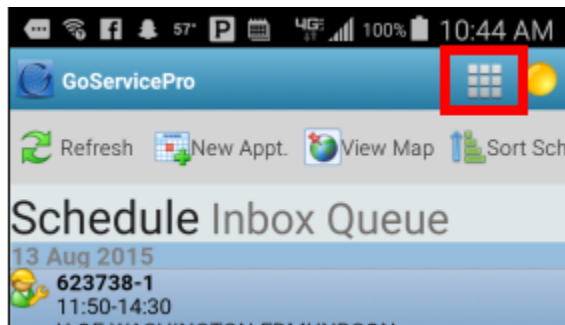**GoServicePro Mobile App**

This process is completed by Field Engineers and Service Partners using the GoServicePro (GSP) Mobile App.

This article reviews the steps to navigate and use GSP on a mobile device.

NAVIGATE: Swipe finger across screen to access next screen or tap on top menu name.

MENU

1. Click the 9 box icon in the top right to launch the GoServicePro Menu.

   a. New

- New Appointment: Tap arrow to see options. Tap the appropriate choice and tab the Done button at the bottom.
    - Type: PTO (paid time off), Being Trained, Customer Meeting, Internal Conf Call, Internal Meeting, Funeral, Other, Pro-Active Site Visit, Process Improvement, Sales Call, STO (student time off - unpaid), Training Others, Writing Working Instructions
    - Location: Home or Office
    - Importance: Field Service, Customer, Funeral, Internal, Personal
    - Start
    - End
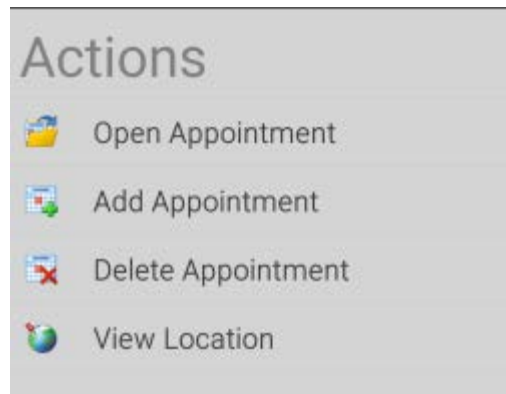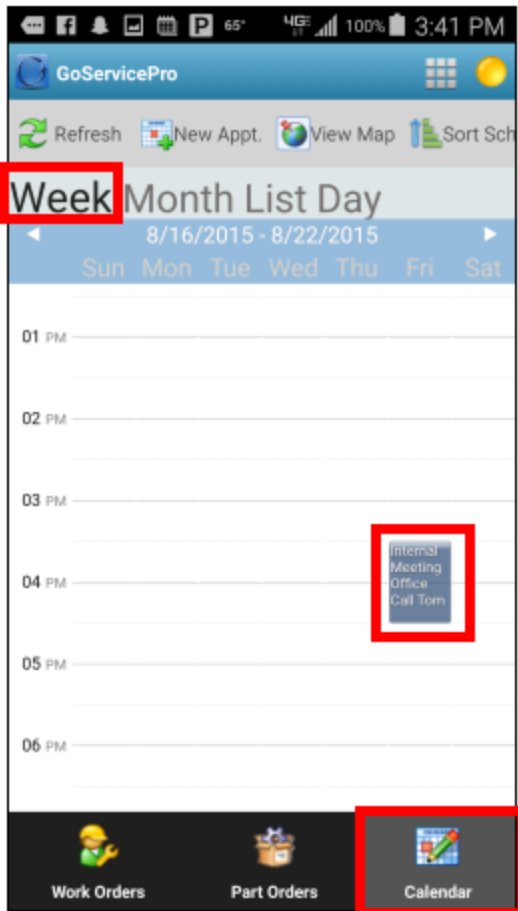
b. Data

- Check for New Data
- Refresh Lists

c. Settings

- Options
- Debug
- Sync Times
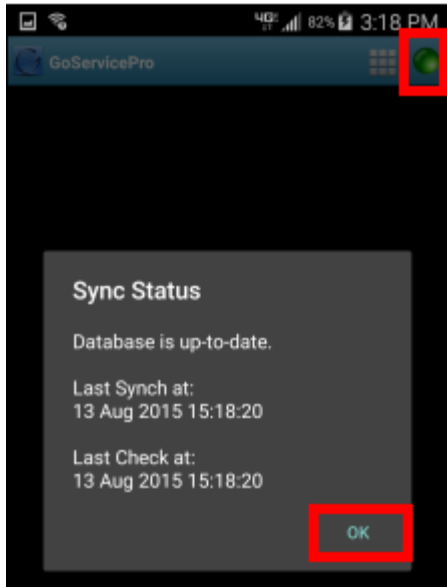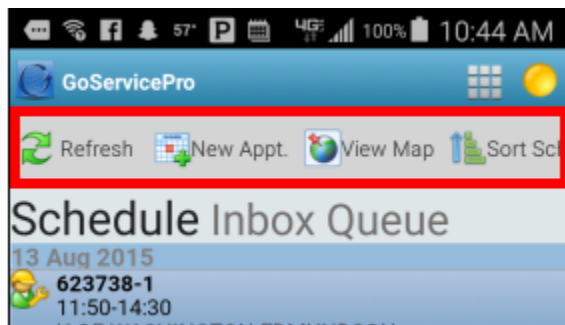- About

SYNC STATUS

1. Click on the circle in the top right (will change color based on connection)

TOP OF SCREEN:

1. **Refresh:** Update GSP to show most recent
2. **New Appt.:** Create a new appointment on your calendar
3. **View Map:** Launches Google Map
4. **Sort Schedule:** Your schedule of assigned Work Orders can be sorted by: Scheduled Onsite Time, Case Age, or Zip Code.

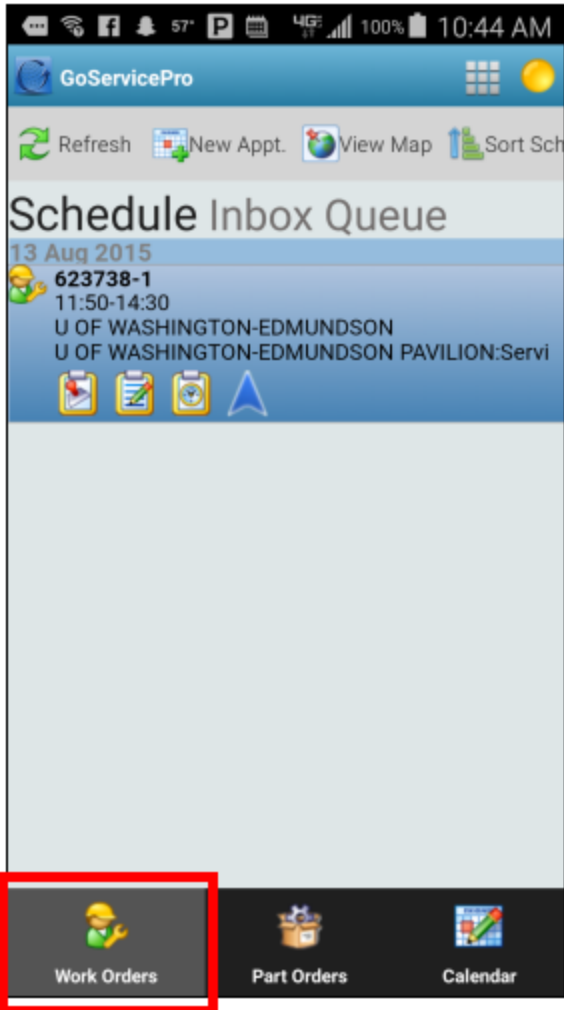**1. Schedule:** See all open Work Orders assigned to you.

- Displays the Work Order number, scheduled time (when the work should start and end). and site name.
- Tap on a Work Order to open.
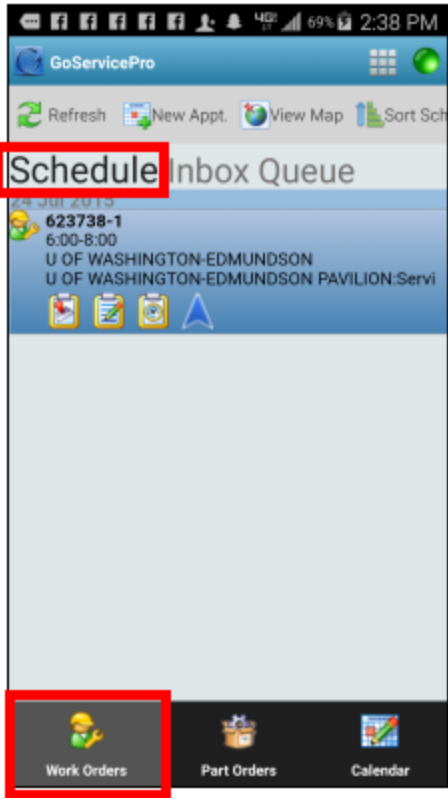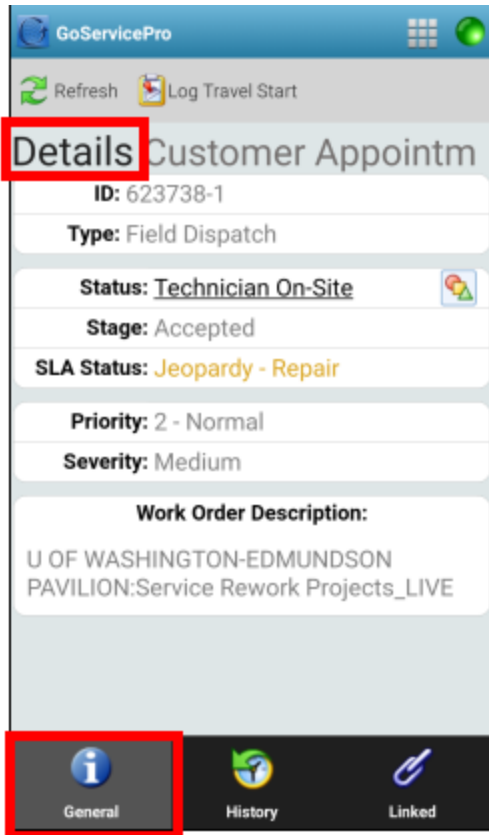
2. Inbox: See all open Work Orders assigned to you.

WORK ORDERS: Tap on a Work Order in the Schedule to load.

GENERAL:
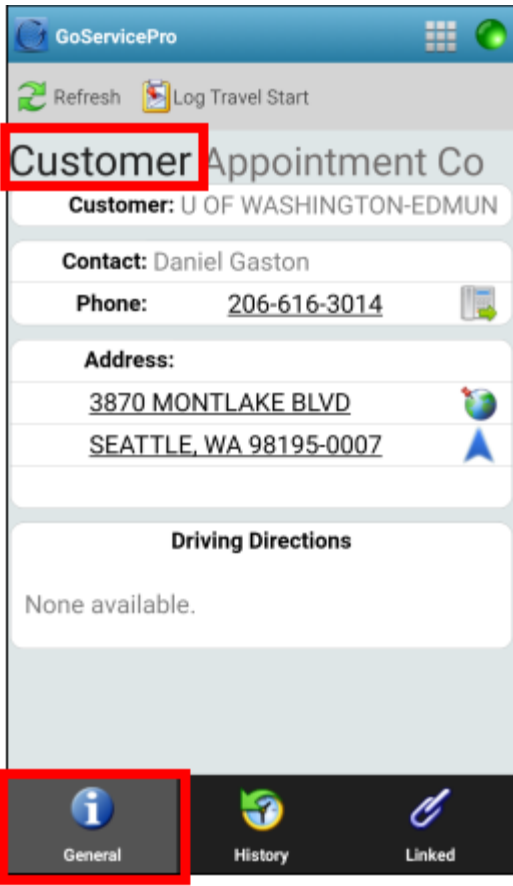
1. Details

- ID #
- Type: Field Dispatch
- Status: Click shape icon to update
- Stage: Assigned, Accepted, Closed, Needs Assignment, Work Stop
- SLA Status
- Priority and Severity
- Work Order Description

2. Customer

- Site Name (Customer)
- Contact name
- Phone Number
    - o   Tap the phone icon to dial
- Address
    - o   Tap the pinned world to access map
- Driving Directions

 3. Template -- This is the Work Technician Report; it provides all the information for the onsite service call.

- Customer Information
- Onsite Information
- Access Information
- Additional Work Order Information
- Part Order for the Work Order
- Work Order Attachments

For Additional Information about each field under each of the above sections please reference How to Prepare for a Work Order Assigned Through GSP KB

NOTE - to view information on the template swipe with your fingers to scroll up and down and back and forth.

Refresh | Log Travel Start

Template | Details | Customer | ...

WO Technician Report | Assign Template

WORK ORDER TECHNICIAN

Work Order ID:	10989
Site Name:	DOWN
Assigned Resource:	Jose F
Earliest Work Start:	3/7/20
Latest Work Start:	3/22/2

Customer Information:

Service Segment:	HSF
When is the next event?:	
Next Event Information:	

Onsite Information:

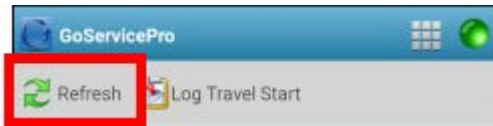|	
Equipment with issues :	GAL
Additional equipment for work order :	
	mod
Description of issue reported :	
	Help

Across the top of the screen:

1. Refresh: Updates GoServicePro to show the most recent information
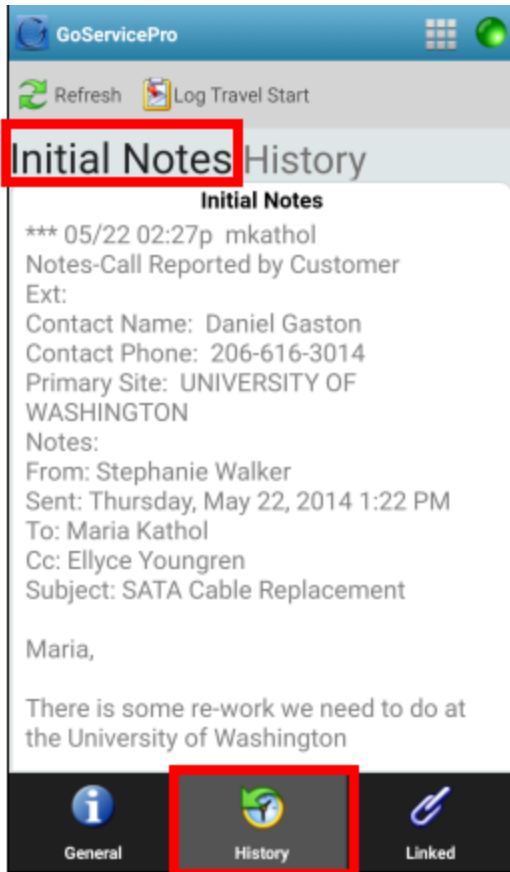

2. The other button options will change based on progress.

HISTORY:

1. History: Log of activity and notes from both the Case and Work Order entered prior to Work Order assignment.
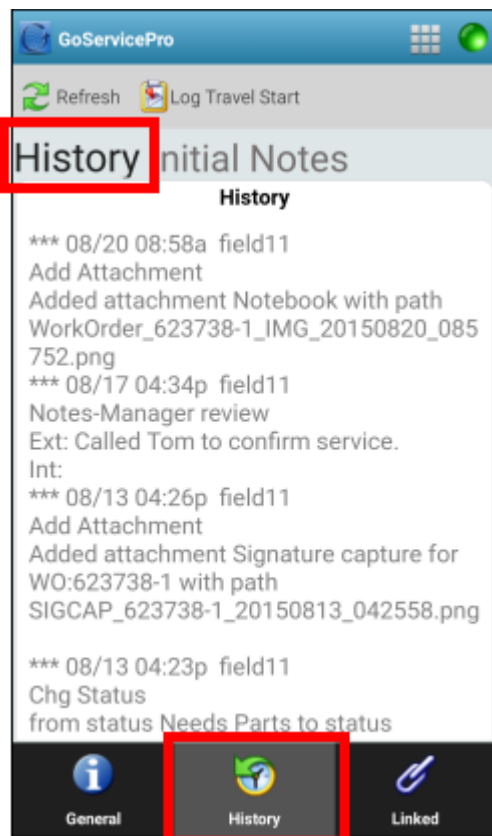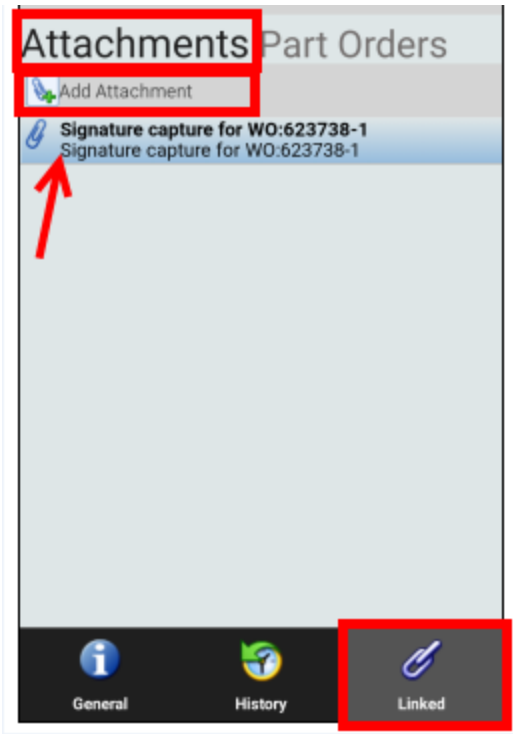

2. Initial Notes: First logged note is displayed.

LINKED:
**1. Attachments:** Tap on an attachment to view

- **Add Attachment:**
  - Tap the Add Attachment button
  - Enter Title and Description
  - Select File or Take Picture
  - Tap the Save button
  - Stay connected to the Internet until all attachments have uploaded
  - Open the attachment in GoServicePro once it has uploaded to make sure it will open. If it will not open, attach it again.

2. Part Orders: View a list of parts sent for that service call (Part Order number and Part number).

   a. Tap to see additional information: Description, Order Type, Status, Condition ***Note:** Parts need to be at Intransit-Shipped to be transacted.

*****All parts will need to be systematically transacted on a laptop or computer. *****
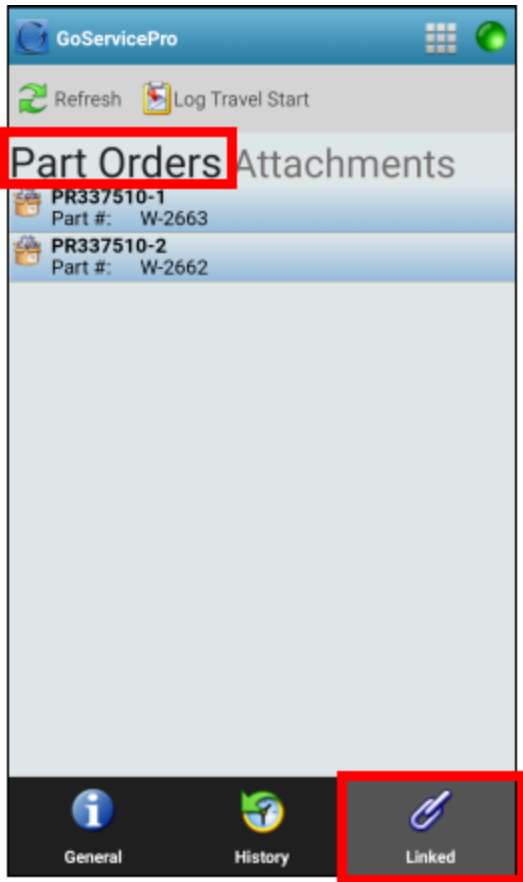
b. Tap again to see additional details: Quantity, Required by date/time, Ship to, Notes

WORK ORDER MENU
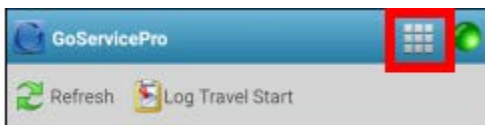
a. Logging

- [Log Timestamps](#)
- [Log Time](#)
- [Log Notes](#)

b. Actions

- Add Attachment
- **Change Status**
  - o Tap New Status dropdown arrow
  - o Tap "Technician On-Site" (will trigger BLBD customer email based off Customer Alert Subcase)

- o Tap the Done button
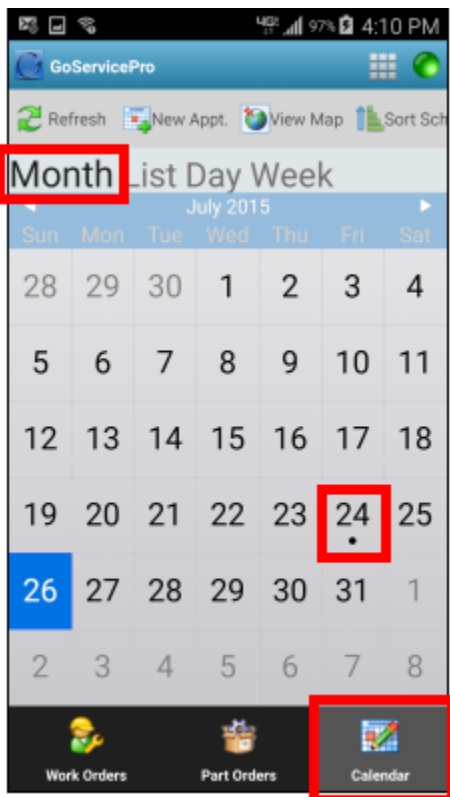- o May have to Refresh to see change

c. Data

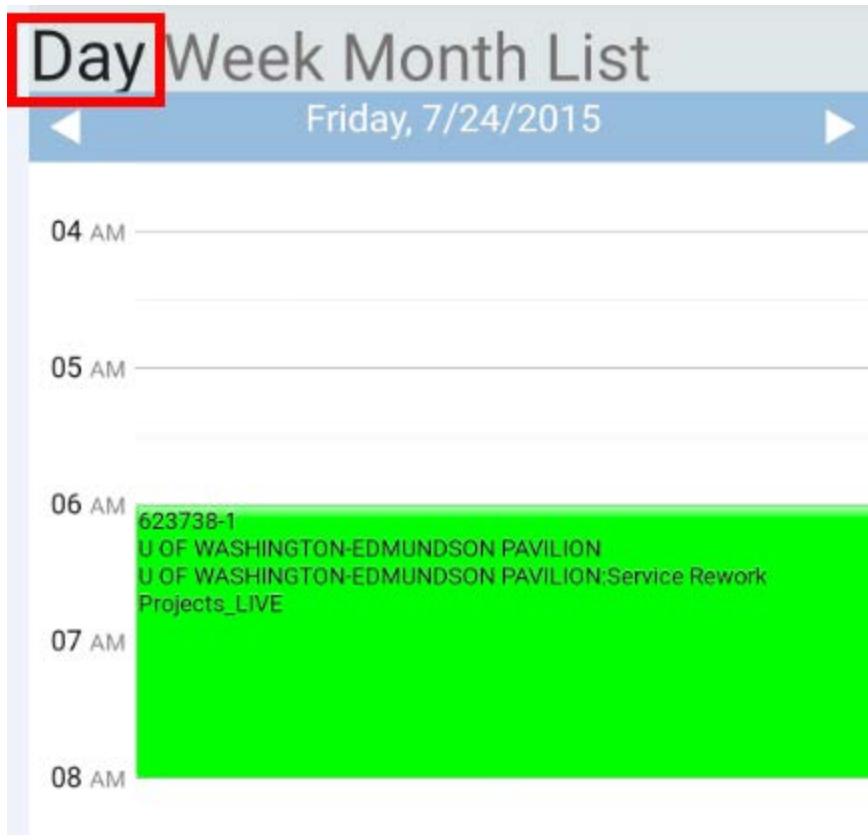- Refresh Work Order

PART ORDERS

1. Replenishment

2. For Work Orders

CALENDAR: Navigate by tapping the List, Day, Week, or Month

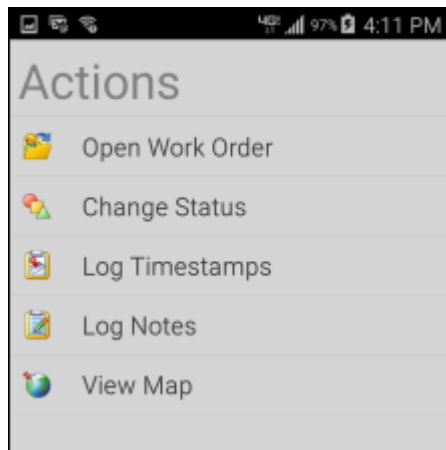The Month view will show a dot to identify a scheduled item

Click on the day to see the item

Tap on the Assignment to access the Actions menu.

CLOSE WORK ORDER

After the work is complete, all timestamps are entered, and all parts are transacted, you may close the Work Order in GoServicePro Mobile.

1. Tap the **Close Work Order** button.

2. Select the appropriate **Status** and **Resolution Code**.

Cancel   Close Work Order   Done

Status: Closed - Complete ⌄

Resol. Code: Please Specify ⌄

On-Site Result: ⌄

Who did you check in with?

Who did you check out with?

What activities did you perform for this service event?

If additional onsite visits required, list why:

Was an NCT onsite: ⌄

Enter NCT timestamps here

Are there any site concerns or is there any additional informa

3. Enter notes in the remaining fields.

- **Who you checked in with**
  - o This note is external and is visible to the customer
- **Who you checked out with**
  - o This note is external and is visible to the customer
- **Activities performed for this service event**
  - o This note is external and is visible to the customer
- **Whether or not additional on-site service is needed**
  - o This note is internal and is not visible to the customer
- **NCT (Non-Certified Tech) On-Site and NCT Timestamps**
  - o This note is internal and is not visible to the customer
- **Other concerns or additional information**
  - o This note is internal and is not visible to the customer

4. Tap **Done** to close the Work Order.