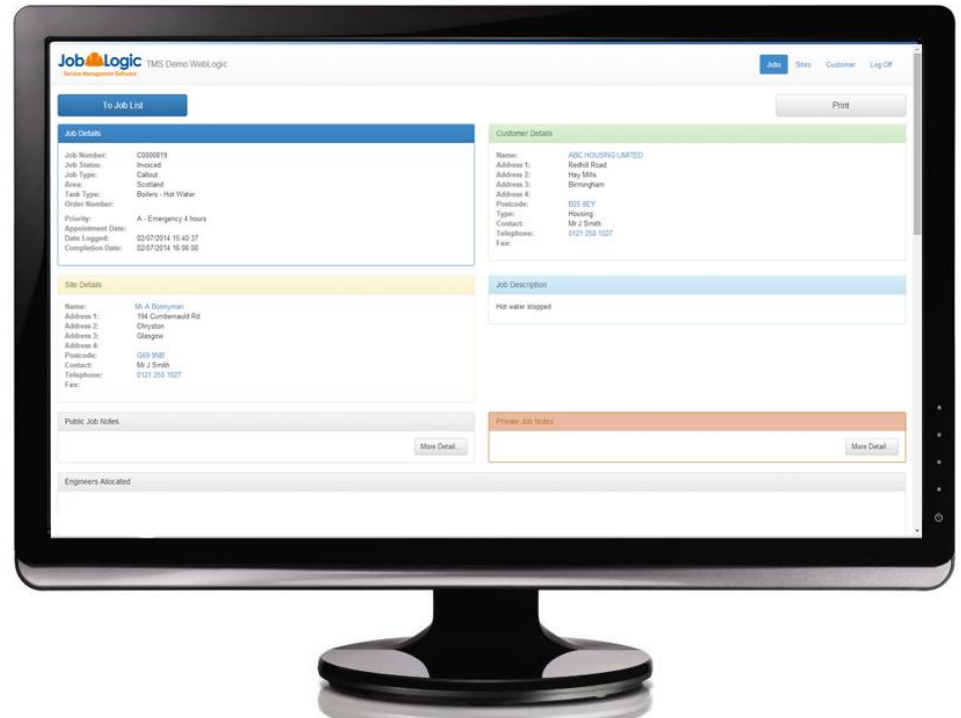# Job Logic
Service Management Software

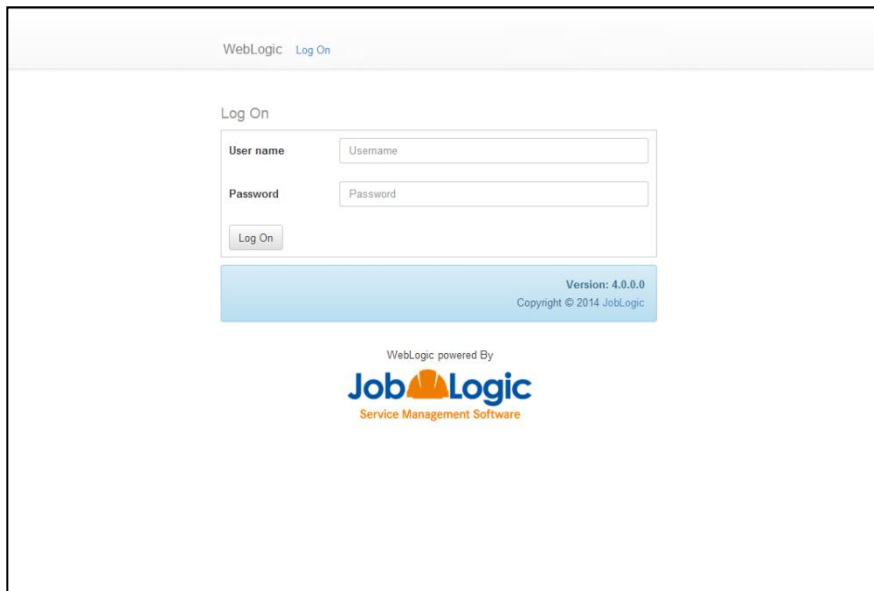WebLogic - Customer Portal

What is WebLogic?

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

o Allow your customers to log their own jobs

o Free up time for your service desk staff

o Reduce the amount of incoming calls

o Information for your clients is available 24/7

o The interface is user friendly

What does it do?

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.

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.

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.

Screenshot 1 (top)

Job Assets

Baxi Combi Boiler

Location:	Baxi Combi Boiler	Plant:
Serial Number:	090090080	Take a step ladder
Asset Number:	001	Action Required:
Quantity:	1	Fixed pipe
Status:	Complete	
Date Completed:	02/07/2014 15:55:00	

Attachments

Attach

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

Found: 5 items   Page 1 of 1

WebLogic powered By
Job Logic
Service Management Software

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.

Screenshot 2 (bottom)

Job Logic TMS Demo WebLogic
Service Management Software

Jobs   Sites   Customer   Log Off

Log Job

Job Types
Callout

Task Types
Fire Alarms & Emergency Lighting - Fire Alarms

Description
Repair Fault on Fire Alarm Panel

Preferred Appointment Date
15/07/2014

Preferred Appointment Time
12   30

Order Number
ORDER123

Save   Back

WebLogic powered By
Job Logic
Service Management Software

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