EConz wireless | mobile business solutions

- Mapping
- Monitoring
- GPS Tracking
- Live Schedule
- Push Button Invoicing
- Mobile Communications
- Instant Job Detail Updates

EService Monthly Fee:
$39.99

Data Plan required
Select Wireless Devices
$40.00 Setup Fee, per device

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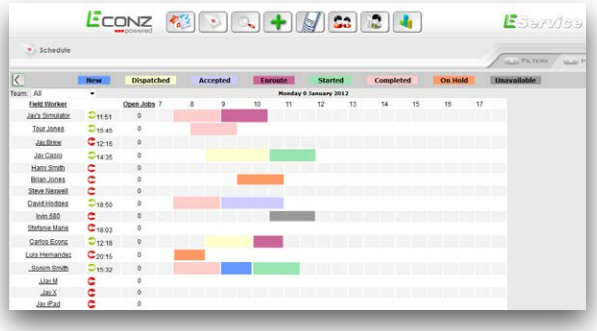
EService

Econz Eservice is a Mobile Field Service Dispatch and Work Order Management System that works on Cell Phones, Smart Phones and Tablets. Eservice is web based software that enables a field service team to receive and respond to customer work orders.

EService Connects office administrators with a company's mobile workforce to distribute up to second job information allowing for real-time data to be transmitted to whoever needs it and when they need it.

Office Dispatch/Service Manager allows Administrators to:

- Allocate and dispatch jobs efficiently according to staff availability and location
- Assess job status and progress giving them the ability to advise customers of current conditions of work order
- Ability to invoice a customer as soon as a job is completed by exporting job information from EService
- Reduce data entry and the errors that result from lost or incorrect paperwork



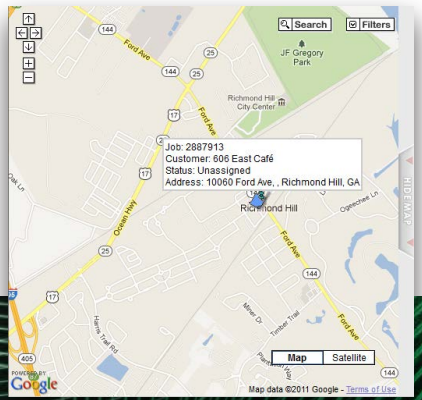
Field staff view- Eservice is powerful, cost-effective software that enables your field service team to:

- Receive and respond to service orders within seconds
- Access accurate, up-to-date job and customer information
- Provide prompt efficient service to customers
- Track and record resources used on a job, including parts and labor
- Offer your customers time commitments thru clear job visibility and worker progress

EService features:

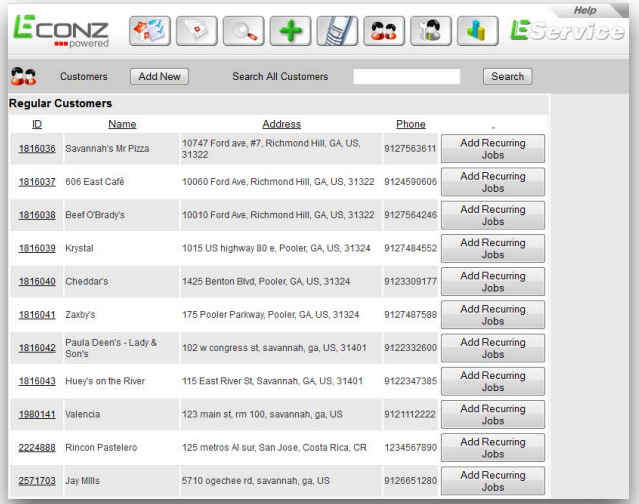
Job Management

- Use the Job List to view job summaries, filter by dates or current job status and sort by any column – customize the columns that you view
- Use the Diary screens to view jobs, color coded by current status and filter by region (work area) – setup different views for different dispatchers
- See real-time job status updates (when Field Workers are within coverage)
- Automatic timestamps allowing you to monitor and measure travel time, working time, down time and administrative time per job
- Review notes added to jobs by Field Workers
- Review parts, labor codes, trouble-found codes, solution codes and other resources added to jobs in the field
- Recall, update and cancel jobs that have been dispatched
- Add public and private notes to jobs with automatic timestamps and user identification
- Business to Business updates of job events, status changes and added resources using the Web Services callback interface and XML email interface
- Send automatic email updates to external parties when jobs change status
- Jobs may be paused and resumed multiple times with full status history, including reasons for stopping work and expected resume times
- Print job details or print an invoice created from job details
- Override job status if Field Workers are out of coverage or lose their device
- Export completed job details to popular accounting packages



Workforce Management

- View current roster, assigned jobs, job progress and time-off for each Field Worker (optionally filter this view by assigned work areas)
- Use the Diary screen to spot job clashes and spare time at a glance
- Report on worker productivity, travel times and categorize by job types
- Capture time off, preventing job assignment and creation when
- Field Workers are not available
- Assign time zones to workers and dispatchers
- Configure Field Workers devices.



Customer Management

- Maintain a list of regular customers and their contact details for quick access
- Search on all customers created and used
- Export and import customer lists from other applications such as accounting packages