



ServiceChannel®

MOBILE APPLICATION

# SCP MOBILE

QUICK START GUIDE FOR



DELIVERS HIGH-QUALITY SERVICES

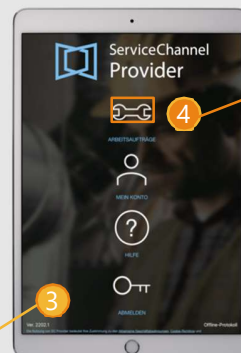
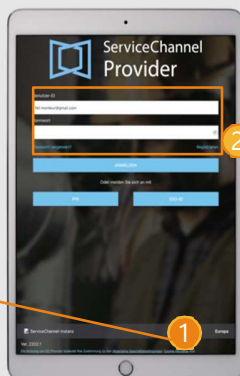
REAL-TIME UPDATES

AVAILABLE FOR ANDROID  
AND IOS

## WHAT IS SERVICE CHANNEL SERVICE PROVIDER MOBILE APPLICATION?

An application that allows service providers to manage maintenance and repair orders sent by their customers. The application offers many features such as GPS check-in, location access and filtering/searching service orders. Available in several languages such as German, Dutch, English, French and Italian.

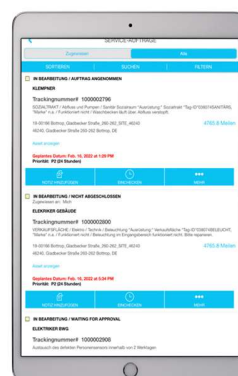
1. Start the ServiceChannel mobile service provider application and ensure that the ServiceChannel Instance on Europe is set.
2. Select the User ID tab to log in with your user ID and password.
3. Once you've authenticated, you'll see your home screen.
4. Select the Service Job tile to access the service order list view.



The list view of the work order is the first screen that appears as soon as the authentication is completed and completed.

In the list view, you can access each work order by scrolling up or down.

You can also use the various features to find a specific work order or create a list of work orders.



You no longer have to worry about misplacing or losing a service order! Service orders are easily accessible. Within the service order, press Check In. This confirms that you are on site and starting the work.

#### To find a service order and check in:

1. Tap Search in the list view for the search option
2. **Select** a search option. Select the Tracking Number option
3. Enter the **full tracking number** and tap **Service Order** to find
4. The specific service order will be displayed on your screen
5. Tap the **check-in** tile to start working



SCP Mobile offers the possibility to sort service orders based on numerous scenarios. This flexibility supports employees/technicians who manage multiple service orders. SCP Mobile allows you to filter service orders to easily find specific service orders that may need your attention. You can create new filters for each search or save them to find service orders that match your selection.

#### To sort and filter service orders:

1. Tap the **Filter tab** to expand the Filters panel
2. Select a time period, in months, by moving the sliders left or right, or select from other parameters, such as: location, priority, status, trade and/or category. Then click Apply.



While performing your work in one location, you can communicate with your customer in real-time by adding attachments and notes to the service order.

All attachments and notes are available and will be retained throughout the service order history.

By using attachments and notes, the customer stays informed and informed about the progress of each service order.

