

## SERVICELINK DIRECT – EMAIL

### OVERVIEW

The system can raise automatic E-mails

1. to customers when a job is entered into the system or closed.
2. to operatives notifying them of the job details
3. to subcontractors notifying them of the job details.
4. To managers when a job escalates into a priority that the manager wishes to be aware of.

### CUSTOMER E-MAILS

The purpose of sending automatic E-mails to customers is to notify the person who authorises work that

- a job has been logged in the system and that work will commence, so that they may halt the work if they feel there is a reason for suspending the job.
- a job has been closed, so that the customer has the option of pointing out that they do not feel that the job has been completed.

### OPERATIVES

A simple way of communicating jobs to operatives can be equipping the engineers with hand held devices that can receive E-mail. This makes it possible to automatically inform them when a job is assigned to them. This is a separate method from data collection from operatives, normally a company would use one method or the other, not both.

### OTHER E-MAILS

The purpose of sending an E-mail to a manager regarding an escalation is to raise a notification that a job has reached a stage where it is requiring urgent action.

How to set up of the contents of Emails informing an operative or a subcontractor that a job has been assigned

Email Settings

Email Type: Customer Acknowledgement  Enabled  Show Dialog

Message:

Subject: New job request

Message: Please check the details below and verify that you are satisfied that this work has been authorised by yourself, and let us know if you do not wish us to proceed

Include on Email

<input checked="" type="checkbox"/> Call Number	<input type="checkbox"/> Asset ID	<input type="checkbox"/> Category
<input type="checkbox"/> Customer Code	<input checked="" type="checkbox"/> Contract Number	<input checked="" type="checkbox"/> Priority
<input checked="" type="checkbox"/> Customer Name	<input checked="" type="checkbox"/> Order Number	<input type="checkbox"/> Resource
<input checked="" type="checkbox"/> Customer Address	<input checked="" type="checkbox"/> Work Required	<input type="checkbox"/> Work Status
<input checked="" type="checkbox"/> Placed By	<input type="checkbox"/> Comments	<input type="checkbox"/> Call Logged
<input type="checkbox"/> Telephone Number	<input type="checkbox"/> Customer History 50 Count	<input checked="" type="checkbox"/> Work Date

New Update Delete

Example of the text received

```
Cc:
Subject: Customer Notification
Customer notification text for e-mail
Call Number      : S2334
Customer Code    : w030
Customer Name    : Walker Martyn Software Ltd
Customer Address : 1 Park Circus Place
                  Glasgow
                  G3 6AU
Placed By       : Ien Anderson
Telephone No    : 01413327999
Work Required    : Customer has phoned to report

Priority         : 1
Call Logged     : 08/02/2000

end.
```