

PRONTO xi

Applications Overview



Pronto Service App

Part of the Asset & Facility
Management application

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Pronto Service App

Deliver the information your field staff/employees/workforce need, anytime...

Pronto Service App links directly with Service to efficiently log, process and track all service activities. It's also flexible enough to manage all reactive and predictive service calls, ensuring you meet and exceed your service level agreements (SLAs).

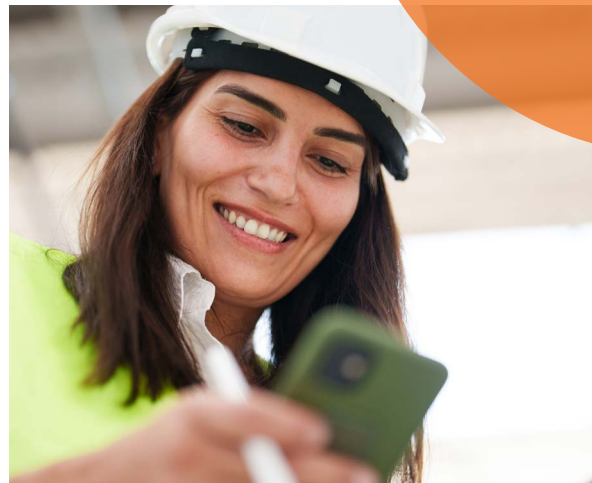
Pronto Service App delivers a complete feature set — from call management to invoicing and payment receipt — making it the ideal field service solution for commercial and consumer service businesses.

When Pronto Service App is used with Service, you get a powerful service delivery platform that simplifies complex routines. It gives you more time to manage exceptions and uncover richer business insights, generating greater efficiency and giving you a tangible competitive edge.

Real-time information

With Pronto Service App, your field workforce stays connected and informed, and managers have fast access to real-time information — whether they're creating and dispatching calls or measuring performance and overall productivity.

To ensure the fastest possible call-to-cash process and, in turn, reduced days sales outstanding (DSO), Pronto Service App provides service technicians with the information and functionality they need to carry out all predictive and reactive works. At the call conclusion, they can invoice the customer and collect payment via a secure payment gateway.



Automated back-end processes — such as updating timesheets and purchase order commitments — ensure all data captured throughout the service routine is represented on Pronto Service App's summary screens and the customer invoice. Technicians can email the invoice if their vehicle does not have a physical printer.

Pronto Service App was designed to suit complex B2B and B2C service delivery environments. It allows multiple technicians to work on the same call, and maintenance schedules for multiple equipment items to be managed by a single technician.

A separate Google Maps licence is available to access directions.

Data capture

With Pronto Service App, information can be updated on the go, helping field technicians manage their day-to-day workload, including unplanned events.

Field technicians can capture vehicle parts they've used, complete timesheets, raise purchase orders, raise materials orders from a central warehouse, and add photos. Pronto Service App also delivers improved cash flow as customer signatures are captured onsite, reducing the time between completing and charging for the job.

Connectivity

If a field technician goes offline, Pronto Service App stores the data within the browser cache of their mobile device and uploads it as soon as there is a connection.

Notes and documentation

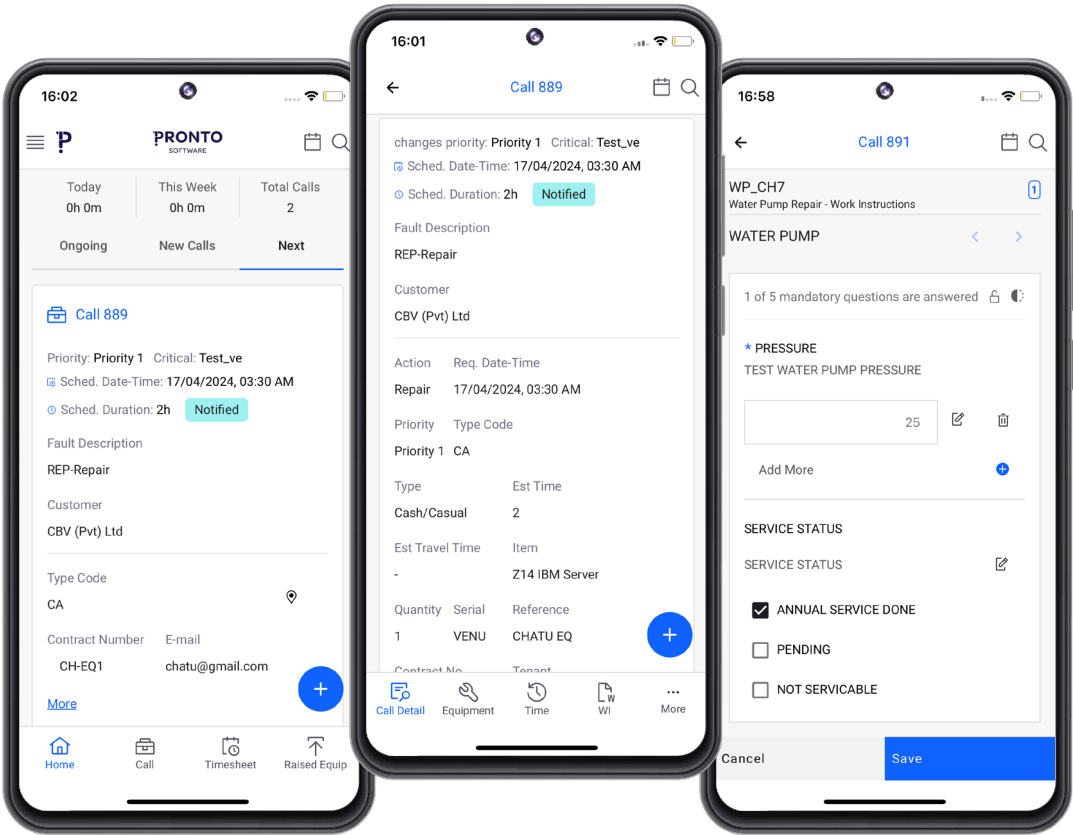
Pronto Service App delivers technical document management unsurpassed by any other offering. Link diagrams and specifications to your jobs, make comments and sketch annotations. Take photos, attach them to the job and annotate them.

You can also save notes to easily collaborate with your teams.

Scheduling

Pronto Service App incorporates a My Schedule view of allocated service calls and their required start times, allowing field technicians to plan their days or weeks. This ensures better workforce utilisation and improved planning for your business.

Office staff can also easily schedule technicians' days and see activity in real time with Pronto Xi's Resource Management and Resource Scheduler modules, which seamlessly update information flow between applications.



Schedule on the go with Service App

Engineer Scheduled Attendances

The Engineer Scheduled Attendances screen has been updated with a Schedule Lock field so you can edit the lock flag when the schedule status is incomplete.

Security & access controls

New attributes to Mobile servicer roles and engineer screens allow you to better manage access to the Pronto Service App, as well as user access granted to add materials.

Need to send a mail alert to an engineer, but they don't have a login ID assigned? A new public exportable procedure called public-send-mail without-login means you can get in contact.

Proof of presence

As a part of commercial compliance, onsite engineers are often required to obtain a customer signature as proof of presence.

Pronto Service App is paperless, enabling field engineers to easily log proofs of presence against transactions in a service call.

Safety compliance

Pronto Service App asks engineers before they start work to verify occupational health and safety (OH&S) compliance, including requirements relating to height, temperature, lighting, traffic buffers, electrical safety and more. Pronto Service App's adaptability means you can ask the most relevant questions for your business and your people, giving you greater control over workplace health and safety practices.

A Signature & Attachments mode to the Safety Details for Call screen lets you to view the engineer's sign-off signature for the service call and any transaction attachments.

Invoice attributes

The Process Attributes feature allows contract managers to activate or deactivate invoicing and payment receipting features at a customer, contract, service type or service centre level for greater flexibility with onsite customer billing arrangements.

Easy adoption

If you have ever introduced new procedures and forms to your mobile workforce, you know compliance and adoption are difficult. Pronto Service App simplifies the changes in daily routines, promoting early adoption.

In Service Management, the administration user can configure the front-end mobile screens to display the information required to the business using the following:

- **Screen Configuration** — Configure general screen settings
- **Registered Users** — Manage user licences
- **Service Engineers** — Maintain engineer details
- **Configuration** — View and maintain a work instruction set

API Configuration and Licence Control have an added "hide" field in the Pronto Service App screen (Screen Administration), allowing you to hide or show the selected field in the Pronto Service App.

Material orders

Engineers can request parts via a material requisition for either their vehicle or the service call. Create requisitions directly in Pronto Service App, which eliminates the need to call the office, and track within Service, Inventory and Pronto Service App workflows.

As a result, material requests during service calls are more visible, and the stocking and distribution of supplies are more efficient.

Navigation

The Pronto Service App landing page serves as a hub of daily functions, allowing users to quickly access the most important functions at the click of a button.

Call screen updates

A new Signature & Attachments mode has been added to the Safety Details for Call screen so that you can view the engineer's sign-off signature for the service call and any transaction attachments. There's also an RM Attributes mode to view and maintain the resource attributes for the service item.

Work instructions

Pronto Service App's Work Instructions functionality provides a series of questions, tasks and notes that step an engineer through the work needed to complete a service call.

Businesses can track the required procedures, ensuring that all mandatory activities of a service call have been completed.

Work instructions also function as customer site forms and emailed to the customer as a reference for the completed work.

Group Details, which allow the Parent Group field to select only those entries with a lower sequence number as a dependent group, is another enhanced feature.

Element Details for Group screen

We've made following changes and additions to the Work Instruction Element Details for Group screen:

- **Parent Element Sequence and Parent Element ID** — These two fields allow you to enter the sequence number that defines the order in which the elements are displayed on the Pronto Service App and the parent element ID, respectively
- **Type** — The Type field now supports an Input Range element type
- **Lines Reseq** — Use this mode to re-sequence elements of a group into the required sequence order in increments of 1.0

Add work instructions to a service call by using the add Work Instruction Set mode function under instructions.

Serial attributes

You can set unique attributes against serialised stock and serviceable units to deliver increased compliance, identification and reporting capabilities.

Use templates to define standard equipment attributes, then copy the templates from one equipment profile to another to facilitate the setup and management of customer-owned equipment held under a service contract.

Adding new serviceable items

With Pronto Service App, engineers can add new items as they identify them during their service run. They can also include relevant details, such as make, model, serial number, installation and warranty dates.

Once captured, the service contract's Pending Units table stores the identifying details, and waits for approval before allocating the items to a contract.

With this easy-to-use mobile interface, engineers can identify and capture all related equipment at the start of a new maintenance contract, or capture units from an existing contract.

Call escalation

Superior customer service delivery hinges on your ability to respond to critical issues within agreed timeframes.

Pronto Service App provides critical call escalation routines that manage high-priority calls. This feature monitors calls and escalates them to ensure they are responded to, attended to and repaired within the customer's SLA.

About us

PRONTO

SOFTWARE

We are an Australian developer of award winning business management and analytics solutions. Pronto Xi, our Enterprise Resource Planning (ERP) software, integrates accounting, operational and mobile features in a single system – optimising business processes and unlocking actionable insights. That's why for more than 45 years, over 1,500 Australian and global organisations, across a wide range of industries, have trusted Pronto Xi to simplify their most complex challenges.

With headquarters and our Development Centre located in Melbourne, we have support offices and consultants based across Australia, as well as a global network of Resellers and Solution Partners. Specialised business units within Pronto Software have the expertise to assist you with pivotal technology – Digital Transformation with Pronto Woven, Cloud and Hosting services with Pronto Cloud and Business Intelligence solutions with Pronto iQ.

When you choose Pronto Software, you gain a team with deep industry experience, giving us the ability to understand your specific needs and build innovative solutions that drive business growth and revenue.

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