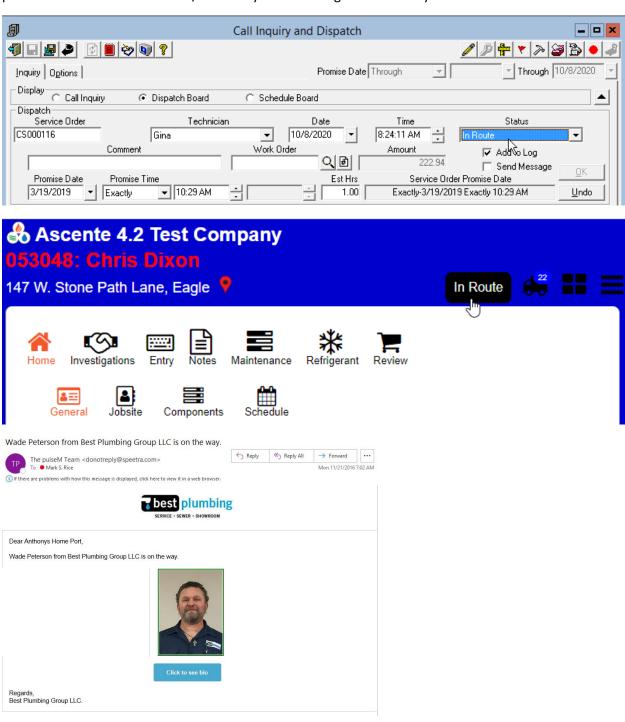
Tech on the way message:

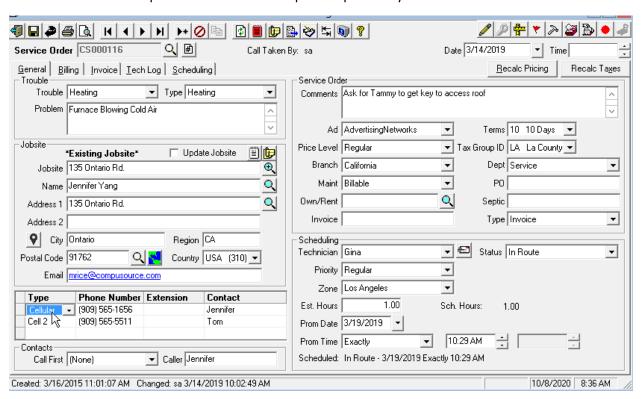
When the Office (in Ascente) or the Technician (in Mobile Pro) sets a call status to be "In-Route" (or any status code(s) of your choosing), the system will automatically send the call information to pulseM. pulseM will then send the email/text that you have designed on their system:



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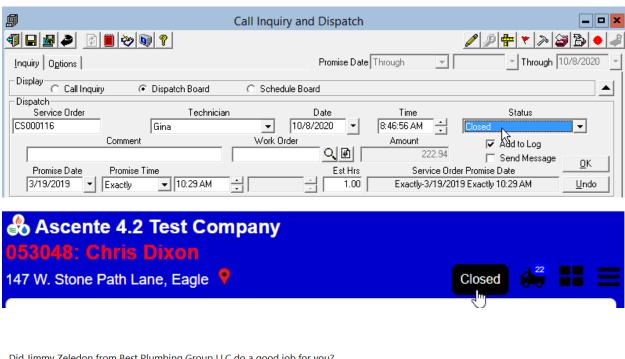
Key items of note:

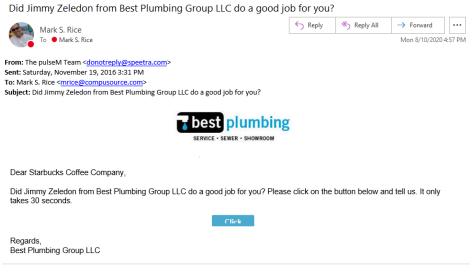
- The system will try to send the text to the Cellular phone number on the call. We can also rename the existing Fax phone number to be Secondary Cell (or any name you want), and we can have the system send to this also
- If there is no primary or secondary cell phone number on the call, the system will try to send to the jobsite email address on the call. If there are no cell numbers, or email address, the message will not get sent to the customer
- Some of you have jobs that last multiple days. In this situation we only send the information to pulseM when the primary tech (one on the general tab of the Service Order) changes their status to "In-Route"
- The Technician Email in Technician Maintenance, must match the Tech ID that you set up in pulseM
- The Technician picture and bio are set up in the pulseM system



Job complete message:

When the Office (in Ascente) or the Technician (in Mobile Pro) sets a call status to be "Closed" (or any status code(s) of your choosing), the system will automatically send the call information to pulseM. pulseM will then send the email/text that you have designed on their system:





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Key items of note:

- The same criteria as the "Tech on the way" message apply (cell phone numbers, jobsite email address and technician email address)
- Some of you have jobs that last multiple days. In this situation we only send the information to pulseM when the all techs have changed their status to "Closed" (or any other status code(s) of your choosing). This way the customer is only sent the message when the last tech wraps up the job.