User Manual

Mobile Job Management v2.1.7

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Introduction

The purpose and aim of this document is to provide guidelines to IMS Mobile users when using the Samsung tablet to update and manage support incidents assigned to them. IMS Mobile is the handheld device extension of the EOH IMS system and in its present form, allows for basic support call management.

Introduction to Mobile Job Management

Mobile Job Management is an Android application written in Java for the management of calls assigned to engineers providing field support. The MJM application also keeps track of the user's time spent traveling as well as onsite and mileage covered while traveling to and from sites. Above this the user's GPS co-ordinates are also recorded and periodically sent to the server to enable the Call Co-Ordinators to assign calls more appropriately.

Installation

Configuring the Samsung Galaxy Note 10.1 device

Email Setup

From the Application Drawer open the Settings application (fig 1.1).



Fig 1.1

Locate the Accounts and sync section and select the + Add account option shown in fig 1.2.



Fig 1.2

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In the next screen presented select the option marked Add Microsoft Exchange ActiveSync. Then select Manual setup and supply the required information as highlighted in fig 1.3. Once filled in select the Next option.

imesunnort@tesms.co.za	
inasupportertsama.co.za	
Show password	
Send email from this account	by default
Domain\user name	
tssms\imssupport	
Password	
Exchange server	
mail.tssms.co.za	
Vse secure connection (SSL)	
Use client certificate	
	Client certificate
111.0.1.10	

Fig 1.3

The exchange setup will require confirmation regarding security restrictions imposed. Fig 1.4 and fig 1.5 are examples of these confirmation messages.



Fig 1.4



Fig 1.5

You will then be required to provide details regarding how and what mails you want to be pulled. Fig 1.6 is an example as the user is free to change these as needed. Once completed, select Next

Peak	schedule
Pus	sh
Off-p	eak schedule
Pus	sh
Perio	d to sync Email
Aut	Iomatic
Emai	Is retrieval size
2 K	В
Perio	d to sync Calendar
2 w	reeks
M	Send email from this account by default
M	Notify me when email arrives
1	Sync Email
M	Sync Contacts
	Sync Calendar
1	Sync Task
V	Sync SMS Copied to clipboard
	Automatically download attachments when connected to Wi-Fi

Fig 1.6

You will then be requested to provide a name for the account. This account name is for display purposes on the device and can be set to anything that you want. In order to continue select Done.



Fig 1.7

The account will now be created and begin pulling the emails based on details supplied during the setup process.



Allowing for the installation of applications from Unknown Sources

The Android Operating System prevalent on the Samsung Galaxy Note 10.1 devices will, for security reasons, not install applications outside of the Google Play Store. If you attempt to install an application from an external source by default you will receive the message depicted in fig 2.1.

Install blocked	
For security, your tablet is set applications not obtained from	t to block installation of m Google Play
Cancel	Settings

Fig 2.1

In order to allow the installation of the MJM client on one of these devices, external installation sources needs to be enabled on the device. To do so you need to open the Settings application by first opening the Application Drawer (*fig 2.2*) and selecting the Settings application (*fig 2.3*).



Fig 2.2







Once the Settings application is open locate the section titled Security (*fig 2.4*). In this section make sure that the option titled Unknown sources is selected and shows a check mark next to it as shown in fig 2.4.

O Settings		
Display	Security	
Wallpaper	SIM card lock	
Motion	Set up SIM card lock	
Power saving	Patawitede	
🗂 Storage	Make passwords visible	M
	Device administration	
Battery	Device administrators View or display device administrators	
Applications manager	Unknown sources Alian metallation of new Market sage	M
Personal	Credential Horses	
Accounts and sync	Trusted credentials Display trusted Chicenthases	1
O Location services	Install from device storage maint certificates here alonge	
III Security	Clear credentials Renove all artificates	

Fig 2.4

When you select the option you will be notified of the risks involved with the installation of applications that are not distributed through the Google Play Store. Accept and close this message by selecting the Ok button (fig 2.5).



Your device and personal dat attack by applications from u that you are solely responsib device or loss of data that ma applications	ta are more vulnerable to inknown sources. You agree le for any damage to your ay result from using these
Cancel	ОК

Fig 2.5

Enabling the Global Positioning Satellite options

In order for the MJM application to function correctly the Samsung Galaxy Note 10.1 device needs to be configured so that it collects Global Positioning data through Satellite positioning. This is done by opening up the Settings application as described previously under Email Setup. Once the Settings application is open locate the section marked Location services and ensure that the option titled Use GPS satellites is enabled (fig 3).

🧿 Settings		
Battery	Location services	
Hoplication manager	Use wireless networks Location determined by WI-Fi and/or mobile networks	M
Personal	Use GPS satellites	
O Location services	Location accurate to street level	
Lock screen	Allows Google to use your location data for improved search results and other service	
Security		
A Language and input		
Oloud		
Backup and reset		
Accounts		
8 Google		
Microsoft Exchange ActiveSync		
ちらる	∕ ∳ 🖬 🐢 🖬 09:49 👳	8.48
Fig 3		



Downloading MJM

The MJM application is downloadable from the IMS Portal website. In order to download the client on the Samsung Galaxy Note 10.1 device you will need to locate and open the Internet application from the application drawer. This can be done by opening the application drawer as previously described under Allowing for the Installation of Applications from Unknown Sources and selecting the Internet application (fig 4.1).



Fig 4.1



Once the Internet application has been, opened replace the address in the address bar with <u>http://ims.eoh.co.za</u> (fig 4.2) and select the Go option on the onscreen keyboard (fig 4.2).



Fig 4.2



Once the IMS Portal landing page has completed loading you will notice that it contains a list of client versions with links to their respective release notes (fig 4.3). Note that all clients that are not currently supported by the server will not be available for download.

◎ ims.eo × \	+		三, 日
← → c <u>s</u>	nttp://ims.eoh.co.za/		🔸 🔍 🕅
EOH LIVE I	MS		
EOH Mobile Job M Live Clients	lanagement:		
Client	Release Date	Release Notes	
MJM v2.1.5	2014-01-27	(notes)	
Beta Clients			
Client	Release Date	Release Notes	
MJM v2.1.6	2014-02-12	(notes)	
Deprecated / Unst	upported Clients		
Client	Release Date	Release Notes	
り合同	5/8	~	¥ 09:50 🕸 🕏 📶 📓
iq 4.3			

To download the clients simply select the name of the desired client. This will start the download process and feedback will be provided in the notification section of the Android Operating System's interface once the download is complete.



Installing MJM

When the notification is displayed that the application has been downloaded simply click on the notification and the application will be installed. You will be presented with an installation confirmation screen (fig 5.1). On this screen select the Install option.

Do yo	ou want to install this appl	ication?	
Allow •	this application to: Your location coarse (network-based) location	n, fine (GPS) location	
•	Storage modify/delete USB storage con	tents	
•	Network communication full internet access		
	Canaal	Install	

Fig 5.1

Once the installation is completed the installation process will present the screen depicted in fig 5.2.

Application installed	
Apprication instatled	
	783

Fig 5.2



If you see the message in fig 5.3 please refer to the previous sections of this manual regarding the pre-installation setup.

Install blocked	
For security, your tablet is set applications not obtained from	t to block installation of m Google Play
Cancel Settings	

Fig 5.3

Overview of the Interface

Login Screen

The Logon Screen will be the first thing the user sees when opening the application (fig 6). It comprises of an EOH logo, a username field, a password field and a login button.

MS Mobile (2.1.6)		
	Please enter your login details	
	Login	
り合词緊	~	09:56 🌣 🔋 📶 🗖

Fig 6



Title Bar

The application title bar is located at the top of the screen and contains the name of the application and the currently installed version (fig 7). If applicable it also shows navigates tabs.



Fig 7



Application Menu

The application menu is situated in the right top hand corner of the application and can be accessed by tapping the button situated there (fig 8)



Fig 8



Call List

This section of the interface is situated on the left hand side of the screen and contains a list of calls currently assigned to the user (fig 9). It displays various data on a per call basis for quick identification and to enhance accessibility.

~				
MS Reference: 201086486 Ext Ref. INCDummy_A SLA Percentage: 0% Status: Assigned - Assigned for Assessment Sequesor: Recurst Routeni Durlame: Dummy Custome Bite State Attismey Cape Town	Job Number External Ref Call Type Description Status Classification	201086488 INCDummy_C INCIDENT User is reporting faulty printer%3Ethe printer Assigned - Assigned for Assessment Application CA.	is not responding and it is not even going on at all	
MS Reference: 201086488 bit Ref. INCOMMY.C SLA Breach Date: 0000/00/00 00:00:00 00 AM Status: Assigned - Assigned for Assessment wateron hourts houten Submer. Submers	Escalated Shutdown Reopened Priority Client	No No Low Dummy Customer		()
See Slive Attaining Cope Town	Site	State Attorney Cape Town		
MS Reference: 201086495 Ext Ref INCDummy_J SLA Breach Date: 2013/08/30 17:00:00 PM Status: Pending - Awaiting Spares sequestor Recurst Robben Sustainer: Dummy Custome Bet State Attorny Cape Town	User VIP User Phone User Mobile User EMail Floor Office	Ncumisa Ngubeni No 0214419245 0718736772 None MMagadielaatjustice.gov.za None None		
MS Reference: 201129530 Ext Ref: 48933TEST SLA Percentage: 161% Status: Pending - Preparing Quotation vquestor: Contex van Roapen Sustainer: During Cuultaries Ref: CENSETIBLAKESI	1	cknowledge Receipt of Call	Duplicate Last Update	
りらら照		~	♦ ¥ 12:27	8 .d 8

Fig 9



Call Details

The call details screen takes up the rest of the screen and shows details regarding the call that is currently selected in the Call List (fig 9). The layout of this section changes depending on the type of call selected and the status of the call. For instance: Should a call be in an Assigned – Assigned for Assessment status there will only be one tab available showing general details of the call. When the call is acknowledged by the user other tabs opens up allowing for the call to be updated. This section of the interface is located as highlighted in fig 10.1 below.

MS Mobile (2,1,6) Description	N WORKLOG	ACTIVITY ASSET	I
IMS Reference: 201129530 Ext Ref. 49933TEST SLA Percentage: 161% Status: Work in Progress - Work in Progress Policient Control with Novem Controls Control with Novem Controls Control with Novem See CenterDistances	Job Number External Ref Call Type Description Status Classification Expedited Escalated Shutdown Reopened Priority Client Site User VIP User Phone User Phone User EMail Floor Office	201129530 48933TEST INCIDENT This is a test call - please ignore Work in Progress - Work in Progress Recording Activate Analog Card No No No No Low Dummy Customer CENSED (BLAKES) Carlette van Rooyen No 051 407 1900 082 324 9728 Pieter.IT@censeo.co.za	
	1	cknowledge Receipt of Call	Duplicate Last Update
ち 白 照		^	়⊑ 09:57 ॐ 🕏 ୷∎

Fig 10.1



Description Tab

General details regarding a call are displayed on the Description Tab (fig 10.2). These details include the contact details of the requestor, the site, description and priority related details of the call.

No. Performance and Loop and				
IMS Reference: 201129530 Ext Ref 469337EST SLA Percentage: 161% Status: Work in Progress - Work in Progress System: Outline vin Novem Suttime Domes Outline Statuse Domes Outline Statuse Domes Outline	Job Number External Ref Call Type Description Status Classification Expedited Escalated Shutdown Becoment	201129530 48933TEST INCIDENT This is a test call - please ignore Work In Progress - Work In Progress Recording Activate Analog Card No No No		
	Priority	Low		
	Client Site	Dummy Customer CENSED (BLAKES)		
	User VIP User Phone User Mobile User EMail Floor Office	Corlette van Rooyen No 051 407 1900 082 324 9728 Pieter IT@censeo.co.za		
	1	cknowledge Receipt of Call	Displicate Last Update	
		~	수 🖬 09:57 🕸 🎙	۹. ⁸

Fig 10.2



Worklog Tab

The Worklog Tab contains a list of all the activities on the call (fig 10.3). The activities are ordered so that the latest entry is at the top of the list. The list, by default, contains only the first five items. This can be changed by the filter options at the right top hand side by means of the provided options. The user can filter the list of activities to only show the first five entries, only CA entries, only IMS entries or all of the entries.

MS Reference: 201129530	Vork In Progress - Work in Progress	
EXT Ref. 48933TEST	Jate & Time 2014-03-13-14/53:48	
LA Percentage: 161% Status: Work in Progress - Work in Progress	Created By Willie Engelbrecht	
equestor. Collette van Roopen	sssignee Willie Engelbrecht	
e CENSEDI IGLANESI	20mment Willie Engelbrecht/ Willie Engelbrecht/ Call now Work in Progress - IMS Mobile user. Tester: Engineer travel ti 14.53-37 to 14.53.48	ime booked from
	lasigned - Engineer Dispatched	
	Jate & Time 2014.03.13 14:53:37	
	Created By Willie Engelbrecht	
	Assignee Willie Engelbrecht	
	Comment (Willie Engelbrecht / Willie Engelbrecht IMS Mobile user : Testec dispatched to call	
	Pending - On Hold - Customer	
	Jate & Time 2014.03.30 08.40.45	
	Created By Willie Engelbrecht	
	Assignee Willie Engelbrocht	
	Comment (Willie Engelbrecht / Willie Engelbrecht) there be cookies here Engineer site time booked from 14:53 48 to 08:40	/45
	Vork In Progress - Work In Progress	
	Jate & Time 2014-03-30 08:38:49	
	Treated By Willie Engelbrecht	
	ssignee Willie Engelbrecht	
	Comment (Willie Engelbrecht) Willie Engelbrecht) Call now Work in Progress - IMS Mobile user : Testec: Engineer travel to 14:53:37 to 08:38:49	ime booked from
	tosigned - Engineer Dispatched	
	Jate & Time 2014.03 10 08 38:24	

Fig 10.3



Activity Tab

This section of the application allows the user to update the calls (fig 10.4). This is also where the user progresses through the workflow by transitioning the call through different statuses.

IMS Reference: 201086486	Call Status	Colort Coll Status		
Ext Ref: INCDummy_A	Can Status	select call status		
SLA Percentage: 0% Status: Pending - User Testing	Appointment Date			
Sequestor: Nounton Ngubeni Sustamm: Dummy Customin Ster State Attorney Cape Town	Appointment Time			
MS Reference 201026495	Previous ODO	1		
Ext Ref. DiChammy, J St & Branch Data: 2013/08/30 12/00/00 Ext	Current ODO			
Status: Pending - Awaiting Spares	Vendor	Select a Vendor		
Customer During Custome Size Slide Attorny Cage Town	Vendor Reference			
IMS Reference: 201129530	Remote Connection	Select Remote Connection Usage	2	
Ext Ref: 48933TEST SLA Percentage: 12835%	Closure Code	Select Closure Cade		
Status: Pending - Awaiting Spares Sequestor Corlette van Rooyen	Asset	Select Asset		
Suntanner, Gaudinerg Leignslaton Silv, CENSED (BLAKES)	Comments			
	Update Call			
ちらる		~		¥ 🚺 12:43 🚳 🖞 📶 🕯

Fig 10.4



Asset Tab

Through the Asset Tab (fig 10.5) the user can inspect the details of all the assets attached to the call as well as update the asset details as required.

MS Reference: 201086486	N WORKLOG ACTIVITY	ASSET		I
Ext Ref. INCOMMONY, A SLA Percentage: Dx. Status: Pending - User Testing vegetors Norma Rubben Ontimer Domes Outname State Stark Amonty Cape Tow	Asset CI Type Type Make	Select Asset	Affected	4
IMS Reference: 201086495	Model			
States Concerning 50 (2017) Status: Pending - Awaiting Spares Regestor Norman Rypberi Outeren: Dwinery Custome Stet State Attorney Cape Town	Serial TAG	a		Scan
IMS Reference: 201129530 Ext Ref: 48933TEST	Warranty Details Obtainable		No	
SLA Percentage: 12835% Status: Pending - Awaiting Spares Sepesito: Eorlete von Rooper Custome: Canteng Legislator ser CENBE DBLAKES	Under Warranty Warranty End Date	1670.01.01	640	
		Add /	Asset	
り合同態		~	4 🖬	0 12:43 🌣 🗄 📶

Fig 10.5



CA CSS Tab

The user has the option of allowing the customer to enter a Customer Satisfaction Survey (fig 10.6) should the call be related to a CA integrated customer. The CSS displayed is pulled directly from the CA server and is not cached like the rest of the call details. This means that the CA CSS Tab might be blank should the device not have sufficient network connectivity.

MS Mobile (2.1.6) Description	N WORKLOG ACTIVITY ASSET CALESS	÷
IMS Reference: 201157794 Ext Ref. 1270824 SLA Breach Date: 2014/04/30 08:24 00 AM	Dear Sacel Colleague, Highlighted geneticne ()f anyl require a response before inderetting the survey	
Status Assigned - Acknowledged Registron Roart Lettrolong Counterer TRAC Set SABOK_2A_SECUNDX_3RI-ED-25	Hos your factor brees resolved ? Ves No Submit	
ゥ ら ら ら の 同 関		s 🖇 📲

Fig 10.6



Performing common operations

Login

When opening up the MJM application you will be prompted by a login screen (fig 11.1). Simply enter the corresponding Username and Password combination and select the Login option provided on the screen. Since version 2.1.0 it is possible to login even when no network connection is available. This is due to the credentials of previous users being cached locally for offline use. Please note that should this be the very first login for the user and active network connection will be required.

MS Mobile (2.1.6)		
	Please enter your login details	
	Login	
り合同器	~	09:56 🌣 🎖 📶 🗎

Fig 11.1

Upon first login for any user the Cache Processor will need to perform extensive synchronization. As such the user will be presented with an on screen message which also locks the device for further input as per fig 11.2.





Synchronizing the Cache

From time to time it may be desired to perform a manual synchronization of the locally maintained cache data. This can be done by selecting the Sync Cache option in the Application Menu. Using this method to force the Cache Processor to perform a synchronization attempt will lock the application to further interaction until the process is completed. During a manual synchronization run the user is presented by an onscreen message as depicted below in fig 12

Please wait. Synchronizing cache data	
---------------------------------------	--

Fig 12

Reloading the Cache

The user may at times be instructed from either his/her manager, Call Co-Ordinator or an IMS Administrator to clear and reload the local cache. This can be done by selecting the Reload Cache option from the Application Menu. For safety reasons this option will prompt the user to verify the intent of the user (fig 13.1). Once presented with this select the Continue option.

Reload Cache	
III Warning III This operation will completely e pending updates you may have	erase the cache database. Any will be erased.
Cancel	Continue

Fig 13.1

This will completely delete the local cache database and rebuild the database by instructing the Cache Processor to perform a full synchronization. During this process the user will be presented with an on screen message (fig 13.2). This will also lock the application to further interaction until the cache is rebuilt.

\bigcirc	Please wait. Refreshing cache data
Fig 13	3.2

Performing a backup of the Cache

At times the user may be requested to perform a backup of the cache database. This can be completed by selecting the Backup Cache option in the Application Menu. Using this option makes a copy of the current user's cache database within the Downloads folder on the device. The name of the backup file is the login name of the current user followed by ims.db. An example of this would be markm.ims.db.

Changing application settings

Introduced with the 2.1.0 client is an application settings screen. From the application menu select the Settings option in the Application Menu. The Setting screen is divided into three sections namely General, Notifications and Data & Sync.



General

The General section contains three items as depicted in fig 14.1.

- Application Version This is the version number of the currently installed client
- Cache Size This is the total, on disk, size of the local cache database
- Site based engineer This is a setting that identifies to the client that the logged in engineer is site based. If this is set to Yes the client will assume that the user does not need to record mileage on any updates. As such the current odometer reading of the user is used for all subsequent activities.

Settings		
General	General	
Notifications	Application Version 2.1.6	
Data & Sync	Cache Size IMB	
	Site based engineer If you are a site based engineer and do not require mileage to be entered make sure that this option is set to "Yes"	
する可認	^	🖬 09:57 🌣 🛱 📶 🗎

Fig14.1

Notifications

This section pertains to notification messages presented to the user. Notifications can be raised for various reasons varying from cache synchronization processes completing to new incoming messages. Fig 14.2 below notes the different options available in this section.

- New Message Notification Disabling this option will completely stop all notifications from being raised
- Ringtone Selecting this option presents a list of possible ringtones (fig 14.3) that will be used when a notification is raised. Should a user which audible notification to be switched off the user has a Silent ringtone option available.
- Vibrate Turning this option on will cause the device to vibrate when a notification is raised

Settings		
General	Notifications	
Notifications	New Message Notification	
Data & Sync	Ringtone Defaultringtone (Whiatle)	
	Vibrate Indicates wother the device should vibrate upon notifications	
りらう影	Saving screenshot	1

Fig 14.2

0
0
0
0
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۲
۲
۲

Fig 14.3

EOH



Data & Sync

The Cache Processor synchronizes the local cache with data from the IMS server on a periodic basis. The frequency and notification thresholds used for this is contained within this section (fig 14.4)

- Sync Frequency This controls the frequency in which the Cache Processor will attempt to synchronize the cache with the IMS server. The user has options available ranging from 1 minute to 1 hour. Setting this value lower will ensure that updates are synchronized speedily while raising the value will minimize the amount of data used by the client. A balance can be maintained by the user depending on his/her needs
- Sync Threshold After a protracted duration of no synchronization activity the Cache Processor will raise a notification to the user notifying him/her thereof. The threshold for raising this notification I set through this option.

Note that the combination of these can have a noticeable effect to the user. Setting the Sync Frequency to 5 minutes and the Sync Threshold to 15 minutes, which is the default, will mean that the Cache Processor will make three attempts of synchronizing the cache. If the third one fails and a successful synchronization could not be completed the user will be presented by a notification.

Settings	
General	Data & Sync
Notifications	Sync Frequency 5 minutes
Data & Sync	Sync Threshold 2 hours
りつら影	Saving screenshot Screenshot is being saved

Fig 14.4



Acknowledge receipt of a call

Once a call is assigned to a user the Cache Processor will automatically download the call and all of the available data relevant to it. The call will appear on the Call List of the user. When the user selects a call that is in an Assigned – Assigned for Assessment status there will only be one tab available in the Call Details section. In order for the rest of the tabs to become available the user needs to acknowledge receipt of the call. This is done by opening the call and selecting the Acknowledge Receipt of Call option as detailed in fig 15 below.

MS Reference: 201086486	10000000000	201006.420	
TWO HELEIGE, 201000400	Job Number	201086468	
EXCRET INCOUNTRY_A	External Her	INCOURTERY_C	
Status: Assigned - Assigned for Assessment	Call Type	INCIDENT	
Sequestor: Noumisa Ngubeni	Description	User is reporting faulty primer vacine printer is not responding and it is not even going on at an Analyzed Antiprod far Accomment	
Custiener: Dumme Custome Ster State Attender: Care Turn	Status	Assigned - Assigned for Assessment	
sile, some autometer cape forme	Classification	Application.CA.	
MS Reference: 201026498	Expedited	NO	
Ind Herelender zur uborrub	Escalated	No	
CKI FIEL INCLINEMMY IC	Shutdown	No	
Status: Assessment - Assessment for Assessment	Reopened	No	
regienter, hearten hyden	Priority	Low	
Customer During Customer	Client	Dummy Customer	
SHE STOP ATTRINE CODE TOWN	Site	State Attorney Cape Town	
IMS Reference: 201086495	User	Ncumisa Ngubeni	
Cet Del INCOmmy	VIP	No	
SI & Breach Date: 2013/08/30 17:00:00 PM	User Phone	0214419245 0718736772	
Status: Pending - Awaiting Spares	User Mobile	None	
Sequestor, Nicianica Ngubeni	User EMail	NMagadlelaatjustice.gov.za	
Custiener: Dummy Custome Size: State Atlantes Care Town	Floor	None	
and much high only room.	Office	None	
IMS Reference: 201129530	1	Acknowledge Receipt of Call Duplicate Last Update	
Ext Ref: 48933TEST SLA Percentage: 161%			
Status: Pending - Preparing Quotation Requestor: Colette van Rooven Quatemer: Dummy Cuutemer Rite: CENSED (BL4KES)			

Fig 15

Selecting this option will create a call update that places the call in an **Assigned – Acknowledged** status.

Dispatching to a call

When a user is not busy with a workflow action on a call the user will be able to dispatch him/herself on any of the calls that has been acknowledged. The user can do so by navigating to the Activity Tab and selecting Assigned – Engineer Dispatched from the Call Status option (fig 16.1).

Select Call Status
Select Call Status
Assigned - Engineer Dispatched
Pending - Appointment Made
Pending - User not Available
Record End Travel

Fig 16.1

In addition to this the user has to supply his/her current odometer reading in the provided field (fig 16.2). The user can then submit the dispatch event for processing by selecting the Update Call option (fig 16.2). When the update has completed the user will be notified by means of the message in fig 16.3.

Fig 16.2

MS Mobile (2.1.6) DESCRIPTIO	N WORKLOG ACTIV	ASSET		I
IMS Reference: 201086486 ExtRef INCOMING A	Call Status	Assigned - Engineer Dispatched		
SEA Percentage D% Status: Pending - User Testing	Appointment Date			
Peopertor: Incerno: Nooben Conterne: Dominy Conterne She: State Atterney Cope Town	Appointment Time			
IMS Reference: 201086495	Previous ODO			
Ext Ref: INCDummy_J St & Breach Date: 2013(08/30.17(0)(0.09)	Current ODO	22		
Status: Pending - Awaiting Spares Reguesta: Nounita Nguberi	Vendor	Select a Vendor		
Customer Dummy Customer Site: State Attorney Cape Town	Vendor Reference	<u> </u>		
IMS Reference: 201129530	Remote Connection	Select Remote Connection Usage	2	
Ext Ref. 48933TEST SLA Percentage 12835%	Closure Code	Select Closure Cade		
Status: Pending - Awaiting Spares Requestor Collette von Rooyen	Asset	Select Asset		
Customer: Canderig Legislator Size: CENSED (BLAKES)	Comments			
	Update Call			
する回答		^		¥ 🖋 13:02 🕸 🕯
Success				
Dispatch recorded				
Close				
Fig 16.3				

Note that should the user enter a value that differentiates from the value in the Previous ODO field by More than 1 000 the user will be presented by the notification message in Fig 16.4



Invalid ODO reading	
Please select a valid ODO reading and try again	
Close	

Fig 16.4

Placing yourself in Work in Progress

Upon arrival at the client site, you need to update the call status and provide the ODO reading details before you start working on the call. The user can accomplish this by selecting the relevant call in the Call List and navigating to the Activity Tab. Upon this tab the user needs to select Work in Progress – Work in Progress in the Call Status field (Fig 17.1).

Select Call Status	
Select Call Status	
Work In Progress - Work In Progress	

Fig 17.1

Once again the user needs to supplement this by supplying his/her current odometer reading in the provided field (fig 16.2). The user can then submit the work in progress event for processing by selecting the Update Call option (fig 17.2). When the update has completed the user will be notified by means of the message in fig 17.3.

MS Mobile (2.1.6) Descauption	N WORKLOG ACTIV	TTY ASSET		I
IMS Reference: 201086486 Ed Ref. INCOursing: A	Call Status	Work in Progress - Work in Progress	a.	
SEA Percentage: D% Status: Assigned – Engineer Dispotched Regieren: Hrunnis hypoten Durhame Damine Culture Ste State Attuinty Cape Town	Appointment Date Appointment Time			
IMS Reference: 201086495 Ext Ref: INCDummy_J	Previous ODO Current ODO	2225		
Status: Pending - Awaiting Spares Status: Pending - Awaiting Spares Repeatur Incontan Robert Outomic Duming Customic Ster State Attomic Cape Town	Vendor Vendor Reference	Select a Vendor	4	
IMS Reference: 201129530 Ext Ref 48933TEST SLA Percentage: 12835% Status: Pending - Awaiting Spares Requestor Corlette van Roopen	Remote Connection Closure Code Asset	Select Remote Connection Usage Select Closure Code Select Asset	2	
Custarier: Gautery (Legislator Ster: CENSED (BL4KES)	Comments		_	
	Spould Call			
りらら影		~		¥ 🖬 🖋 13:03 🌣 🚛 🛔

Fig 17.2



Success
Work In Progress recorded
Close

Fig 17.3

Note that should the user enter a value that differentiates from the value in the Previous ODO field by More than 1 000 the user will be presented by the notification message in Fig 17.4

Invalid ODO reading

Please select a valid ODO reading and try again

Close

Fig 17.4



Making an appointment

It frequently occurs that a customer is not available or requests the engineer to assist with the call at a later time. Appointments like these can be recorded by selecting the relevant call in the Call List and opening up the Activity Tab. In the Call Status field select Pending – Appointment Made (fig 18.2). Selecting this option will open up the Appointment Date and Appointment Time fields. Using these fields select the date and time of the appointment (fig 18.3 & fig 18.4) and provide a relevant comment in the Comments field (fig 18.1). You will notice that the Comments field contains a default message when making appointments. Once all of the required fields are completed the user can select the Update Call option at the bottom of the screen which will submit the appointment details. A confirmation will appear once the appointment has been recorded by means of the message detailed in fig 18.5.

MS Reference: 201086486	Call Status	Rending - Appointment Made		
st Ref. INCOMMONY_A	Con Status	renang - Apparanent made		
LA Hercentage, 17% tatus: Work in Progress - Work in Progress	Appointment Date	2014.04.14		
eegnester, fiscanss lagdent Ousterne: Durine Ousterne Skel State Atterner Cape Turou	Appointment Time	13:00		
MS Reference: 201086495	Previous 0D0	26		
xt Ref: INCDummy_J LA Breach Date: 2013/08/30 17:00:00 PM	Current ODO			
tatus: Pending - Awaiting Spares spestar Nomita Rijubeni	Vendor	Select a Vendor		
ustorner Durmen Cuatorne fo: State Attorney Cape Town	Vendor Reference		_	
MS Reference: 201129530	Remote Connection	Telephonic		
xt Ref: 48933TEST LA Percentage: 12835%	Closure Code	Select Closure Code		
tatus: Pending - Awaiting Spares spesor Collette van Roopen	Asset	Select Asset	1	
actorium Galating Legislator re CENSED (BLAKES)	Comments	Appointment made with Noumisa Ngubeni		
	Lindate Call	1		
	opaute can			
り合う影		~		0 º E / 13:03 8 .

Select Call Status	
Sefect Call Status	_
Pending - Loan Unit Installed	
Pending - Preparing Quotation	
Pending - Awaiting Customer Quote Acceptance	
Pending - Quotation Rejected	
Pending - Quotation Accepted	
Pending - Awaiting Spares	
Pending - Appointment Made	
Pending - User not Available	
Pending - Workaround Implemented	
Pending - Non-3rdLine Call	
Pending - On Hold - Customer	
Pending - Awaiting Docket	
Pending - Awaiting TSS Invoice	
Pending - User Testing	
Pending - Vendor	
Pending - Software License required	
Pending - Site Utilities unavailable	
Pending - User monitoring	





Fig 18.3



Fig 18.4

Success	
Call Update recorded	
	Close





Referring a call to a vendor

At times it is needed to refer a call back to a vendor for the vendor to perform work on an asset associated with the call. This is accomplished by selecting the relevant call in the Call List and navigating to the Activity Tab



Activity Tab. In the Call Status field select the Pending – Vendor option (fig 19.1). This will open up the vendor related fields on the interface. The user then has to supply the vender responsible in the Vendor field and the reference of the call on the vendor's systems in the Vendor Reference field (fig 19.1). The user also needs to supply a comment relevant to the update in the Comments field before submitting the update by selecting the Update Call option. A confirmation will appear once the update has been recorded (fig 19.2).

MS Mobile (2,1,6) Description	WORKLOG ACTIV	ASSET		÷
IMS Reference: 201086486 Ext Ref. INCOMING A SLA Percentage: 0% Status: Work In Progress - Work In Progress represent Human Robert outlines: Damar Quanting Ste State Attuing Cape Trans IMS: Reference: 201086495 Ext Ref. INCOurning_J SLA Breach Date: 2013(08/30.17/00/00.PM	Call Status	Pending - Vendor	*	
	Appointment Date Appointment Time			
	Previous ODO Current ODO	25		
Status: Pending - Awaiting Spares Requestor: Nountia Noubeni Cuaterini: Dumen Custarini Ste: Stute Attorney Cape Town	Vendor Vendor Reference	Minolta MNT01298		
IMS Reference: 201129530 Ext Ref. 48933TEST SLA Fercentage: 12835% Status: Pending - Awaiting Spares Requestor: Contents - Awaiting Spares Contents - Canada Lagislation See CENSED (BLAKES)	Remote Connection Closure Code Asset	Yes Select Closure Code Select Asset		
	Comments	Refered call to vendor		
	Update Call			
り 合 司 照		~	۰ ۴ 🖬	🖋 13:05 🍪 📶 🛎

Fig 19.1

Success	
Call Update recorded	
	Close

Fig 19.2

Resolving a call

When the user has completed the customer's request as detailed in the call he/she can resolve the call by first selecting the relevant call in the Call List and navigating to the Activity Tab. From here the user has two options in which to resolve a call available for selection in the Call Status field (fig 20.2). The user can either select Resolved – Work Completed or Resolved – Awaiting End Travel. The difference is that the Resolved – Work Completed option will immediately remove the call from the Call List where the Resolved – Awaiting End Travel option will keep the call available for selection in the Call List so that the user can supply return end travel at a later stage.

For this example let us assume that the user will be making use of the Resolved – Work Completed option. The user would select the Resolved – Work Completed option from the Call Status field. This will in turn open up all of the required fields for call resolution (fig 20.1). These required fields include the Remote Connection (fig 20.3), Closure Code, Asset and Comments fields. Once all of the required fields are completed the user is free to select the Update Call option which records the resolution update and informs the user once the update has been recorded (fig 20.4). Note that the asset selected in the Asset field is the asset that will be displayed on the docket generated for the update.



Resolved - Work Completed	
Resolved - Awaiting End Travel	

Fig 20.2



Select Remote Connection Usage
Select Remote Connection Usage
Yes
No
Telephonic
First Time Fix

Fig 20.3

Success	
Call Update recorded	
	Close

Fig 20.4

NOTE THAT THERE IS VALIDATION PERFORMED DURING THE PROCESS OF RECORDING THE UPDATE. ANY NUMBER OF THE BELOW MESSAGES COULD BE PRESENTED TO THE USER AND NEEDS TO BE RECTIFIED BEFORE THE UPDATE CAN BE SUBMITTED AGAIN.

Invalid Remote Connection Usage

nvalid Re	mote Connection Usage
Please selec	ct the Remote Connection Usage and try again
	Close

No Docket Number Attached



Fig 20.6

No Asset Data Associated with Call



Fig 20.7



Invalid Closure Code



Fig 20.8

Supplying return end travel

At times the user will need to record travel time and travel mileage when heading home in the evenings from a customer site. The user would then use the Resolved – Awaiting End Travel option when resolving a call. This option will not remove the call from the Call List so that the user can select the call and supply the return end travel data. Supplying the return end travel data can be accomplished by selecting the relevant call from the Call List

Call List and navigating to the Activity Tab. Upon this screen the user must select the Record End Travel option in the Call Status field. As end travel can also be supplied under other circumstances either fig 21.2 or fig 21.3 will be presented to the user. Selecting Record End Travel in the Call Status field will open the Current ODO field and the user can enter his/her odometer reading for submission (fig 21.1).

When the user selects the Update Call option to submit the end travel data and the update has been recorded the user will be presented with the message detailed in fig 21.4.

MS Reference: 201086486	Call Status	Record End Travel	4	
EA Percentage 0% tatus: Pending - Awarong Docket soeton trumus huiten untere Dumm Custome e State Atomny Cope Town	Appointment Date Appointment Time			
MS Reference: 201086495 xt Ref: INCDummy_J	Previous 000 Current 000	25 32		
En Breach Date 2013/08/30 17:00:00 PM tatus: Pending - Awaiting Spares spestor: Romta Ryatem adarme: Dump Coateme te State Attorney Cape Town	Vendor Vendor Reference	Select a Vendor		
MS Reference: 201129530 xt Ref. 48933TEST LA Fercentage: 12835% tatus: Pending - Awaiting Spares spector Defett wn Nooren	Remote Connection Closure Code Asset	Select Remote Connection Usage Select Closure Code Select Asset		
uitumen Gautung Leginlaton ter, CENSED (BLAKES)	Comments			
	Update Call			



Select Call Status	
+++ Select Call Status +++	
Assigned - Engineer Dispatched	
Pending - Appointment Made	
Pending - User not Available	
Record End Travel	

Fig 21.2

Select Call Status	



|--|

Call Update	
End Travel recorded	
	Close

Fig 21.4



Duplicating the last update

As calls in pending statuses needs to be updated every two hours based on customer contract and option to duplicate the last update on the call has been made available on the Description Tab. In order to make use of this option the user needs to select the relevant call in the Call List and navigate to the Description Tab (fig 22.1). The user is then free to select the Duplicate Last Update option at the bottom of the screen. Once completed, the user will notice that the last update has been duplicated in the Worklog Tab (fig 22.2). It is worth noting that under certain conditions this option might not be available due to workflow restrictions.

IMS Reference: 201086486 Ext Ref. INCOLETION: A SLA Percentage: D% Status: Pending - Appointment Made Repetion Rumma Ripben Outlanes: Duma Outlanes Ste State Attemps Cape Town	Job Number External Ref Call Type Description Status Classification	201086486 INCDummy_A INCIDENT User is reporting faulty printer%3Ethe pr Pending - Appointment Made Hardware Failure Reset	inter is not responding and it is not even going on at all	
IMS Reference: 201086495 Ext Ref. INCDummy_J SLA Breach Date: 2013/08/30 17:00:00 PM Status: Assigned - Acknowledged Repostor Houris Injubini Custome Dummp Custome Ste StateAttome Cape Town IMS Reference: 201129530 Ext Ref. 48933TEST SLA Percentage: 161% Status: Assigned - Acknowledged Repostor: Orderte van Rome Custome Dummp Custome Ster, CENSED (BLAKES)	Expedited Escalated Shutdown Reopened Priority	No No No Low		
	Client Site	Dummy Customer State Attorney Cape Town		
	User VIP User Phone User Mobile User EMail Floor Office	Ncumisa Ngubeni No 0214419245 0718736772 None NMagadlelaatjustice gov za None None		
	1	scknowledge Receipt of Call	Duplicate Last Update	

Fig 22.1



IMS Reference: 201086486 Ext Ref. INCluency, A	Pending - Appointment Made	
	Date & Time 2014.03.28 12:39:00	
SLA Percentage: 0%	Created By Willie Engelbrecht	
sequence: human hjoben	Assignee Willie Engelbrecht	
Datame Dumms Gatama Ste: State Attainey Cope Town	Comment (Willie Engelbrecht / Willie Engelbrecht) Appointment made with Noumisa Nguberi Appointment made fo	r: 2014.03.28 12:30
10 D.L	Pending - Appointment Made	
IMS Reference: 201086495	Date & Time 2014.03.28 12:38:35	
Ext Ref: INCDUMMY_J SLA Reach Date: 2013/08/30 17:00:00 PM	Created By Willie Engelbrecht	
Status: Assigned - Acknowledged	Ausignee Willie Engelbrecht	
Requestor: Nourriso Ngubeni Custome: Dutome Custome	Comment (Willie Engelbrecht / Willie Engelbrecht Appointment made with Noumisa Ngubeni Appointment made fo	r : 2014.03.26.12:30
See Stude Anome: Cape Town IMS Reference: 201129530 Ext Ref: 48933TEST SLA Percentage: 161% Status: Assigned - Acknowledged Requestor: Duriter van Riopen Cutative: During: Duritaries Ster. CENSED (BLAKES)	Assigned - Acknowledged	
	Date & Time 2014.03.28 12:37:12	
	Created By Willie Engelbrecht	
	Assignee Willie Engelbrecht	
	Comment (Willie Engelbrecht / Willie Engelbrecht) Call Acknowledged by M&S Mobile user . Testec	
	Assigned - Assigned for Assessment	
	Date & Time 2013.07.27 18:36:48	
	Created By IMS Administrator	
	Assignee Testec Testec	
	Comment Call assigned.	
	Open - Open	
	Date & Time 2013.07.27 18:31:21	
	Created By IMS Administrator	

Fig 22.3

Making ad-hoc updates

Certain updates can be performed while the user is busy with workflow actions on other calls. To perform an ad-hoc update a user can select them from the Call Status field after selecting the relevant call from the Call List

Call List and opening the Activity Tab. When making an Ad-Hoc update the user will either be presented with a list of options detailed in fig 23.1 or fig 23.2 dependent on whether another call is currently in a workflow status.

Select Call Status	
Select Call Status	
Pending - Appointment Made	
Pending - User not Available	

Fig 23.1

Select Call Status	
+++ Select Call Status	
Assigned - Engineer Dispatched	
Pending - Appointment Made	
Pending - User not Available	
Record End Travel	



Logout

Once the user is finished with all his/her work for the day and made sure that all pending updates has been synchronized by the Cache Processor to the IMS server, the user can logout by making use of the Logout option in the Application Menu. This option will however not close the MJM application. It will however return the user to the login screen.

Messaging

The messaging component allows for the user to receive notifications related to SLA and call assignments. The user can inspect incoming messages by selecting the Messages option in the Application Menu. This will present the user with a list of messages as detailed in fig 24.1. This list displays all unread messages highlighted in red. Selecting a message in the Message List opens up the message (fig 24.2) for inspection and also marks the selected message as read.

EOH	Ξ	Ò.	Η
-----	---	----	---

Message List		
New MJM versi 2014.03.06 09:48	on 2.1.6 build Administrator	Low
New MJM versi 2014.03.06 09:46	on 2.1.6 build Administrator	Low
New MJM versi 2014.03.06 09:40	on 2.1.6 build Administrator	Low
New MJM versi 2014.03.06 09:38	on 2.1.6 build Administrator	Low
New MJM versi 2014.03.06 09:37	on 2.1.6 build Administrator	Low
New MJM versi 2014.03.06 09:18	on 2.1.6 build Administrator	Low
test message s 2014.03.04 12:53	ubject for Stuart Administrator	Low
test message o 2013.07.24 14:34	utgoing testec	Low
test message o 2013.07.24 14:32	utgoing testec	Low
SLA Escalation 2013.04.17 12:47	(201056742) imsystem⊛eoh.co.za	Low

Fig 24.1

Subject	New MJM version 2.1.6 build	
Sender	Administrator	
Sent Date	2014.03.06 09:40	
Severity	Low	
Hi Willie Engelbre	cht,	
A new build of the 2 Please upgrade your	1.6 beta client is available for download. client at your earliest convenience.	

Fig 24.2



Glossary

Abbreviations

CSS	-	Customer Satisfaction Survey
EOH	_	Enterprise Outsource Holdings
GPS	_	Global Positioning Satellite
IMS	_	Incident Management System
MJM	_	Mobile Job Management
ODO	_	Odometer
SLA	_	Service Level Agreement
FSE	_	Field Service Engineer

Definitions

Cache	Temporary database of relevant call data
Cache Processor	Part of the MJM application that is responsible for maintaining the Cache
Call Co-ordinator	Office based employee that manages the assignment of calls to FSE's
Google Play Store	Digital distribution platform for the installation and maintenance of applications on the Android operating system
IMS Mobile	handheld device extension of the IMS system and in its present form, allows for basic support call and asset management
IMS Portal	web based page used for logging on to IMS