



Service Messaging

To communicate quickly with technicians in the field, Service Messaging application is an add-on module to our Service Management software.

Service Messaging allows you to transmit work order details to field techs equipped with alphanumeric paging-enabled devices. Companies with Web-enabled paging services are able to send pages to field techs and log each page into a reporting and tracking file. You can re-notify technicians by automatically sending a second page and choosing from 40 different fields to customize information you want to send. Service Messaging increases your efficiency and reduces technician travel costs.

Messaging features and efficiencies

- Transmit work order details immediately to technicians equipped with alphanumeric pagers.
- From the field, instantly update the dispatch board with work order status and changes.
- Increase efficiency and reduce technician travel costs.
- Log each page for historical reporting and tracking purposes.
- Easily re-send pages at any time.
- Choose from 40 different fields to customize information you send to technicians.

Service Messaging is a part of Sage Timberline Office, fully integrated operations and financial software for construction and real estate professionals.

The screenshot shows the 'Service Management - Comm-Spec' application window. The main interface is a dispatch board with columns for technicians and their availability. A 'New Message' dialog box is open, allowing the user to send a message to a selected technician. The message content is: '1029 AllState University 1818 Oak Portland 97623 - Service - Plumbing: Toilet backed up in Building 3. On site maintenance personnel are unable to resolve issue.' The dialog also includes fields for 'Confidential' and 'Delay Delivery', and a character count of 162 and 1 page.

Time	105 - Grant, Randy P 2-5.00 Available	108 - Brock, Terry W 2-7.00 Available	112 - Turner, Keith A 2-7.00 Available	119 - Brooks, Tom B 2-8.00 Available	134 - Becker, Laurie B 1-7.50 Available	Unassigned 4-23.00 None
10 am						
11 am			Allstate Univ 1818 Oak Portland, OR			1 NatureWay Food Store L 12500 Hampton Tigard, OR
12 pm	Dankwardt S 313 Dankwardt Dri Newburg, OR					2 Oregon Health Science L 5566 North Mountain Lane
1 pm		Allstate Univ 1818 Oak Portland, OR				
2 pm	Pizzazz West V 7899 N. Roosevelt Clackamas, OR		Allstate 1818 Oak Portland, OR			
3 pm						
4 pm						
5 pm						

#1029, Priority: Urgent
Electrical, Service - Plumbing
Comments: Toilets backed up in Building 3. On site maintenance personnel are unable to resolve issue.
Permission:
PDX
1818 Oak
Main Ph
Steve J

Assignment: 6/10 to 6/11 (6:00 hrs)
Acknowledgment 6/11 at 4:52 am

Transmit work order details instantly from the Service Management dispatch board to technicians using alphanumeric paging to streamline communication.



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