色加号



CorrigoPro移动应用程序：邀请CruMembers / CruLeads

输入您的CruMember的手机号码和可选的邀请消息

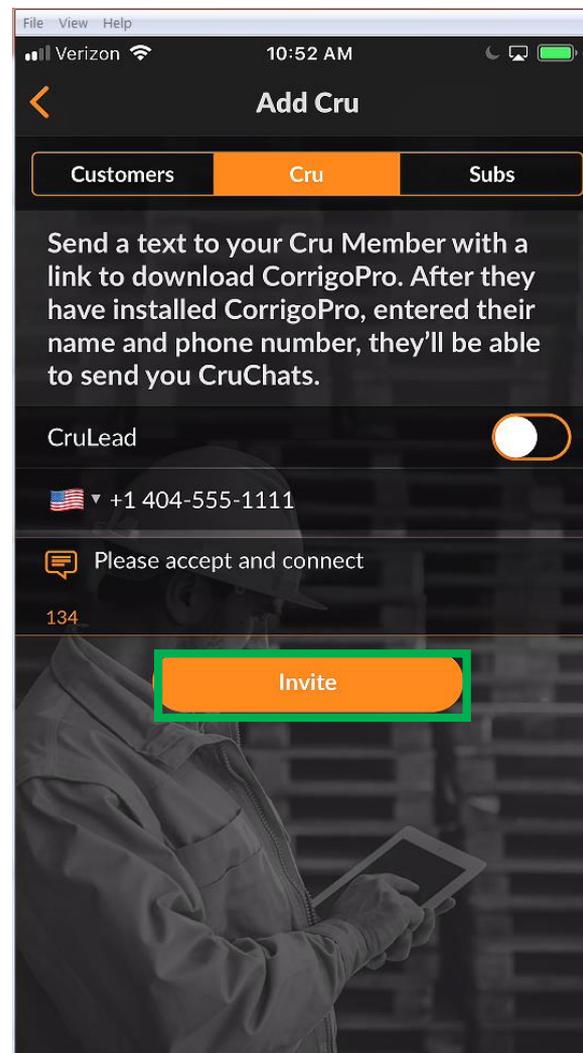
您可以邀请新用户作为CruMember或CruLead，切换开关以更改成员状态

CruLead通常是担任领导或调度角色的人，并且可以看到所有CruChats。

必须将CruMember添加到CruChat。通常，CruLeads是技术人员或现场人员，只需要包含在特定的对话中即可

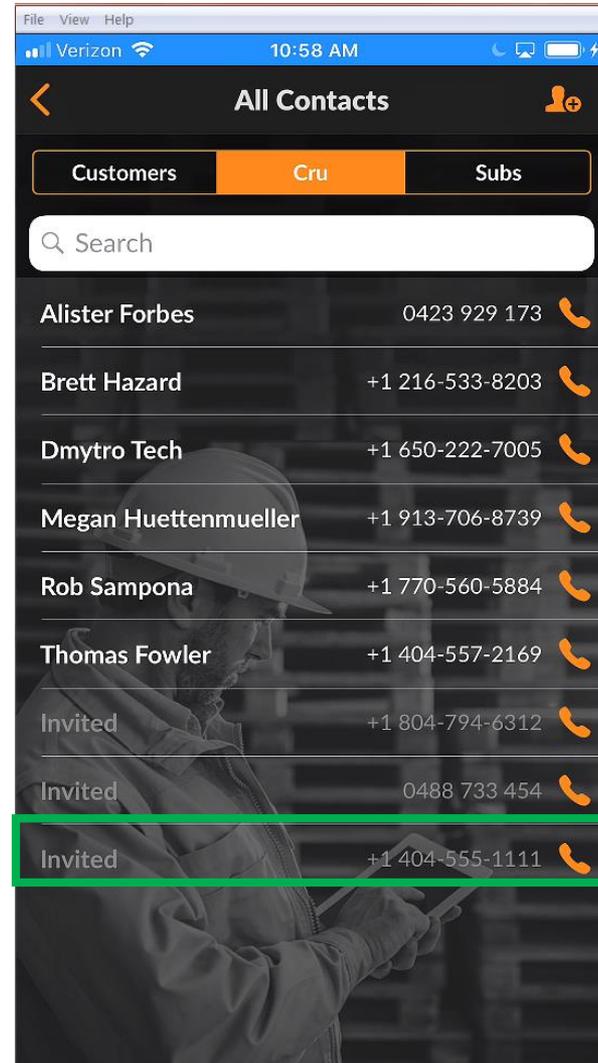
要将被邀请人指定为CruLead，请点击CruLead部分中的复选框

点按“邀请”

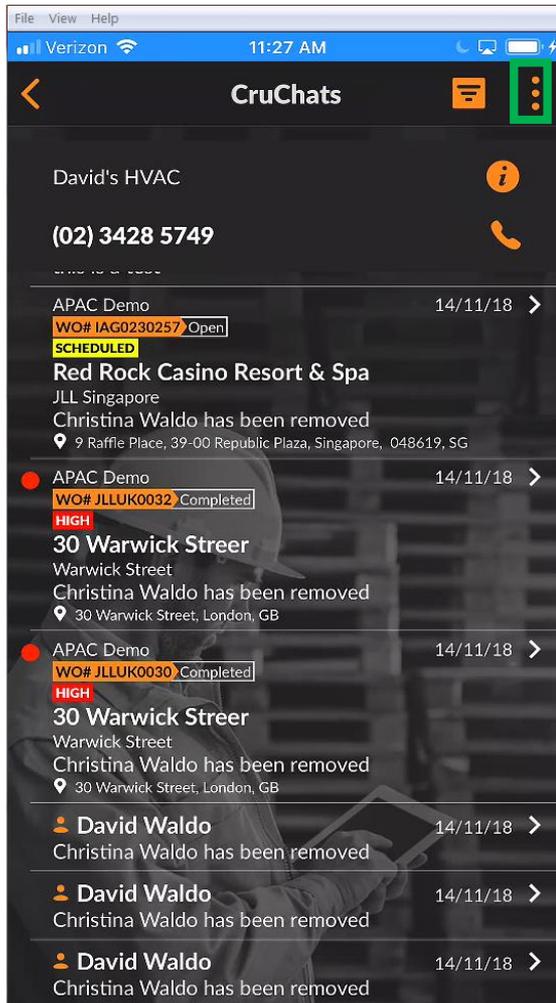


CorrigoPro移动应用程序：邀请CruMembers / CruLeads

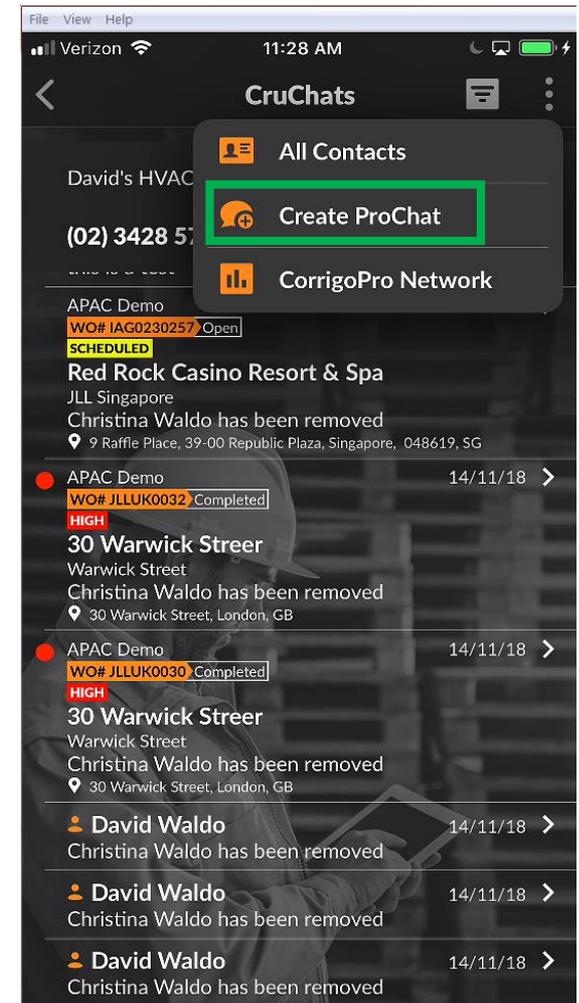
新的CruMember或CruLead接受邀请并下载CorrigoPro移动应用程序后，它们将被添加到您的CRU联系人列表中，并可以参与CruChats



CorrigoPro移动应用程序：启动CruChat



要创建CruChat，请点击屏幕
右上角的三个点，对于
Android设备可能会有所不同
点击“创建ProChat”

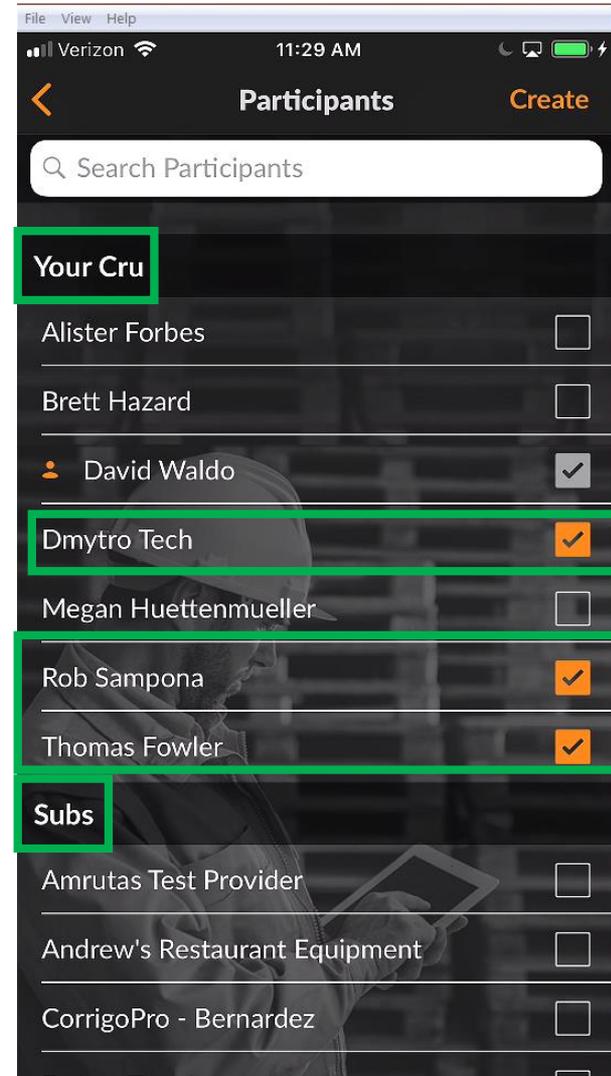


CorrigoPro移动应用程序：启动CruChat

接下来，将显示您所连接的CruMembers和Subs的列表。

通过点击其姓名右侧的复选框，选择所需的CruChat参与者

点击右上角的橙色“创建”以启动您的CruChat（对于android设备，它是一个选中标记）



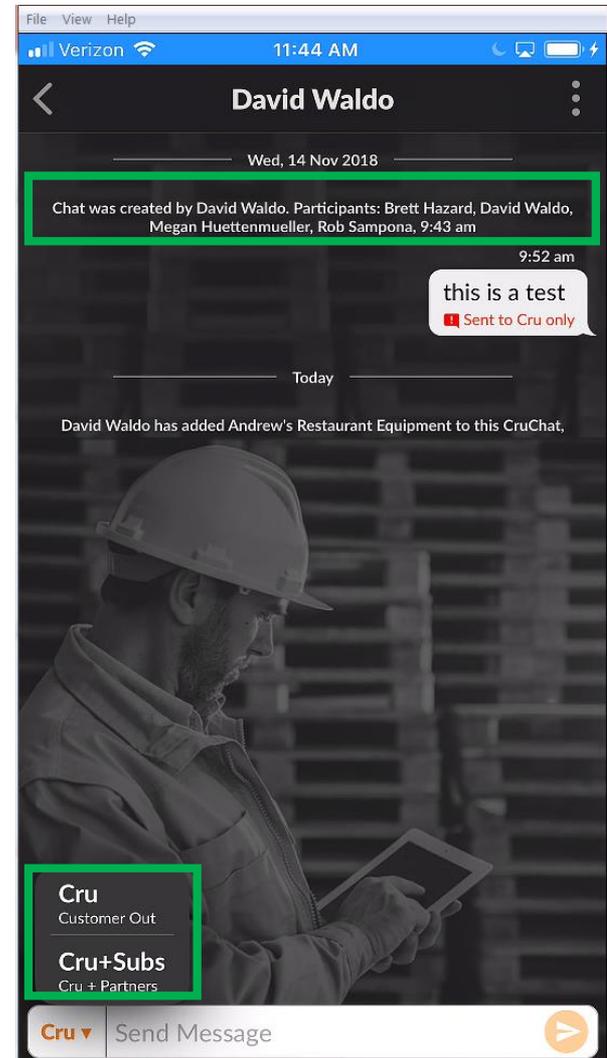
CorrigoPro移动应用程序：启动CruChat

现在您的CruChat已创建，点击文本消息框左侧的菜单以选择您的参与者组

选择仅与您的Cru或Cru + Subs通信

输入您的信息，然后点击“发送”

每个文字提示框都会显示谁收到了聊天消息



CorrigoPro移动应用程序：添加/删除参与者



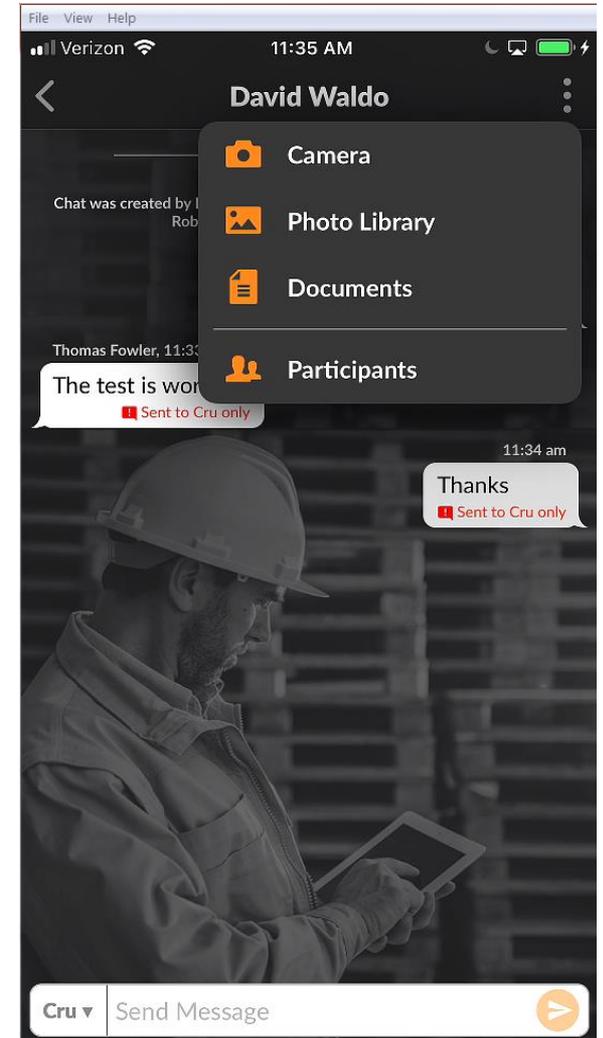
要添加或删除CruChat的参与者，请点击右上角的三个点

点击“参与者”

已包含在CruChat中的CruMember和Sub在右侧的相应复选框中将具有一个选中标记

通过点击复选框，根据需要选择或取消选择参与者

点击右上角的橙色“保存”图标



问题

在线联系Corrigo :
CorrigoSupport.IFM@ap.jll.com