

使用CorrigoPro移动应用程序管理工单 工单全生命周期—手机端

CorrigoPro-观看视频以管理工作订单—英文台式机



将此链接复制到浏览器并观看有关如何管理工作订单的视频-英文台式机

https://helpcorrigopro.wpengine.com/videos/manage-work-orders-mobile/

在本教程中,我们将介绍CorrigoPro移动应用程 序

- 访问您的工作订单: 幻灯片3-4
- 查看工作单消息: 幻灯片5
- 站点联系服务位置: 幻灯片6
- SLA: 幻灯片7
- NTE提交报价: 幻灯片8-9
- 接受工作单: 幻灯片10
- 拒绝接受的工作单: 幻灯片11
- 签入/开始工作单: 幻灯片12
- IVR签入/开始工作单: 幻灯片13

- 暂停工作单: 幻灯片14
- 签出/完成工作单: 幻灯片15-18
- 收集客户签名: 幻灯片19-20
- 附加图片: 幻灯片21
- 验证/评分工作: 幻灯片22
- 工单筛选系统: 幻灯片23-24
- 地理围栏: 幻灯片25-26
- 通知: 幻灯片27-28

CorrigoPro移动应用程序:访问您的工作订单



在您的设备上安装 CorrigoPro应用

点按即可打开应用

您的Crus将出现在第一 个屏幕上

任何未读过CruChats的 Cru都会在右侧带有一个 红色书签图标

点击所需的Cru可以访问 所有相关的CruChats



CorrigoPro移动应用程序:访问您的工作订单



查看新的工单消息



所有工单详细信息将显 示在CruChat中

首先点击橙色的"消息" 链接

消息窗口将打开并显示 客户联系方式和问题



File View Help Verizon 😤 2:44 PM X WO #Cor0083 Accompanying Message Property: Corrigo alpharetta Location: Alpharetta Office Customer Contact: Tim Bernardez Priority: High - Please schedule technician arrival within the listed ETA. Work Completion Due By: 3/11/2018 7:30 AM Expanded Work Description: Electrical:Repair/Maintenance:Lights are not working in the main conference room, 3rd floor Contact No: timb@corrigo.com **Property Special Instructions:** STANDARD PROCEDURES AND TERMS: Prior to attending site, please ensure that you have contacted the Facilities Manager or the Onsite Contact listed below and arrange an appropriate time to attend within the Required Completion Time. details Check-in/check-out via your Corrigo Pro app is required The Corrigo Pro app can be downloaded from the Apple or Google App store. duction: and For assistance or additional information related to this work order, please contact the JLL Property Service Centre at 1800 063 841. For help with your Corrigo Pro account, please contact Corrigo Pro Support at apacsupport@corrigopro.com or call 1800 875 264 **IMPORTANT OH&S and LEGAL INFORMATION:**

点击"关闭"返回 CruChat

ew Melp enizon 중 2:49 PM L 💭 ∦ I

X WO #Cor0083 Accompanying Message Conditions with Vendors - Please refer to this link for details http://www.asiapacific.ionesianglasalle.com/PSC/OVSC/

 You having in place current workers compensation, public liability and (if applicable) professional indemnity insurances (with a minimum coverage of \$0.00 per

 You having a current approved Construction OHS Induction Card;
 You having completed Jones Lang LaSalle's generic

 Meeting the requirements of the site specific inductions for every employee or contractor attending the

If you do not agree with, or do not comply with, any of the above, please contact the Property Service Centre and DO NOT COMMENCE THE WORK. A risk assessment must be undertaken for any works which may pose a threat to the health and safety of any evene

You must notify Jones Lang LaSalle IMMEDIATELY of any accidents, incidents and/or hazards you have identified.

By closing this Work Order you are notifying the Propert Service Centre that the works are completed, you warrar that the site has been left in a safe condition free from any hazards likely to be injurious to the health and/or safety of any persons coming onto the premises.



站点联系和服务位置



接下来,您将找到客户 的站点联系人

您还将找到带有实际地 址和交互式地图链接的 服务位置

单击地图链接以打开本 地地图应用程序

单击导航图标以获取站 点指示



Address 1111 Alderman Drive Alpharetta Ga 30005

问题和SLA

您将在工作订单中看到的下一个 项目CruChat是工单需求或问题描 述

在这里,您可以找到所报告问题的 简要说明

您还将看到工单优先级/服务水平协议(SLA)

请注意,您的客户会对您工作表现 是否满足SLA时间表的能力进行评价



NTE和提交报价



接下来是NTE: NTE表示单的金额不超过客户确定的最高金额

点击橙色的"此处"链接 以请求增加NTE

出现"提交报价"窗口

输入所需服务的报价金额

输入说明增加NTE的说明

点击"提交"



批准报价和新的NTE



工作订单已在客户门户中标记

CruChat将显示报价金额并 提供指向报价详细信息的 链接

在此示例中,客户已批准报 价

在CruChat中注明报价批准 并加盖时间戳

NTE已在工作订单中更新

File View Help		
🖬 Verizon 🗢	3:11 PM	C 🗖 🖇 🗔 🗡
K WO# Cor	APAC Demo 0083 (Waiting for Acce	ptance)
APAC Demo, 2:19 pm		
The problem was Asset: Building/S Maintenance>Ele Task: Repair/Main Additional Descr the main conferen	r eported as follov tructure Repair & ctrical ntenance iption: Lights are n nce room, 3rd floor	vs: not working in
APAC Demo, 2:19 pm	كالل المحد	
The SLA for this I accept/reject by on-site by 2 Nov complete by 3 Nov You will be rated	High priority work 2 Nov 2018 at 5:3 2018 at 9:30 pm ov 2018 at 7:30 am on your ability to n	is: 0 pm neet this SLA
APAC Demo, 2:19 pm	and a	
Click HERE to ma	anage your invoice	
APAC Demo, 2:19 pm		
Click to ACCEPT Any questions? So	or REJECT WO #C end a message	Cor0083?
David Waldo submitted a	a quote for \$850.00 AUD. T \$400.00 AUD, 3:07 pm	he current NTE is still
APAC Demo has a APAC Demo, 3:11 pm	pproved the \$850.00 AUD	quote, 3:11 pm
You cannot invoid this work. Click <mark>H</mark>	e us more than \$8 IERE if you need th	50.00 AUD for iis increased
All V Send Mess	sage	Ð

接受工作单



现在让我们"接受"或"拒 绝"工单

点击适当的操作

点击"接受"接受工作单,或 点击"拒绝"拒绝工作单

该动作在CruChat中带有时间戳, 请参见右图

将通知客户其工作订单已被接 受

如果工作单被接受,将出现 一个新的操作"签入"并开 始工作

File View Help		
📲 Verizon 🗢	3:16 PM	€ 🖵 ¥ 🔲 ≁
<	APAC Demo WO# Cor0083 (Open)	
complete by 3	Nov 2018 at 7:30 a	m
You will be rate	ed on your ability to	meet this SLA
APAC Demo, 2:19 pm		
Click HERE to	manage your invoice	
David Waldo submitt	ed a quote for \$850.00 AUD. \$400.00 AUD, 3:07 pm	The current NTE is still
APAC Demo h APAC Demo, 3:11 pm	as approved the \$850.00 AUI	D quote, 3:11 pm
You cannot inv this work. Click	oice us more than \$ HERE if you need t	850.00 AUD for this increased
David Wa APAC Demo, 3:15 pm	ldo has accepted this work or	der, 3:15 pm
Click HERE if y	ou need to reject th	is work order
APAC Demo, 3:15 pm	4	
Indicate which worked on	pieces of EQUIPME	ENT you
APAC Demo, 3:15 pm	Jan 1	-
Pass your device the work. Please and click HERE	ce to the person who se review recently co to sign.	o will sign-off on ompleted work
APAC Demo, 3:15 pm		6
Please CHECK start working	IN v hen you arrive	on site and
All V Send Me	essage	6

拒绝接受的工作单



工单被接受后可以被拒绝 如果您需要拒绝此工作单, 请单击橙色的"HERE" 需要拒绝工作的原因,否则 系统将不允许您拒绝工作订 单

输入拒绝工作订单的原因, 然后点击"拒绝"



签入并开始工作单



接受工作单后,将需要桌面 用户或分配的分包商或 CruMember签入才能开始工 作

进入现场后,点击"签入"链 接以开始工作订单

如果签入时用户不在工作订单 位置附近,则将提示他们确认 并签入

要继续,请点击"接受"



使用IVR启动工单



首选使用移动应用程序签入和签 出

如果客户订阅了IVR,则签入/签 出IVR详细信息将显示在移动应 用中,如左图所示

要签入或签出工作订单中提供的 电话号码,请输入IVR代码并按 照提示进行操作

如果临时离开,则在签入,签出 或暂停工作单时必须完成此过程 (暂停不代表SLA时间改变)



暂停工单



签入在CruChat中带有时 间戳记

如果您需要离开工作地点,则 用户应"暂停"工作订单

点击"暂停"以停止工作订 单

暂停活动在CruChat中带有时 间戳记

要重新启动工作订单,请点 击"签入"



签出并完成工单



要完成工作单,请点击 "签出"

"完成工作单"窗口将打 开

输入有关已完成工作的详 细评论

完成工作的细节越多越好



签出并完成工单

输入您的评论后,通过点击并访问可滚动的维修类别列表来选择"维修类别"



	0 🖾 🖷 考 🔛 🖨 📾 🛱 🐨 📶 80% 🖬	4:08	PM
<	*Not a Failure		
	Equip>Catastrophic Event		
	Equip>Commissioning	0	
	Equip>Electrical	0	
R	Equip>Environmental		
	Equip>Human		
	Equip>Hydraulic/ Steam Systems		
	Equip>Liquid Ingress		
	Equip>Lubrication		



签出完成工作订单

执行相同的步骤以选择适当的"维修代码"

	📾 🎯 🗟 🕬 📶 81% 🖬 4:13 PM
< Complete W	/ork Order
Comment	
All repairs were r product tested.	made and
Repair Category	
Equip>Electrical	*
Repair Code	
None	
Cancel	Complete



选择维修类别和代码后,点击"完成"



签出完成工作订单

将添加一个CruChat时间戳,并且将通知客户该工作订单 已完成

如果需要,可以通过单击"HERE"重新打开该工作订单 以重新打开该工作订单

要调整工作中的设备,请单击"设备",这将使您可以向工作订单中添加设备。





ile View	Help		
Il Verizo	ron 🗢 🛛 4:14 PM 🛛 🔍 🎗 🥅	+ +	
<	APAC Demo WO# Cor0083 (Completed)		
this w	work. Click HERE if you need this increased	J J	
	David Waldo has accepted this work order, 3:15 pm		
David	Waldo has checked in 251.80 kilometers from the service location,		
David W	Valdo has paused this work order 251.82 kilometers from the service location, 3:38 pm	捕	
David APAC D	Waldo has checked in 251.80 kilometers from the service location, Demo, 3:50 pm		
This v (TIMI	work was requested by Tim Bernardez B@CORRIGO.COM)		
APAC D	Demo, 3:50 pm		
Pass the w and c	your device to the person who will sign-off on vork. Please review recently completed work clic <mark>< HERE t</mark> sign.		
David APAC D	I Waldo has completed this work order 251.82 kilometers from the service location, 3:50 pm Demo, 3:50 pm	Ξ	
Work	k order completion info:		
Com	ment: Work has been completed		
Repair category: Equip>Electrical			
Click	HERE to re-open this work order		
You c worke	can adjust the list of EQUIPMENT you get on		
10400	0.50		
All v	Send Message		

必须在桌面设置中打开客户 签名功能,才能在移动应用 程序上使用 捕获客户的签名单击"HERE" 进行签名 出现WO签名屏幕 将设备交给客户,并让他们 在设备上签名 点击"接受"









需要客户名称和电子邮件 来保存签名

电子邮件副本是客户接收 带有签名的工作订单电子 邮件的一种选择

切换到向工作单发送电子 邮件的权利

点击"保存"以完成该过 程

签名将显示在移动应用程 序的CruChat中



CorrigoPro移动应用程序:附加图片



您可以将图片附加到任 何CruChat

点按右侧3点图标以打 开下拉菜单

点按"相机"以拍摄新 照片,或点按"照片库" 以从设备中选择现有照 片

拍摄或选择您要分享的照片

强烈建议在工作完成之前和之后附加图片





验证和评价工作

当您签出并完成工作订单后,客户将收 到通知

客户在验证过程中对您的工作进行评分

评级将在CruChat验证消息中显示并带有注释

如果您的客户需要验证,那么您只有在验 证完成后才能提交发票



移动应用:工单过滤系统



单击过滤器图标以打开过滤 器选项

提供12种过滤器选项

单击需要过滤的类别右侧的 箭头

这将打开过滤器选项

File View Help	0.50 111	
III Verizon 🗢	9:53 AM	
<	Filters	Apply
Order By:		>
Last Activity Date		
Type:		>
Any		
Status:		>
Any		
WO State:		
Any		
THE FARME		
Customers:		>
Any		
Participants:		,
Any		
Complete Du		
7.00		
Onsite By:		SP 5
Any		
Accont/Poioct Pu		
Anv		

移动应用:工单过滤系统



单击需要过滤的类别右侧的箭 头 这将打开右侧显示的过滤器选 项 通过选中或取消选中该框,用 户可以过滤哪些工单在移动应 用中显示或隐藏。 在这种情况下,未选中已完成 的工作订单,因为该用户不希 望在其移动应用程序上看到已 完成的工作订单。 如果用户检查完成的过滤器,

则完成的工作订单将重新出现 在他们的移动应用程序中。

File View Help	40:40 414	
• III verizon 🗢	10:40 AM	
<	WO State	Save
Waiting for Acc	eptance	
Open		Image: A start of the start
Open: In Progre	255	
Open: Paused		
Completed		
On Hold		
Recalled		
Rejected	A	
Waiting for WC	Completion Deta	ails 🔽
D D	A A	6
	AND	

地理围栏



地理围栏



在"设置"屏幕上,用户可 以启用或禁用地理围栏功能

单击"地理围栏提示"右侧 的箭头

要启用或禁用地理围栏提示, 请向左或向右切换开关。



Geofencing is a feature that prompts mobile users to check-in/check-out or pause work orders when users enter or exit a virtual boundary setup around a service location, known as a geofence.







通知:移动应用



在"设置"屏幕上,用户可 以启用或禁用通知

单击通知右侧的箭头

要启用或禁用所需的通知, 请选中或取消选中相应通知 的框

可以为客户,Cru,合作伙伴 (分包商)或系统消息设置 通知 File View Help Verizon 🗢 Notifications Please select the events you would like to get notified about on your mobile device. For your convenience, all events are grouped by customers, your Cru, you Subs and by internal system messages. From Your Customers WO status changes ~ New messages **SLA** updates ~ NTE updates 1 Quote approval or rejection ~ Changes to procedures ~ From Your Cru(s) WO changes ~ New messages Changes to participants From Your Partners



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