



CORRIGOPRO

CorrigoPro Desktop v4.2
Release Notes

Live WO Details at a Glance



Introducing a new CruChat tab called "WO Details." This new tab presents structured WO information including SLAs, status updates, WO completion info, procedures and quote status – all updated live.

QaEplCallcenter92su3 **WO# 53040173** **Completed** **PRIORITY E**

DETAILS	SERVICE LOCATION
Contact: Store Manager or General Manager c262@test.corrigo.com (000) 000-0260 Warranty: true NTE: \$450 USD	Space: Store - 5304 Address: 10612 VALLEY MALL, EL MONTE, CA 91731, US

ACCOMPANYING MESSAGE

"qa epl 90" test production company NTE: \$\$450.00 If additional NTE amount is needed, please request the required amount by adding a note/message in the system. Make sure to indicate the reason for the increase.

WORK DESCRIPTION		
ASSET	TASK	DETAILS
Holding Cabinet	Not maintaining temp	Do not freeze

SLAS	IVR INFO
Accept/Reject By 21/12/2018 3:58 PM On-Site By 21/12/2018 5:58 PM Complete By 21/12/2018 7:58 PM Invoice By 21/12/2018 9:58 PM	Phone: +18552880920 Code: Instructions:

WORK ORDER COMPLETION INFO	
Comment: Work has been done! Repair Category: Fry Dump Station	Verification: Positive Verification Notes: Perfect

PM/RM WOs: Specify Repair Info in Bulk

CorrigoPro Desktop users will now have the ability to specify completion details during bulk completion of PM/RM WOs. This is a revamp of the current PM WO completion process intended to increase efficiency and save you time.



The screenshot displays the CorrigoPro desktop interface with a modal dialog box titled "Bulk Completion of PM WOs". The dialog box contains the following fields and values:

- REPAIR CATEGORY:** Furniture
- REPAIR CODE:** Replaced table base
- COMMENT:** Work done description.
- Arrival date:** 7/26/2018
- Furniture Description:** some text here.
- Item Cost:** \$445.00 USD

At the bottom of the dialog box, there is a yellow warning box with the text: "Are you sure you want to complete selected WO(s)? This cannot be undone." Below this warning box are two buttons: "Cancel" and "COMPLETE".

Email Alerts for Updated SLAS



Providers can now receive email alerts when SLAs are updated by customers.

The screenshot shows the 'Settings' page for 'CORRIGO PRO'. The user is logged in as 'CorrigoPro Developer' at 'Plumbing KM'. The page has two tabs: 'NOTIFICATIONS' (selected) and 'ADVANCED'. Below the tabs, there is a section for 'POP-UP NOTIFICATIONS' with a toggle for 'Display pop-up notifications about changes in CruChats' set to 'ON'. The 'EMAIL NOTIFICATIONS' section lists various notification types, each with a toggle set to 'ON'. The 'SLAs Updated' notification is highlighted with a red box. A 'SAVE' button is located at the bottom right of the settings area.

Notification Type	Status
Display pop-up notifications about changes in CruChats	ON
New Reactive WOs	ON
Unread CruChats	ON
Quote Approval/Rejection	ON
WO Recall	ON
New PM/RM WOs	ON
Negative Score Received	ON
Invoice Status Changed	ON
Message from a Customer	ON
WO is Waiting for Acceptance	ON
WO Overdue Warning	ON
Invoice Overdue Warning	ON
On Site By Warning	ON
SLAs Updated	ON

Email Alerts for Updated SLAS



Providers can now receive email alerts when SLAs are updated by customers.

DO NOT REPLY - SLAs for the Priority B/C work order #SYDRT1001803 have been updated Testing x

support@qa.corrigo.com 4:57 PM (0 minutes ago) ☆ ↶ ⋮
to me

CORRIGOPRO

CorrigoPro Developer@QaEpiCallcenter92su3 just updated SLAs for the work order #SYDRT1001803.

WO Priority:	Priority B/C
Type:	Reactive
Accept/Reject By:	12/21/2018 6:56:00 PM
On-Site By:	12/24/2018 4:56:00 AM
Complete By:	12/26/2018 6:56:00 AM
Requested By:	5322 - 1224 SOUTH SOTO STREET Store - 5322
Site Address:	2/1 Mykoly Hrinchenka Street, Kyiv, Kyiv city , UA
Service Contact Manager:	Store Manager or General Manager p82@test.corrigo.com

Click [HERE](#) to open this work order in CorrigoPro.

If you do not want to receive these emails from CorrigoPro in the future, please **UNSUBSCRIBE**

All dates and times are shown in (UTC-08:00) Pacific Time (US & Canada)

Your CorrigoPro Support Team
UsSupportEmail@corrigo.com

Reply Forward

Temporary CPN Shutdown for Non-Paying Pros



Introducing provider statuses in Pro NOC allowing Support and Finance departments to shutdown CPN communication for non-paying or churned Pros.

CORRIGOPRO DESKTOP
CorrigoPro Developer at Plumbing KM

Your account has been temporarily suspended. Please contact support at SUPPORT@CORRIGO.COM to instate service.

CORRIGOPRO DIRECT:

Integration for your existing work order software!

Automate routine data entry

Respond faster to customers

Eliminate double-entry of data into multiple systems

Check in/out of a single system

[LEARN MORE >](#)

WOs Awaiting Acceptance	▲ 9	
WOs Overdue	▲ 85	
Negative Work Verifications	▲ 3	
Open Reactive WOs	75	
Open PM/RM WOs	5	
Waiting for WO Completion Det...	2	

WOs BY STATUS (LAST 90 DAYS)

●	Waiting for Acceptance	●	Open
●	Open: In Progress	●	Open: Paused
●	Recalled	●	Completed

Complete your Company Profile

now at
78%

Completed Company Profile:

- Improves your public appearance
- Gets you more work

MY CORRIGO BILLING ACCOUNT

Conversion to Local Time

When enabled, time stamps will be automatically converted to the local time of CorrigoPro end users.



CORRIGOPRO
DESKTOP

CorrigoPro Developer at Plumbing KM

Settings GENERAL ALERTS

Set your language preferences. Click Information buttons below for more info about specific settings.

GLOBALIZATION

COMPANY

Convert Dates to Local Time OK

Company Language

BRANCHES

Plumbing KM

Branch Language

Plumbing KM - 234234

Branch Language

Plumbing KM - Branch2

Branch Language

Plumbing KM - sagda

Branch Language

Plumbing KM - App

Branch Language

SAVE

Conversion to Local Time



Left: SLA time stamps in the WO time zone defined by the customer
Right: SLA time converted to local user time

QaEplCallcenter92su3

WO# SYDRT1001803 Waiting for Accep...
PRIORITY B/C

Click [HERE](#) to manage your invoice

QaEplCallcenter92su3, 4:57 PM

To check-in/check-out using the IVR, call +18552880920 and enter code 918832365. Click [HERE](#) for additional instructions from the customer.

QaEplCallcenter92su3, 4:57 PM

Click to **ACCEPT** or **REJECT** WO #SYDRT1001803?
Any questions? Send a message

Due By Changed By QaEplCallcenter92su3, 4:57 PM

QaEplCallcenter92su3, 4:57 PM

The SLA for this Priority B/C priority work is:
accept/reject by 12/21/2018 6:56 PM Pacific Time (US & Canada)
on-site by 12/24/2018 4:56 AM Pacific Time (US & Canada)
complete by 12/26/2018 6:56 AM Pacific Time (US & Canada)
You will be rated on your ability to meet this SLA.

QaEplCallcenter92su3, 4:57 PM

This work was requested by Store Manager or General Manager
(P82@TEST.CORRIGO.COM)
Click to update **APPOINTMENT INFO**

All Type your message or drag and drop files SEND

QaEplCallcenter92su3

WO# SYDRT1001803 Waiting for Accep...
PRIORITY B/C

Click [HERE](#) to manage your invoice

QaEplCallcenter92su3, 4:57 PM

To check-in/check-out using the IVR, call +18552880920 and enter code 918832365. Click [HERE](#) for additional instructions from the customer.

QaEplCallcenter92su3, 4:57 PM

Click to **ACCEPT** or **REJECT** WO #SYDRT1001803?
Any questions? Send a message

Due By Changed By QaEplCallcenter92su3, 4:57 PM

QaEplCallcenter92su3, 4:57 PM

The SLA for this Priority B/C priority work is:
accept/reject by 12/22/2018 4:56 AM
on-site by 12/24/2018 2:56 PM
complete by 12/26/2018 4:56 PM
You will be rated on your ability to meet this SLA.

QaEplCallcenter92su3, 4:57 PM

This work was requested by Store Manager or General Manager
(P82@TEST.CORRIGO.COM)
Click to update **APPOINTMENT INFO**

All Type your message or drag and drop files SEND


Expiring Credit Card Alert

When enabled, users will be notified that the credit card on file will soon expire. Warning notifications will be sent at 30 and 15 days until expiration. In the final 7 days, the user will receive daily notifications until the card information is updated.



Home > **MEMBERSHIP DETAILS** CorrigoPro Developer at Plumbing KM

Company Membership Details

 CORRIGOPRO DIRECT CPD 500	MEMBERSHIP LEVEL	CorrigoPro Direct CPD 500	VIEW / CHANGE
	PAYMENT METHOD	Credit Card	VIEW / CHANGE
	EMAIL MY INVOICES	Yes	CHANGE
	NOTIFY CREDIT CARD EXPIRATION	No	CHANGE



Billing History (last 12 months)




DATE	TOTAL	
NOVEMBER		WORK ORDERS
11/6/2018	\$647.50 USD	PRINT A RECEIPT


Expiring Credit Card Alert



An example notification can be viewed below.

Expiration of the credit/debit card on file for your CorrigoPro subscription  

 **Corrigo Accounting Team** <support@corrigo.com> 9:40 AM (1 hour ago) ☆  

to me 


CORRIGOPRO

Dear {NAME},

The credit/debit card on file for your CorrigoPro subscription will expire at the end of the month. You will need to update your card information to avoid any interruption in your service.

Here's how to update the payment information on your account:

- Click **HERE** to log into your CorrigoPro account.
- Change the flag in the upper right corner to your country, if necessary.
- Click on the **orange box** that says **'MY CORRIGO BILLING ACCOUNT'**.
- Update your credit card information by clicking on **VIEW / CHANGE** next to **'PAYMENT METHOD'**, and then follow the prompts.
- Don't forget to click the **SAVE** button!

 **To avoid any laps in service, it's very important that you update your credit/debit card information before the end of the month.**

If you do not want to receive these emails from CorrigoPro in the future, please **UNSUBSCRIBE**

If you have any questions, please don't hesitate to call or email us today.

We appreciate your business!

Sincerely,

Corrigo Accounting Team
support@na-qa.corrigo.com
+12345678901

Procedures/Checklists on WO Printouts



WO printout views and email alerts have been expanded with procedures and checklists. All updates to procedures and checklists are reflected live.

CORRIGOPRO

Plumbing KM
 TEST, TEST, CO 12345, US
 (234) 234-5566
 For QaEpiCallcenter92au3

WORK ORDER #SYDRT1001890

Date Created:
1/11/2019 6:42:00 AM

DO NOT EXCEED labor and materials of \$1,000.00 AUD
If you believe you will go over this amount, please submit a quote in CorrigPro.

Customer

Name: QaEpiCallcenter92au3
Requested By: ST - 5322 - 1224 SOUTH SOTO STREET
 Store - 5322
Site Address: 2/1 Mykoly Hirinchenka Street, Kyiv, Kyiv city, UA
Service Contact Manager: Store Manager or General Manager p82@test.corriqo.com
WO check in/out phone #: +18552880920 **Phone check in/out code:** 929337075

Problem

BUILDING EXTERIOR
 Other:

Details

Status: Open	Priority: Priority A
Type: Reactive	Accept/Reject By: 1/11/2019 10:42:00 AM
On-Site By: 1/11/2019 11:42:00 AM	Complete By: 1/11/2019 12:42:00 PM
Appointment Type: N/A	

Procedures

This work order requires the following procedures to be executed

Zap Vehicle Maintenance Checklist					Done 2 of 5
Asset:					
		Description	Value	Comments	Attachments
1	✓	Inspect & tighten battery cables monthly. check for wear.	True		
2	✓	Check tire pressure monthly. 51 lb. recommended.	True	Done!	ae9870_813328d9c941414498d391ad03f77835.png
3		inspect brake system every 2-3 mo.	False		
4		grease front shocks every 3000 mi. (zert nipple on top of shock.)	False		
5		change gear oil every 15000 mi.	False		

Note


*qa ep1 00" test production company
 NTE: \$51,000.00
 If additional NTE amount is needed, please request the required amount by adding a note/message in the system. Make sure to indicate the reason for the increase.
 All dates and times are shown in (UTC-10:00) Hawaii

Attachment Info on WO Printouts



WO printout views and email alerts have been expanded with procedures and checklists. All updates to procedures and checklists are reflected live.

CORRIGOPRO

 *Plumbing KM*
TEST, TEST, CO 12345, US
(234) 234-5566
For QaEplCallcenter92su3

WORK ORDER #SYDRT1001804

Date Created: 12/21/2018 7:34:00 AM | DO NOT EXCEED labor and materials of \$1,000.00 AUD
If you believe you will go over this amount, please submit a quote in CorrigoPro.

Customer

Name: QaEplCallcenter92su3
Requested By: 5322 - 1224 SOUTH SOTO STREET
Store - 5322
Site Address: 2/1 Mykoloy Hrinchenka Street, Kyiv, Kyiv city , UA
Service Contact Manager: Store Manager or General Manager p82@test.corrigo.com
WO check in/out phone #: +18552880920 Phone check in/out code: 949979442

Problem

BUILDING EXTERIOR
Other:

Details

Priority:	Priority A	Type:	Reactive
Accept/Reject By:	12/21/2018 12:34:00 PM	On-Site By:	12/22/2018 1:34:00 PM
Complete By:	12/24/2018 7:34:00 AM	Appointment Type:	N/A

Note

"qa epl 00" test production company
NTE: \$\$1,000.00
If additional NTE amount is needed, please request the required amount by adding a note/message in the system. Make sure to indicate the reason for the increase.

Attachments

- 1. Capture.PNG
- 2. demo_icon_01-copy-300x283.png

All dates and times are shown in (UTC-08:00) Pacific Time (US & Canada)

New Great-Looking Robot 😊



CORRIGOPRO
DESKTOP

CorrigoPro Developer at adsfsafd

[Home](#) [User](#) [Settings](#)

CORRIGOPRO DIRECT:

Integration for your existing work order software!

- ▶ Automate routine data entry
- ▶ Eliminate double-entry of data into multiple systems
- ▶ Respond faster to customers
- ▶ Check in/out of a single system

[LEARN MORE >](#)

Complete your Company Profile

Completed Company Profile:

now at **75%**

- ✓ Improves your public appearance
- ✓ Gets you more work

Your Company Logo

MY CORRIGO BILLING ACCOUNT

Manage Your Work Orders and Customer Communication in CorrigoPro

[CLICK HERE TO CONFIGURE YOUR ACCOUNT](#)

Other Changes

- Infrastructure offline mode support on mobile devices
- Firebase cloud messaging engine for Android Push Notifications
- Inclusion of a company ID on the provider profile (used for support and onboarding)
- Improved handling of bulk actions (WO acceptance and WO completion)
- User interface performance improvements
- Improved fault tolerance of web applications
- New management capabilities of undelivered alerts
- Indicator of applied filters