



piaX Service Basic and Modules

piaX for proALPHA-Functions

Service orders

- Enter and process ad hoc orders directly in the piaX
- Information on the service object, contact details, individual positions and planned activities
- Provision d with its positions
- Addresses and contact information for the service order
- Planned activities, materials and costs
- Texts for the service order
- Information on the serial number of the data of the service order of an order item
- Features and text as well as part information on the serial number
- Information about the service object

Feedback system

Activities

- Feedback of times on the planned activities
- Check the time entries for overlapping
- Check against the company calendar / resource calendar
- Check for mandatory entries
- Feedback of error types and causes
- Display of measured values for the serial number (order item)

Materials

- Recording of material consumption
- Adding unplanned material
- Recording of serial numbers for used material
- Recording of the product file position for material requiring serial numbers

Costs

- Feedback on cost items
- Adding unplanned charge items

Reports

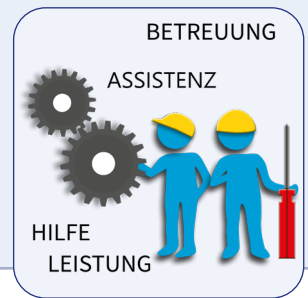
- Recording of an internal and external report text for the order item
- Transfer of report templates
- Gathering information on follow-up activities
- Generating and printing / exporting a service report from the recorded feedback data

Calls

- Creation and processing online and offline
- Call details with positions and processing steps including product files
- Information processing and linking
- Create and export call lists
- Recording of queries about functionalities, products or complaints

Functions

piaX for proALPHA
Service Basic Features and Modules



Incoming goods and returns

- Documentation on the storage of one or more parts in a service vehicle
- Recording of the return delivery of parts from a service vehicle or as an extension part
- Recording of parts for the watch list
- Implementation of the watch lists

Needs requirements

- Recording of material requirements for your own warehouse
- Material selection from the complete parts list possible
- Detailed overview of all stocks
- Database of all spare parts with the corresponding serial number

piaX module - document management

- Offline display of documents for the service object, the service order and the serial number
- Support of document types and keywords
- Adding documents (signed report, checklists, photos, etc.) to the service order and or to the serial number
- Automatic keyword assignment
- Observance of the authorizations, sizes and file types set in proALPHA

- Filtering of documents per document type, period and size possible

piaX module - feedback monitor

- Display of all feedback recorded in piaX in proALPHA
- Possibility to correct the reported data
- Acceptance and processing of the confirmation data
- Set jobs to „error“ so that they can be processed again by the service technician can be

proALPHA Value Component

- Display of all feedbacks recorded in piaX in the proALPHA feedback monitor
- Possibility to correct the reported data
- Post-processing of incorrect orders by the service technician or dispatcher
- Further processing of all data up to the follow-up order
- Linking of involved leads or contact persons to serial numbers and service objects

Overarching software functions

- Search and selection functions
- User-friendly operation
- Offline ability
- Outlook integration