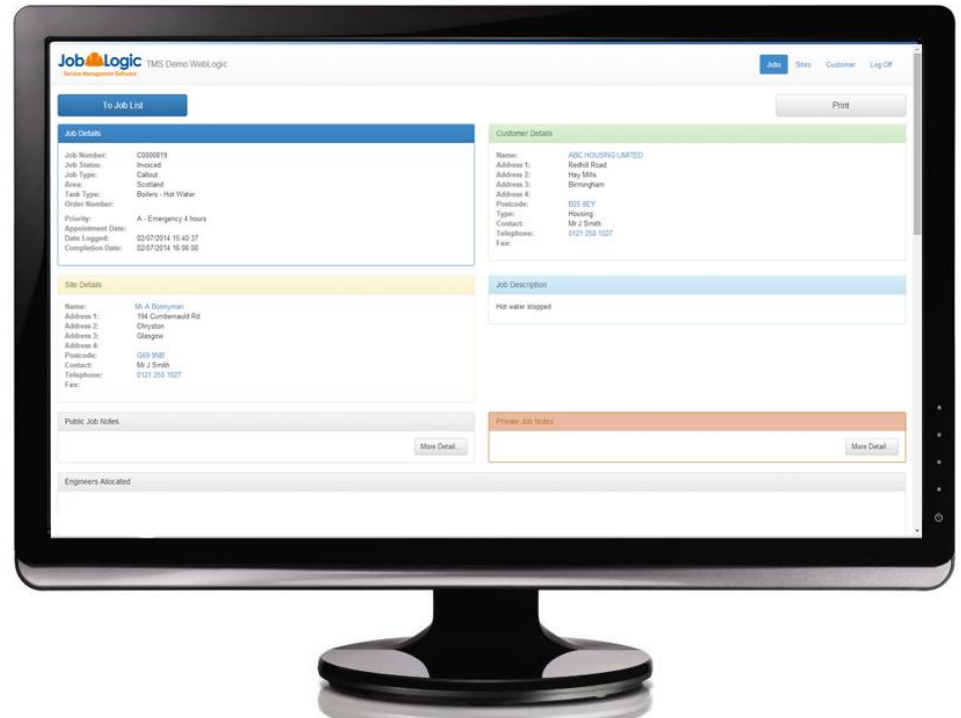




Service Management Software

WebLogic - Customer Portal

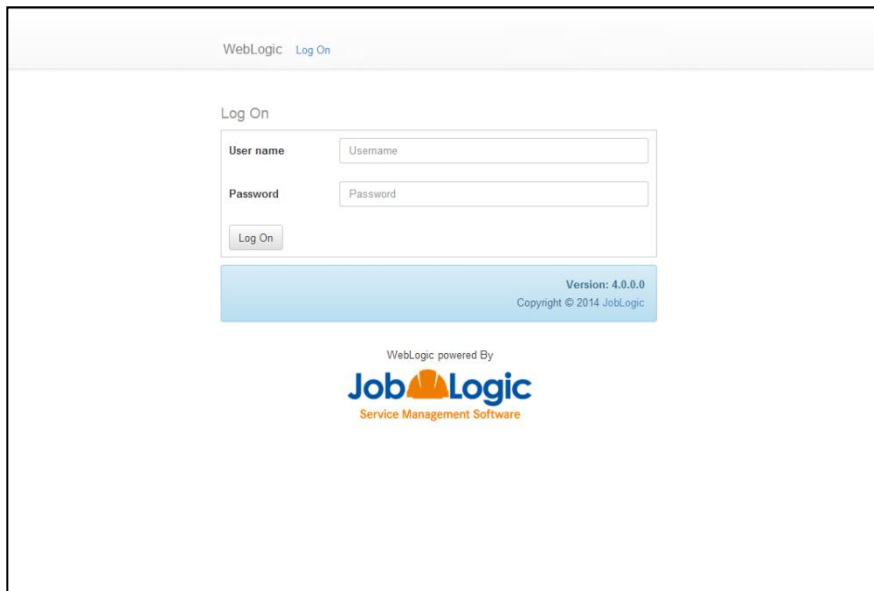


What is WebLogic?

WebLogic is a handy web portal to allow your customers controlled access to their real-time job information.

- Allow your customers to log their own jobs
- Free up time for your service desk staff
- Reduce the amount of incoming calls
- Information for your clients is available 24/7
- The interface is user friendly

What does it do?



The screenshot shows a web browser window with the title "WebLogic Log On". The main content area is titled "Log On" and contains a login form with the following elements:

- A "User name" label followed by a text input field containing the placeholder text "Username".
- A "Password" label followed by a text input field containing the placeholder text "Password".
- A "Log On" button located below the password field.

Below the login form, there is a blue horizontal bar containing the text "Version: 4.0.0.0" and "Copyright © 2014 JobLogic". At the bottom of the page, the text "WebLogic powered By" is displayed above the "JobLogic" logo, which includes the tagline "Service Management Software".

Using JobLogic Office you can set up a user name and password for your client. When doing this you get the option to control what information the clients sees and doesn't see.


Job Logic TMS Demo WebLogic
Service Management Software

Jobs Sites Customer Log Off


Job Search

Search All Jobs Start date 30/06/2014 End date 04/07/2014 Search

10000098

Site Customer: ABC HOUSING LIMITED Site: Ruberry knightsbridge W18 8QK	Job Description: Install a daikin unit Status: Allocated Date Logged: 03/07/2014 16:43:31 Appointment Date: Completion Date: Order Number:	Mobile Status David 
--	---	--

G0000069

Site Customer: ABC HOUSING LIMITED Site: Mr R Pryce B25 8EY	Job Description: Gas Safety Certificate Required Status: Allocated Date Logged: 02/07/2014 17:13:30 Appointment Date: Completion Date: Order Number:	Mobile Status Joe Bloggs 
---	---	---


C0000820

Once the client is logged in to WebLogic, they can search for their job by using a job number or use the status and date filters to find the jobs they want to see.

Job Logic TMS Demo WebLogic
Service Management Software

Jobs Sites Customer Log Off

To Job List

Job Details Job Number: C0000919 Job Status: Invoiced Job Type: Callout Area: Scotland Task Type: Boilers - Hot Water Order Number: Priority: A - Emergency 4 hours Appointment Date: 02/07/2014 15:40:37 Date Logged: 02/07/2014 16:56:00 Completion Date:	Customer Details Name: ABC HOUSING LIMITED Address 1: Redhill Road Address 2: Hay Mills Address 3: Birmingham Address 4: Postcode: B25 8EY Type: Housing Contact: Mr J Smith Telephone: 0121 250 1027 Fax:
Site Details Name: Mr A Borryman Address 1: 194 Cumbernauld Rd Address 2: Chryston Address 3: Glasgow Address 4: Postcode: G69 9HD Contact: Mr J Smith Telephone: 0121 250 1027 Fax:	Job Description Hot water stopped
Public Job Notes <input type="button" value="More Detail..."/>	Private Job Notes <input type="button" value="More Detail..."/>
Engineers Allocated Richard Pryce 	

Once in their job, they will be able to see all the job information including site information, parts used, assets serviced, signatures and job times.

Job Assets


Basic Combi Boiler

Location:	Baki Combi Boiler	Plant:	Take a step ladder
Serial Number:	09099000	Asset Number:	001
Quantity:	1	Status:	Complete
Date Completed:	02/07/2014 15:55:00	Action Required:	Fixed pipe

Attachments

File Name	Description	Date Added	Action
combi-boiler.jpg	test	02/07/2014 15:59:26	Download
boiler-pipes-400x300.jpg	Description	02/07/2014 15:59:34	Download
1354.pdf	GSR	02/07/2014 16:05:11	Download
1356.pdf	CALLSLIP	02/07/2014 16:10:11	Download
1357.pdf	ACCRA	02/07/2014 16:10:13	Download

Found: 5 Items Page 1 of 1

WebLogic powered By


They will also be able to view all job attachments, like photos, risk assessments and other industry forms. There is also an option for them to attach their own documents to the job.

JobLogic TMS Demo WebLogic Jobs Sites Customer Log Off

Log Job

Job Types

Task Types

Description

Preferred Appointment Date

Preferred Appointment Time

Order Number

WebLogic powered By


Customers will also have the ability to log a job from WebLogic, this will appear immediately on the service desk screen in JobLogic Office