

Quick Reference Guide

CorrigoPro – IVR (Interactive Voice Response) Usage

- IVR (Interactive Voice Response) is used when a technician calls a specified phone number and uses a specific code to manage checking in & out of a work order
- The phone number will remain the same within all of the work orders for the customer. The code will change for each work order assigned
- Availability of the IVR is a customer-specific option. If your customer does subscribe to the service, the CruChat will display a similar message as the messaging below

Your Customer, 11:01 AM

To check-in/check-out using the IVR, call 8557748622 and enter code 973089586. Click **HERE** for additional instructions from the customer.

- When the field employee arrives on site, they will dial the call-in number from any mobile or landline number
- They will be prompted to enter the code to proceed with checking into the work order
- When the employee leaves the site, they will call the phone number back the enter the same code. They will be prompted to either “check-out” or “pause” the work order. If further work needs to be performed, the work order should be paused. This allows the technician the ability to check-in when they are ready to resume work.
- Once the job is “checked-out”, the work order completion details (work done notes, category and code) will need to be added within the CruChat of the work order or within the “Work Order Completion Details” section on the invoice

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