



CORRIGOPRO

CorrigoPro v4.2
Release Notes



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.



Bulk Completion of PM WOs

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


Are you sure you want to complete selected WO(s)? This cannot be undone.


Cancel COMPLETE







Email Alerts for Updated SLAs

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



 > **CORRIGOPRO**

CorrigoPro Developer ▾ at Plumbing KM ▾ 


      Plumbing KM ▾

Settings














NOTIFICATIONS | ADVANCED

You can receive e-mail notifications about activities in your branches when you are offline.
You may unsubscribe or re-subscribe at any time.

POP-UP NOTIFICATIONS

Display pop-up notifications about changes in CruChats  ☐ ON

EMAIL NOTIFICATIONS

New Reactive WOs 	<input type="checkbox"/> ON
Unread CruChats 	<input type="checkbox"/> ON
Quote Approval/Rejection 	<input type="checkbox"/> ON
WO Recall 	<input type="checkbox"/> ON
New PM/RM WOs 	<input type="checkbox"/> ON
Negative Score Received 	<input type="checkbox"/> ON
Invoice Status Changed 	<input type="checkbox"/> ON
Message from a Customer 	<input type="checkbox"/> ON
WO is Waiting for Acceptance 	<input type="checkbox"/> ON
WO Overdue Warning 	<input type="checkbox"/> ON
Invoice Overdue Warning 	<input type="checkbox"/> ON
On Site By Warning 	<input type="checkbox"/> ON
SLAs Updated 	<input type="checkbox"/> ON

SAVE

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




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

GENERALALERTS


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

GLOBALIZATION

COMPANY


Convert Dates to Local Time 

☐ ON


Company Language American English ▾

BRANCHES


Plumbing KM

Branch Language American English ▾


Plumbing KM - 234234

Branch Language American English ▾


Plumbing KM - Branch2

Branch Language American English ▾

Plumbing KM - sagda

Branch Language American English ▾

Plumbing KM - App

Branch Language American English ▾

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.



 > **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>
to me ▾

9:40 AM (1 hour ago) ☆



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 QaEplCalicoenter92au3

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 CorriGoPro.

Customer

Name:

QaEplCalicoenter92au3

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.corri.go.com

WO check in/out phone #:

+18552880920

Phone check in/out code:

929337075

Problem

BUILDING EXTERIOR

Other:

Details

Status:

Open

Type:

Reactive

On-Site By:

1/11/2019 11:42:00 AM

Appointment Type:

N/A

Priority:

Priority A

Accept/Reject By:

1/11/2019 10:42:00 AM

Complete By:

1/11/2019 12:42:00 PM

Procedures

This work order requires the following procedures to be executed

Zap Vehicle Maintenance Checklist

Asset:

Done 2 of 5

		Description	Value	Comments	Attachments
1	✓	Inspect & tighten battery cables monthly. check for wear.	True		
2	✓	Check tire pressure monthly. 51 lb. recommended.	True	Done!	ae8970_613328d9c941414496d391ad03f77635.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 epl 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 Mykoly 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

Accept/Reject By:

12/21/2018 12:34:00 PM

Complete By:

12/24/2018 7:34:00 AM

Type:

Reactive

On-Site By:

12/22/2018 1:34:00 PM

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 ▾ 


  

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 >](#)




Manage Your Work Orders and Customer Communication in CorrigoPro

[CLICK HERE TO CONFIGURE YOUR ACCOUNT](#)



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

Other Changes

- Infrastructure to support the offline mode 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



CORRIGOPRO

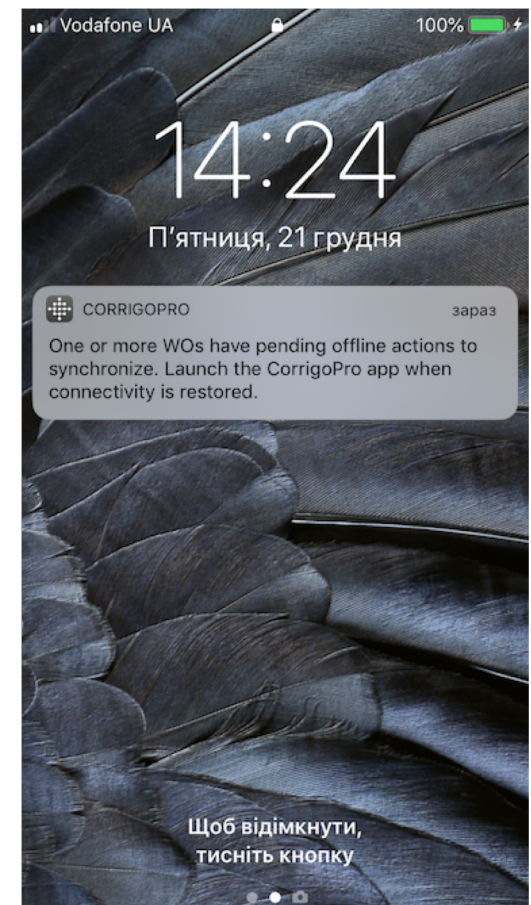
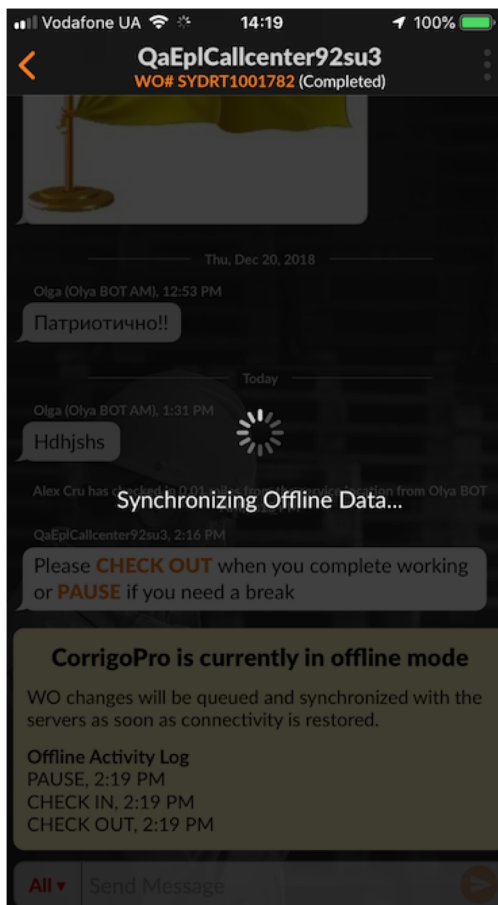
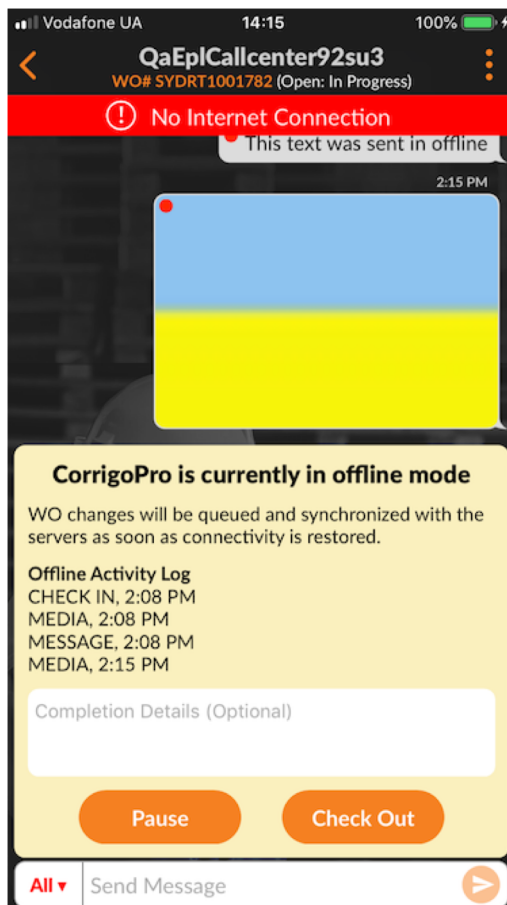
CorrigoPro Mobile v4.2 Release Notes

Offline Mode



While in offline mode, users can accept WOs, check in, check out and pause work. Users can also send messages, pictures and attachments.

iOS Screenshots

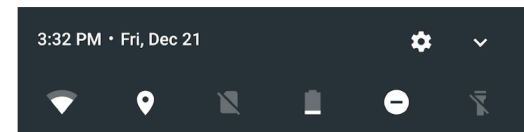
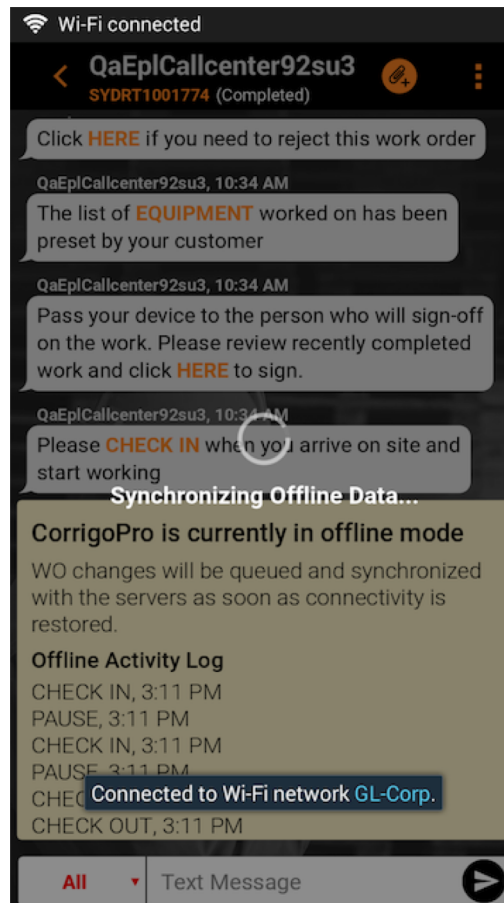
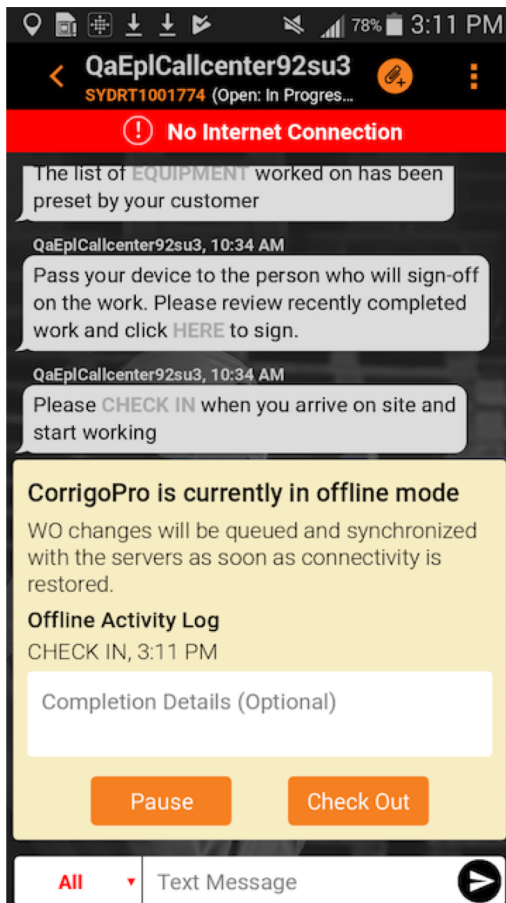


Offline Mode

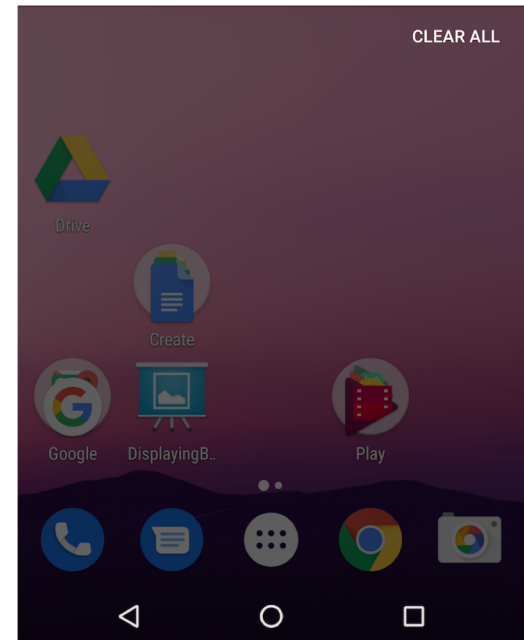


While in offline mode, users can accept WOs, check in, check out and pause work. Users can also send messages, pictures and attachments.

Android Screenshot



CorrigoPro • now ^
CorrigoPro
Offline messages for WO# SYDRT1001781 have been successfully synchronized.



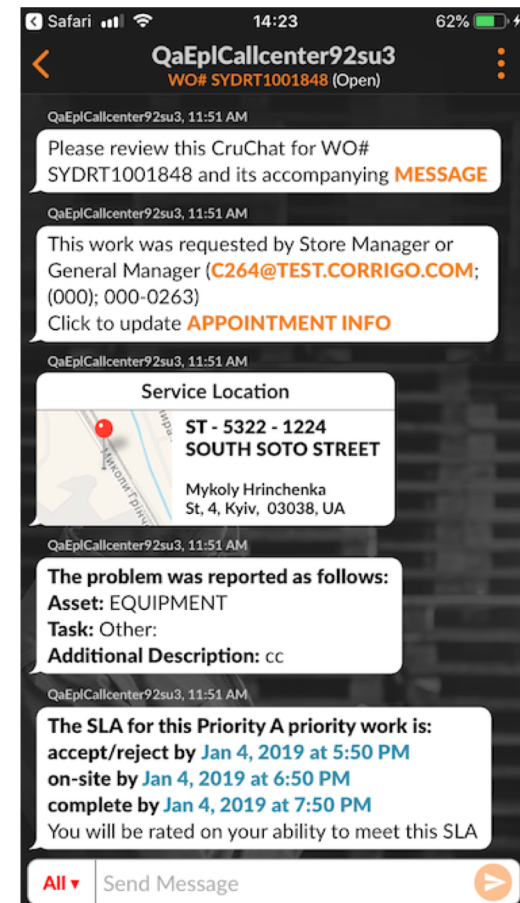
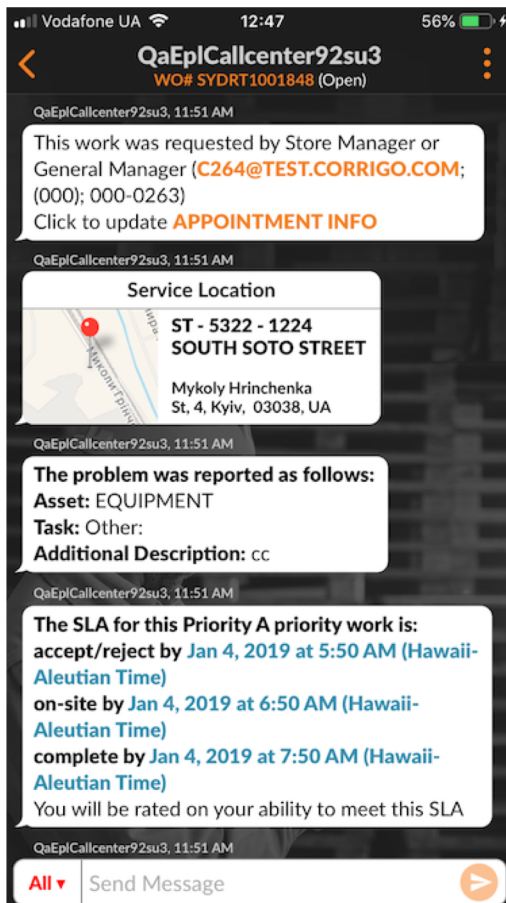
Conversion to Local Time



When enabled, time stamps will automatically be converted to the user's local time.

A screenshot of the left shows SLA time stamps in the WO time zone defined by the customer. The right screenshot shows SLA time stamps converted to local user time.

iOS



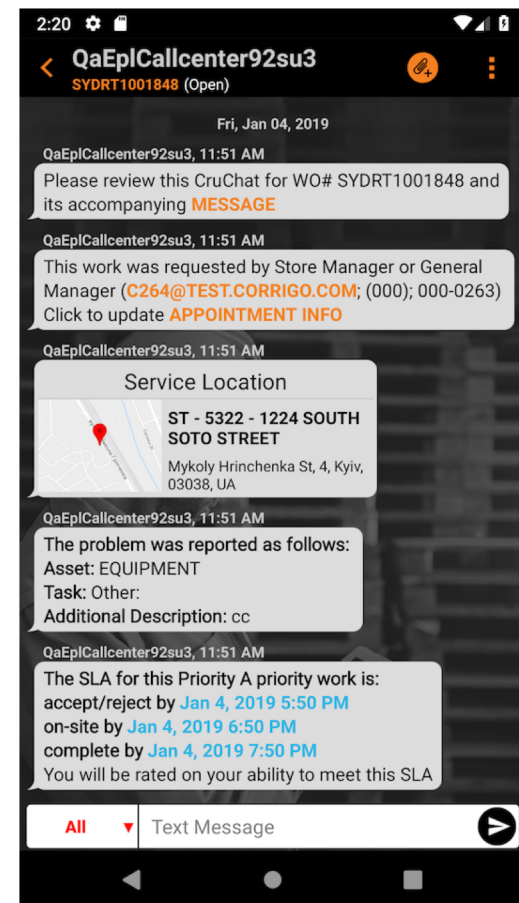
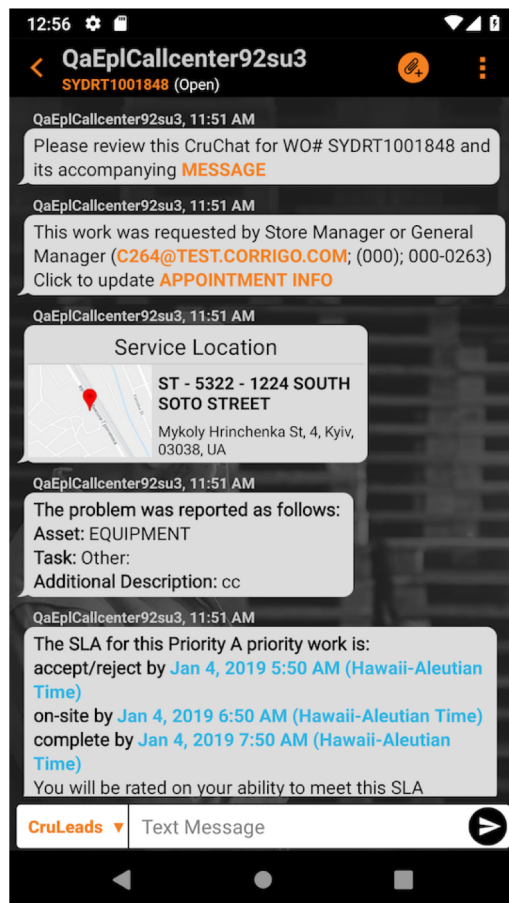
Conversion to Local Time



When enabled, time stamps will automatically be converted to the user's local time.

A screenshot of the left shows SLA time stamps in the WO time zone defined by the customer. The right screenshot shows SLA time converted to local user time.

Android



Other Changes



- Remotely wipe CorrigoPro app data when a member is removed from a Cru
- Added a banner prompting users running old OS versions (iOS 9, Android 4) to upgrade
- Android only: improved mobile push notification handling by switching to Firebase Cloud Messaging
- iOS only: support for iPhone XS Max and XR display sizes
- Performance and stability improvements to the geofencing and CorrigoPro Network communication and error handling
- Additional translations and improved multi-national support