

Connection Management


CUSTOMER MANAGEMENT	Invite all of your non-connected customers to connect with you via the free CorrigoPro Request app, where you can manage their communications and CruChats.
SUBCONTRACTOR MANAGEMENT	Invite all of your Subcontractors to connect with you via CorrigoPro to easily manage all communications, work orders, and CruChats.
CRU MANAGEMENT	Invite your internal team, CruLeads and CruMembers who will accept and manage your customers' work orders.

Work Order Management


ACCEPT/REJECT WORK ORDERS	Accept or reject any work orders you receive from your connected customers.
STATUS UPDATES	Real-time updates and timestamps for all work order actions, visible to you and your customer.
CHECK IN/OUT	Accurately date and time stamp the work order upon arrival and initiation of the work, as well as upon completion of the work.

COMMUNICATION (CRUCHAT) MANAGEMENT


Maintain real-time communication with customers, Subs and CruLeads/Members.
Filter, search and review all active and archived work orders and CruChats.

 **YOUR CUSTOMERS**


Your customers that invite and connect with you via the CorrigoPro Network as well as those customers that you invite and connect with via the CorrigoPro Request app.

 **YOUR CRU**

Your internal resources such as department directors, operations managers, team supervisors, dispatchers, group leads and technicians.

 **YOUR SUBS**

Your partner Service Providers that you can connect and communicate with, distribute work orders to and/or receive work orders from.

 **CRUMEMBERS**

Your employees, invited as "CruLeads" who have visibility to all work orders, or as "CruMembers" who can be brought into CruChats as needed to perform and complete the actual work.

Work Order Management

NTE MANAGEMENT	See the NTE (Not To Exceed) amount for the work order and easily request an increase. If sending the work order to a Sub, your financial details can be hidden from the CruMember or technician assigned to the the work order. The NTE amount will be visible to all CruLeads.
SUBMIT QUOTES	Submit a quote on the spot and submit for approval. Receive notification of approval directly on your mobile device.
GPS MAPPING	The location requiring service will be displayed in the work order details. By tapping on the location map, your mobile device's native mapping application will be enabled to provide driving directions.
WORK ORDER PRIORITY	Instantly see the priority of the work order so you can adjust your schedule as needed.
SLA REQUIREMENTS	Know the SLA (service level agreement) of the work order before you accept.
CHECKLISTS	Required steps/actions to complete a work order.
REQUIRED FIELDS	If required by your customer, you will be prompted to enter specific details of the work prior to completing the work order.
CUSTOMER CONTACT INFO	The customer contact info is clear and complete. You know who to contact if there is an issue.
ASSET DATA	Repair category and code, condition, model number, serial number and more. If your client has QR codes or RFC codes on their equipment, simply scan the code with your phone to view asset info on the CorrigoPro mobile app such as model number, serial number.
WORK VERIFICATION	Once you complete a work order, the customer will verify the work completion before it can be invoiced.
PICS/DOCS	Review pictures and documents received from your customer, and send back pictures of your work from your mobile device.
TIME/DATE STAMP	Every transaction is dated and timestamped.
FEEDBACK/SCORING	Upon verification, your customer can score your work as positive, neutral, negative or not complete. If negative or not complete, your customer is required to include feedback.
MANAGE COMMUNICATIONS	Easily select who you want included in CruChats by adding or removing Subs and CruMembers, and by filtering chat recipients by Cru, Subs, and All.
ALERTS	Receive alerts to your mobile device every time a work order status changes. You will also receive an email alert when you have work orders and/or CruChats that have not been read after an hour.
CORRIGOPRO DIRECT	CorrigoPro integrates with Service Pro's work order management system, enabling work order data flow in both directions between CorrigoPro and vendor business system.
ATTACH DOCUMENTS / PICTURES	Send and receive pictures and documents using CorrigoPro Desktop and the CorrigoPro mobile app.
SYSTEM SYNC	Full two-way work order sync between Service Pros and their customers.
CHECKLIST NOTES	Add notes to attached checklists.
PROVIDER SCORECARD	See overall customer feedback score; drill down into positive, negative, and neutral ratings.
WORK ORDER COMMENTS	Complete work order notes are viewable, including repair category and repair code.
DISPATCH	Your team controls the dispatch of service requests to your Cru (internal team members) and/or subcontractors