



piaX Service Basic and Modules

piaX for proALPHA - Functions

Service-Orders

- Provide data of the service-order with its items
- Addresses and contact information for the service order
- Scheduled activities, material and costs
- Texts for the service order
- Information linked to the serial number of an order item
- Features, text and item information linked to a serial number
- Service object information

Data entry of service items

- Hour/Time Reporting for scheduled **activities**
- Check time entries for overlapping activities
- Check with company and resource calendar
- Check for mandatory information

- Record material usage
- Record unscheduled **material** usage
- Record the serial numbers of used material
- Record product file item for material based on serial numbers

- Confirmation of **cost** items
- Add unscheduled cost items

- **Error** types and causes

- Display of **measure** values to serial number (order item)
- Record of new measure values

- Record an internal and external **report** text to an order item
- Implementation of report templates

- Record information for **follow-up activities**

- Produce and print/export a **service report** of the recorded confirmation dataten

Functions

piaX for proALPHA
Service Basic Features and Modules



Material Requests

- Record material requests for the personal storage
- Selection of material out of the complete part file

piaX Module – Document Management System

- Offline display of documents to service objects, service order and serial number
- Support and display of document types and keywords
- Assign documents (signed report, checklists, photos etc.) to a specific service order or serial number
- Automatic preselection of keywords
- Observance of permissions, data categories and file size according to the proALPHA configuration
- Select documents according to document type, time and size

proALPHA Module – Monitoring Completion Notices

- Display and review all service report data recorded in piaX directly in proALPHA
- Possibility to correct the data
- Take-over and process the data
- Mark data points or full report as „error“, so service technician can correct incorrect items

Additional Benefits

- Search and select easily all available items
- User-friendly operation
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- Outlook Integration