

Ascente
Service Dispatch
Managing Service Orders

I am providing these questions so that you can determine the current status of your service order processing operations. If you can, please answer these questions as best you can. We will discuss all of these during the webinar.

Questions

1. Whose responsibility is it in your company to manage your service calls and see that they are serviced by your technicians?
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2. Whose responsibility is it in your company to manage your service calls are invoiced or if necessary cancelled?
.....
3. Whose responsibility is it in your company to manage your service calls see that your Call Inquiry or Dispatch Board is current with the status of all your service calls on a daily basis?
.....
4. Is it your goal to use Ascente to help manage your service calls or just to get invoices processed?
.....
5. If a maintenance service is generated that is prepaid, do you still generate a service invoice through the Prebill Cycle or cancel the service order?
6. Do you have service calls with promise dates more than
 - a. 2 months Old?[Y] / [N]
 - b. 6 months Old?[Y] / [N]
 - c. 1 Year Old?[Y] / [N]
7. How old do you think the oldest service order on your system is?
8. Does your company offer promise times [] or time promise windows of time [] to your customers?
9. What is your company’s policy regarding handling situations where the promise time or window was not met?
 - a. Contact and reschedule[]
 - b. Other[]
10. Is service prioritized for the next day for those rescheduled service orders?[Y] / [N]
11. Do you use priority codes?[Y] / [N]
12. Do you know how to determine how many unbilled service orders you have on your system?[Y] / [N]

13. On the Call Inquiry or Dispatch Board, do you usually filter the calls using the 'Only' method?[Y] / [N]

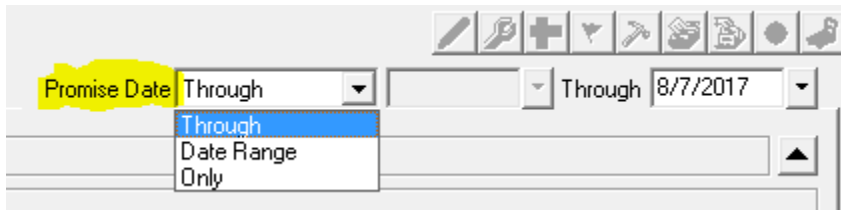


Figure 1: Note the 'Promise Date' filtering options.

14. How does your company know when a service has been performed and is completed?
- The tech uses the Ascente Mobile Pro software and syncs and closes the service order from the field.
 - The technician contacts you and lets you know the status of the calls at the end of the day
 - You call the technician to find out
 - You wait for the technicians paperwork to be turned in
 - Other.....
15. What is your companies' policy regarding servicing maintenance contracts that are over 4 months old and have not been scheduled or serviced?
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16. Do you have a Service Order – Status Code for service orders on hold for parts? [Y] / [N]
17. Do you have an internal process for seeing that the necessary parts are ordered and made available so that the service orders waiting for those parts can be serviced? [Y] / [N]
18. Do you ever print the Service Order Report? [Y] / [N]
19. Do you ever print any of the Prebill Register – Exceptions Reports? [Y] / [N]
20. Do you ever not print the Prebill Register – Exceptions Report because it is just too long? ... [Y] / [N]
21. Does your ever run the Cancelled Service Calls program? [Y] / [N]