



CORRIGOPRO

CorrigoPro Desktop v5.1
Release Highlights

Completely revamped WO type filter with full support of work order types defined by customers



Filtering WOs not only by standard WO type categories (basic, PMRM, Request), but also by WO types, defined by customers. Additionally, this filter allows to filter by internal and customer chats. To find visit WOs, a separate Visit filter should be used

The screenshot displays a user interface for managing work orders. At the top, there is a search bar labeled "Search Chats" and several filter dropdowns: "STATUS: Any", "WO STATE: Any", "COMPLETE BY: Any", "VISIT: Yes", and "TYPE: PMRM (QaEplCallcenter92su3)".

The main area shows a list of work orders. Each entry includes a customer name (e.g., "@Corrigo Test @#\$%^&*()_+..."), address (e.g., "Protasiv Yar St, 2, Kyiv, 02000, Kyiv, 02000, UA"), and branch ("Branch: Oksana New Company!"). A message bubble for one entry says "Next arrival window: 08/30/2019 2:00 AM - 08/30/2019 2:00 AM". Another entry has a message: "New WO#CA1110 is awaiting your attention".

A filter dropdown menu is open, showing a search bar and a "Clear selected" button. The menu items are: "BASIC" (unchecked), "PMRM" (checked), "REQUEST" (unchecked), and "CHATS" (unchecked). Under "CHATS", there are sub-items: "Customer Chats" (unchecked) and "Internal Chats" (unchecked). The "PMRM" item is expanded, showing sub-items: "PMRM (QaEplCallcenter92su3 Visits)" (checked), "PMRM (QaEplCallcenter92su3)" (unchecked), and "PmWeather" (checked).

At the bottom, another view of the interface is shown, with a filter dropdown menu open. This menu has a search bar, a "Clear selected" button, and a list of items: "Yes" (checked) and "No" (unchecked).

WO export extended with new data elements



Asset details, Quoted NTE, WO Category has been added to the WO table view and WO export. The WO Type column will store the type value defined by a customer

Search Chats

STATUS: Any ▼ WO STATE: Any ▼ COMPLETE BY: Any ▼ PRIORITY: Priority B/C ▼ DEFAULT * ▼

WO NUMBER	PRIORITY	CATEGORY	TYPE	QUOTED NTE	PROBLEM	LAST MESSAGE
CA1163	Priority B/C	Basic	Basic	\$0.00 CAD	Asset: Ice Machine-Drink Station Task: Leaking Details:	Please che
CA0783	Priority B/C	Basic	Basic	\$0.00 CAD	Asset: EQUIPMENT Task: Other: Details:	NTE: \$500.
CA1155	Priority B/C	PMRM	PMRM	\$0.00 CAD	Asset: CO2 System Task: Iced up Details:	Attachmen
CA1110	Priority B/C	PMRM	PmWeather	\$0.00 CAD	Asset: Filter System Task: Disposal cart Details:	New WO#1
CA1108	Priority B/C	Request	Request	\$0.00 CAD	Asset: Filter System Task: Disposal cart Details:	New WO#1

Exported from: Oksana New Company!

WO Number	Requestor	Requested By	Branch	NTE	Quoted NTE	Currency	Occupier	Space	Service Location	Problem	Warrant Status	Priority	Category	Type	NTE	Created
CA1108	QaEplCallcente	Asya Asya c37829(Oksana New C		\$12.00	\$0.00	CAD	@Corrigo Te Protasiu Protasiu Y			Asset: Filter SystemTask: Disposal cartDe	to	Waiting fo	Request	Request	1/A	8
CA1110	QaEplCallcente	Asya Asya c37829(Oksana New C		\$12.00	\$0.00	CAD	@Corrigo Te Protasiu Protasiu Y			Asset: Filter SystemTask: Disposal cartDe	to	Waiting fo	PMRM	PmWeather	1/A	8
CA1155	QaEplCallcente	Asya Asya c37829(Oksana New C		\$2,500.00	\$0.00	CAD	@Corrigo Te Protasiu Protasiu Y			Asset: CO2 SystemTask: Iced upDetails:	to	Completec	PMRM	PMRM	1/A	8
CA1163	QaEplCallcente	Asya Asya c37829(Oksana New C		\$12.00	\$0.00	CAD	@Corrigo Te Protasiu Protasiu Y			Asset: Ice Machine-Drink StationTask: Le	to	Open	Basic	Basic	1/A	8/
CA0783	CorrigoGLVB01	Asya Asya c37829(Oksana New C		\$500.00	\$0.00	CAD	@Corrigo Te Protasiu Protasiu Y			Asset: EQUIPMENTTask: Other:Details:	to	Completec	Basic	Basic	1/A	8

Support of rich formatting in WO task descriptions



WO task description is now displayed per formatting defined by customer during WO creation (rich formatting is fully supported)

The screenshot shows a web interface for a Work Order (WO) task. The task title is "QaEplCallcenter92su3 Visits" and it is in a "Waiting for Accept..." state. The description includes:

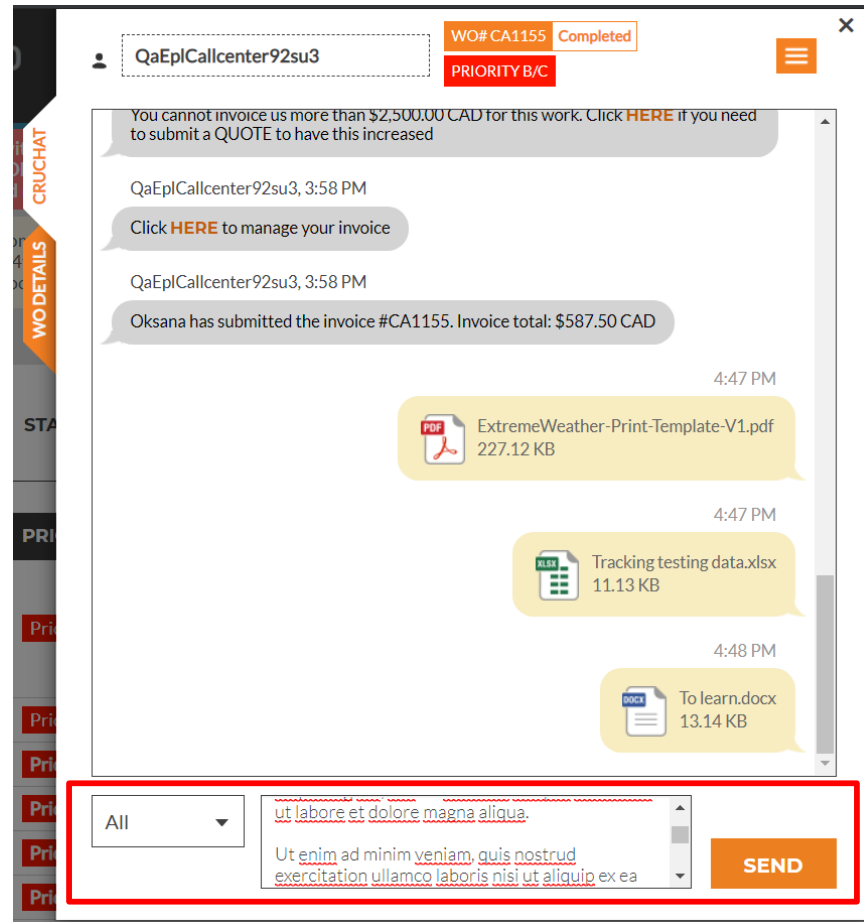
- Asset: BUILDING EXTERIOR
- Task: Other: EQUIPMENT>WATER HEATER>Water Heater tank
- Task: Tank leaking
- Additional Description: **H1 Text**
- Link [CLICK HERE](#)
- List of links:
 - UL 1 Insurance Instructions
 - UL 2 Insurance Instructions
 - UL 3 Insurance Instructions

Below the text is an image of a cute white cat sitting on a cupcake with pink frosting. To the right of the image is the text "Nice site, I think I'll take it. Hello". At the bottom, there is a text input field with a "SEND" button and a dropdown menu set to "All".

Auto-resizable message box in CruChats



The message box in the CruChat window will expand when a long message is entered. **Shift+Enter** should be used for line breaks



New Documents section in WO Details



Added documents added to a CruChat WO can be found in the new Documents section in the WO Details tab

QaEplCallcenter92su3

WO# CA1155 Completed

PRIORITY B/C

the Requestor Specific Instruction Area text will all be center aligned and bold (the same as the "Please use this coversheet" text today). THIS CHANGE APPLIES TO ALL PRINT TEMPLATES. Added very long text without carriage return to check how it will be displayed on work order print templates and also special chars are added #\$\$^&*('

VISIT SUMMARY INFO

Completed visits: 1 - good 😊 | 0 - not verified 😐 | 1 - bad 😞

Provided Services: De-Ice Private Walks (x1), De-Ice Public Walks (x2), Snow Plow 2"-4" (x2), Snow Plow 6"-10 (x1)

WORK ORDER COMPLETION INFO

Comment:
Repair Category:
Repair Code:

Verification:
Verification Notes:

DOCUMENTS

	ExtremeWeather-Print-Template-V1.pdf Sent on 08/27/2019 4:47 PM by Oksana	227.12 KB
	Tracking testing data.xlsx Sent on 08/27/2019 4:47 PM by Oksana	11.13 KB
	To learn.docx Sent on 08/27/2019 4:48 PM by Oksana	13.14 KB

Visit summary section in WO details



Visit summary information is available in a separate section in the WO Details tab

QaEplCallcenter92su3 WO# CA0851 **Open** PRIORITY B/C

Accept/Reject By: 08/01/2019 11:56 AM
Complete By: 08/02/2019 2:26 AM
Invoice By:

Phone: +1833-338-8179
Code:

Instructions: [240719] Information on WO printout: Provider Print Outs For vists display the following text IVR Number: {{IVRNumber}} IVR Code: {{IVRCode}} Note - the Requestor Specific Instruction Area text will all be center aligned and bold (the same as the "Please use this coversheet" text today). THIS CHANGE APPLIES TO ALL PRINT TEMPLATES. Added very long text without carriage return to check how it will be displayed on work order print templates and also special chars are added #\$\$%^&*('

VISIT SUMMARY INFO

Schedule: Every Friday, Monday, Tuesday between 2:00 AM and 2:00 PM
Scheduled visits: 13 visits totally, 5 visits left
Upcoming visit: from 08/30/2019 2:00 AM to 08/30/2019 2:00 PM
Completed visits: 1 - good 😊 | 2 - not verified 😞 | 5 - bad 😡

Provided Services: SI TEST Labor (x3), SI TEST Miscellaneous (x3), SI TEST Parts & Materials (x5), SI TEST Services (x1), SI TEST Spot Purchases (x2)

WORK ORDER COMPLETION INFO

Comment:
Repair Category:
Repair Code:

Verification:
Verification Notes:

Improved handling of WO SLAs not set by customers



WO SLAs that are not set by customers are not anymore auto-calculated by the by Platform. Empty SLAs do not affect provider scoring

QaEplCallcenter92su3

WO# CA1164 Waiting for Acceptance

PRIORITY A

London

London is the capital city of England. It is the most populous city in the United Kingdom, with a metropolitan area of over 13 million inhabitants.

I will display €

I will display €

I will display €

QaEplCallcenter92su3, 11:39 AM

The SLA for this Priority A priority work is:
accept/reject by 08/28/2019 3:38 PM
You will be rated on your ability to meet this SLA

QaEplCallcenter92su3, 11:39 AM

You cannot invoice us more than \$12.00 CAD for this work. Click [HERE](#) if you need to submit a QUOTE to have this increased

QaEplCallcenter92su3, 11:39 AM

Click [HERE](#) to manage your invoice

QaEplCallcenter92su3, 11:39 AM

To check-in/check-out using the IVR, call +1855-288-0920 and enter code 904661894. Click [HERE](#) for additional instructions from the customer.

All

Type your message or drag and drop files

SEND

Multi-service visit WOs



Introducing a possibility to ping planned services during visit check-ins and performed services during visit check-outs. A Pro invoices for performed visit services after work order completion. The list of services as well as their prices are defined by customers during setup of PM/RM schedules

CHECK-IN

Select Planned Services [X]

PLANNED SERVICE(S)

CANCEL CHECK IN

Select Planned Services [X]

PLANNED SERVICE(S)

- De-Ice Lot
- De-Ice Private Walks
- De-Ice Public Walks
- Partial De-Ice Lot
- Partial Plow

Indicate which pieces
QaEplCallcenter92s
You have an option to

Select Planned Services [X]

PLANNED SERVICE(S)

CANCEL CHECK IN

CHECK-OUT

Check-Out Visit [X]

PROVIDED SERVICE(S)

COMMENT

CANCEL CHECK OUT

Multi-service visit WOs



Planned and provided services are available in visit details, work order details, work order print-out and the work order table view

Details of Visit #1 🚫 - BAD VISIT

CHECKED-IN: 08/27/2019 1:18 PM ! CHECKED-OUT: 08/27/2019 1:31 PM !

Oksana has checked-in from unknown location Oksana has checked-out from unknown location

PROVIDED SERVICE(S)

- Snow Plow 2"-4"
- De-Ice Private Walks
- De-Ice Public Walks
- Snow Plow 6"-10"

Test

OXSANA

UPLOAD YOUR ATTACHMENTS
or drag and drop them here

CLOSE

QaEplCallcenter92su3 WOF CA1155 Open PRIORITY B/C

COZ system iced up

SLAs

Accept/Reject By: 08/27/2019 7:43 AM
Complete By: 08/27/2019 9:43 AM
Invoice By:

IVR INFO

Phone: +1833-338-8179
Code:
Instructions: [240719] Information on WO printout: Provider Print Outs For visits display the following text IVR Number: [[[IVRNumber]]] IVR Code: [[[IVRCode]]] Note - the Requestor Specific Instruction Area text will all be center aligned and bold (the same as the "Please use this coversheet" text today). THIS CHANGE APPLIES TO ALL PRINT TEMPLATES. Added very long text without carriage return to check how it will be displayed on work order print templates and also special chars are added #\$\$%&'

VISIT SUMMARY INFO

Completed visits: 0 - good 🟢 10 - not verified 🟡 11 - bad 🚫

Provided Services: De-Ice Private Walks (x1), De-Ice Public Walks (x1), Snow Plow 2"-4" (x1), Snow Plow 6"-10 (x1)

WORK ORDER COMPLETION INFO

Comment:
Repair Category:
Repair Code:

Verification:
Verification Notes:

CORRIGOPRO Oksana at Oksana New Company

Search Chats STATUS: Any WO STATE: Any COMPLETE BY: Any DEFAULT*

WO NUMBER	PRIORITY	CUSTOMER	LAST ACTIVIT...	VISIT SERVICES	INVOICE NU...	LAST MESSAGE
CA1155	Priority B/C	QaEplCallcenter92s...	1:32 PM	<ul style="list-style-type: none">De-Ice Private Walks (x1)De-Ice Public Walks (x1)Snow Plow 2"-4" (x1)Snow Plow 6"-10 (x1)		Please check in upc

Multi-service visit WOs - Partial Credits at a Service Level



The satisfactory rating is still defined for an entire visit by a customer, but a partial credit could be selected for every service provided during the visits. Service credits are displayed in visit details and in the work order print out

Details of Visit #2

🚫 - BAD VISIT

CHECKED-IN 08/27/2019 3:27 PM ! **CHECKED-OUT** 08/27/2019 3:27 PM !

Oksana has checked-in from unknown location Oksana has checked-out from unknown location

PROVIDED SERVICE(S)

Snow Plow 2"-4" | 50% De-Ice Public Walks | 25%

Bad job

SERGIO

No attachments were sent with this visit

CLOSE

Multi-service visit WOs - Invoicing



A Pro can only invoice for rendered services and the quantity of service fees should correspond to the full or partial credit specified by a customer. Non-visit related fees can be added without any limitations, however the total invoice amount can not exceed the NTE amount

Invoice for Work Order #CA1155 SUBMITTED

CUSTOMER QaEplCallcenter92su3
LAST UPDATE DATE 08/27/2019
NTE \$2,500.00 CAD
TIME ON SITE --

INVOICE DATE 08/27/2019
INVOICE # CA1155

VISITS | You can charge for visits no more than \$687.50 CAD 1 🟢 | 0 🟡 | 1 🔴

#	SERVICE	VISITS	QTY	AMOUNT
1	De-Ice Private Walks	1 🟢 0 🟡 0 🔴	1	\$200.00 CAD
2	De-Ice Public Walks	1 🟢 0 🟡 1 🔴	1.25	\$312.50 CAD
3	Snow Plow 2"-4"	1 🟢 0 🟡 1 🔴	1.5	\$75.00 CAD
4	Snow Plow 6"-10"	1 🟢 0 🟡 0 🔴	1	\$100.00 CAD

CATEGORY / ITEM	DESCRIPTION	QTY	RATE	AMOUNT
(VISIT FEE) Snow Pl...	Snow Plow 2"-4"	1.50	\$50.0000	\$75.00
(VISIT FEE) De-Ice ...	De-Ice Public Walks	1.25	\$250.0000	\$312.50
Miscellaneous	Other costs	1.00	\$200.0000	\$200.00

DISCOUNT None **TAX** \$0.00 CAD
TOTAL \$587.50 CAD

De-Ice Public Walks | WO #CA1155

Maximum quantity is 1.25 with total amount \$312.50 CAD

#	DATE	CHECK-IN	CHECK-OUT	STATUS
1	08/27/2019	1:18 PM	1:31 PM	🟢 Test
2	08/27/2019	3:27 PM	3:27 PM	🔴 25%

Visits per page: 5

CLOSE

Extreme Weather Intelligence (Snow WOs)

Support of Snow WOs automatically created by the Extreme Weather Intelligence functionality introduced on the Corrigo Platform. These WOs are auto-generated based on storm alerts received from WeatherWorks (meteorological services company). These WOs have a separate type (PmWeather), a dedicated icon and the weather forecast with the storm information.

The screenshot shows a chat interface with a search bar and filters for STATUS, WO STATE, and COMPLETE BY. A list of work orders is displayed, each with a status icon (e.g., snowflake for PmWeather). A dropdown menu is open over the 'PmWeather' type, showing options like BASIC, PMRM, REQUEST, and CHATS. The 'PmWeather' option is highlighted with a red box.

The screenshot shows a chat window for work order 'CorrigoGLVB01'. The chat history includes messages about NTE, invoice management, and equipment. A message is highlighted with a red box: 'Extreme Weather Forecast, that triggered WO creation: Partly Cloudy with Chance of Light Wintry Mix'. The chat interface includes a search bar, a status bar (WO# north0013, Open, PRIORITY B/C), and a message input field with a SEND button.

Extreme Weather Intelligence (Snow WOs)

Current weather conditions in a service location will be collected by the system during visit check-in/check-out, presented to a Pro and sent to a requestor. It will help providers to select planned and rendered services. Check-in/check-out weather conditions could be found on the Visit details page

CHECK-IN

Select Planned Services

CURRENT WEATHER CONDITIONS: Clear with Areas of Fog with a low near 35°F. Snow amount is 0". Poor visibility. W winds at 9 mph. Chance of precipitation is 7%.

PLANNED SERVICE(S): Asya 1

CANCEL CHECK IN

VISIT DETAILS

Details of Visit #2

08/29/2019 2:43 PM ! - BAD VISIT 08/29/2019 2:44 PM !

Oksana has checked-in from unknown location Oksana has checked-out from unknown location

CHECK-IN WEATHER CONDITIONS:
Clear with Areas of Fog with a low near 35°F. Snow amount is 0". Poor visibility. W winds at 9 mph. Chance of precipitation is 7%.

CHECK-OUT WEATHER CONDITIONS:
Clear with Areas of Fog with a low near 35°F. Snow amount is 0". Poor visibility. W winds at 9 mph. Chance of precipitation is 7%.

PROVIDED SERVICE(S)
Asya 1

UPLOAD YOUR ATTACHMENTS
or drag and drop them here

CLOSE

CHECK-OUT

Check-Out Visit

CURRENT WEATHER CONDITIONS: Clear with Areas of Fog with a low near 35°F. Snow amount is 0". Poor visibility. W winds at 9 mph. Chance of precipitation is 7%.

PROVIDED SERVICE(S): Asya 1

COMMENT

CANCEL CHECK OUT

Extreme Weather Intelligence (Snow WOs)

Functionality to check current weather conditions in a service location for Extreme Weather WOs any time via the *Check Weather Conditions* action or a link in a smart message

WO# north0014 Waiting for Acceptance

PRIORITY R/C

- ADD/REMOVE PARTICIPANTS
- AVAILABLE ACTIONS
- CHECK WEATHER CONDITIONS**
- PRINTOUT
- SEND FILE
- SHARE CRUCHAT LINK

CorrigoGLVB01, 1:54 PM

NTE was not set
Please click [HERE](#) to request NTE

CorrigoGLVB01, 1:54 PM

Click [HERE](#) to manage your invoice

CorrigoGLVB01, 1:54 PM

Extreme Weather Forecast, that triggered WO creation:
Partly Cloudy with Chance of Light Wintry Mix

CorrigoGLVB01, 1:54 PM

Click [HERE](#) to check current weather conditions on site or weather forecast for future

CorrigoGLVB01, 1:54 PM

There is no schedule for this Visit WO.

CorrigoGLVB01, 1:54 PM

Click to [ACCEPT](#) or [REJECT](#) WO #north0014?
Any questions? Send a message

All [input field] SEND

3 HOURS FORECAST

TODAY AUG 21 8:00 AM	TODAY AUG 21 9:00 AM	TODAY AUG 21 10:00 AM
Partly Cloudy with Isolated Showers	Partly Cloudy with Isolated Showers	Partly Cloudy with Isolated Showers
37°F (Feels like 33°F)	37°F (Feels like 33°F)	37°F (Feels like 33°F)
Snow 0"	Snow 0"	Snow 0"
Ice 0"	Ice 0"	Ice 0"
Precipitation 19% / 0"	Precipitation 19% / 0"	Precipitation 19% / 0"
Wind ENE at 5 mph	Wind ENE at 5 mph	Wind NNE at 5 mph
Pressure 29.83 in	Pressure 29.83 in	Pressure 29.83 in
Humidity 96%	Humidity 97%	Humidity 96%

3 DAYS FORECAST

WEDNESDAY | Partly Cloudy with Isolated Showers
AUG 21

38°F / 36°F
(Feels like 34°F / 31°F)

Precipitation 20% / 0"	Wind ENE at 5 to 7 mph
Snow amount 0"	Humidity 92%
Ice accumulation 0"	Pressure 29.77 in

THURSDAY | Mostly Cloudy with Chance of Light Wintry Mix
AUG 22

41°F / 30°F

Globalization - Modularization of CorrigoPro



An ability to disable the Invoice App and the Support Center tile per country. When the Invoice App is disabled, all invoice related information including settings and messages in CruChats will be hidden. Initially, the Invoicing App will be disabled in **India and China**.

CORRIGOPRO
DESKTOP

MH [APAC] user | MH Australian company

CORRIGOPRO
SIGN UP FOR ONLINE TRAINING!
Learn How to Invoice JLL through CorrigoPro
How-To Guide for New CorrigoPro Users
[Choose Classes & Register Now](#)

完成您的公司設定檔
現在於 75%
您的公司設定檔：
✓ 匯入您的公開外觀
✓ 讓您得到更多工作
您的公司標誌

我的 CORRIGO 帳務帳戶

您的平均績效評分
0
1 客戶已與您聯繫

工單管理

工單等待提交	2
工單逾期	6
禁放及應抽工單	0
禁放 PM/RM (預防性檢修/例行...)	4
禁放工詳細資料	0

依狀態排序工單 (過去 90 天)

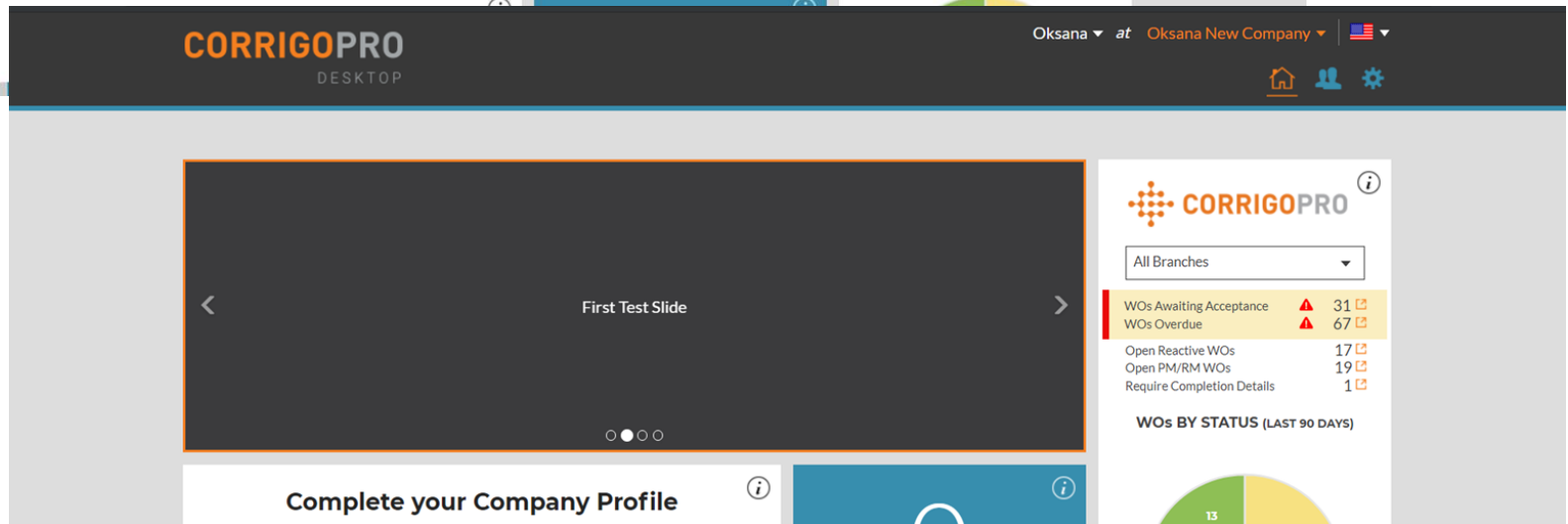
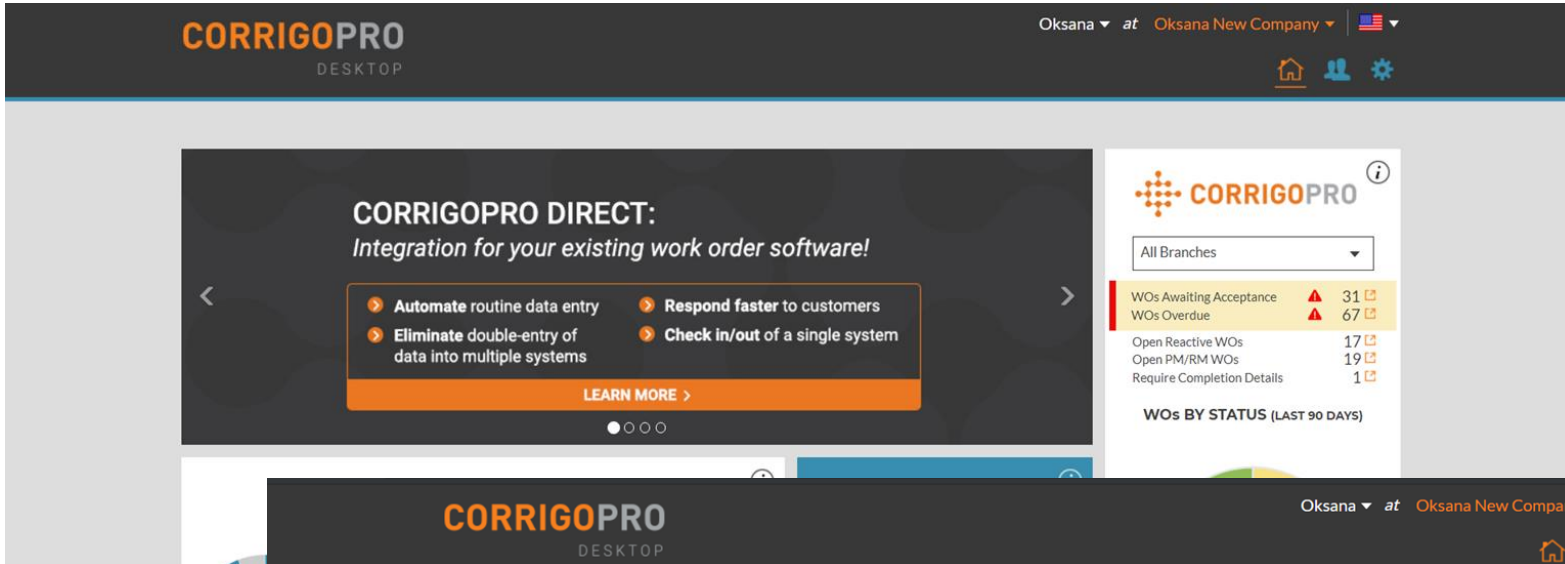
2 2
1 3

● 工單待提交 ● 禁放 (工單)
● 禁放 (工單) 進行中 ● 已完成

Rotating Announcement Tile



Support of rotating banners in the Announcement tile in CorrigoPro Desktop.



Other Changes

- Removed hard dependencies on Google Services to fully support China and other countries where Google Play services are not available. This functionality hides direct links to Google Services and proxies calls to Google Services through Corrigo servers
- CorrigoPro application has been translated to new 11 languages (Chinese (Simplified), Indonesian, Japanese, Korean, Portuguese (Brazil), Vietnamese, Italian, Malay, Polish, Russian, Thai) and now can be used in Philippines, Malaysia, Thailand, Brazil, China, India, Indonesia, Italy, Japan, South Korea, Poland, Russia, Vietnam, Taiwan, Portugal