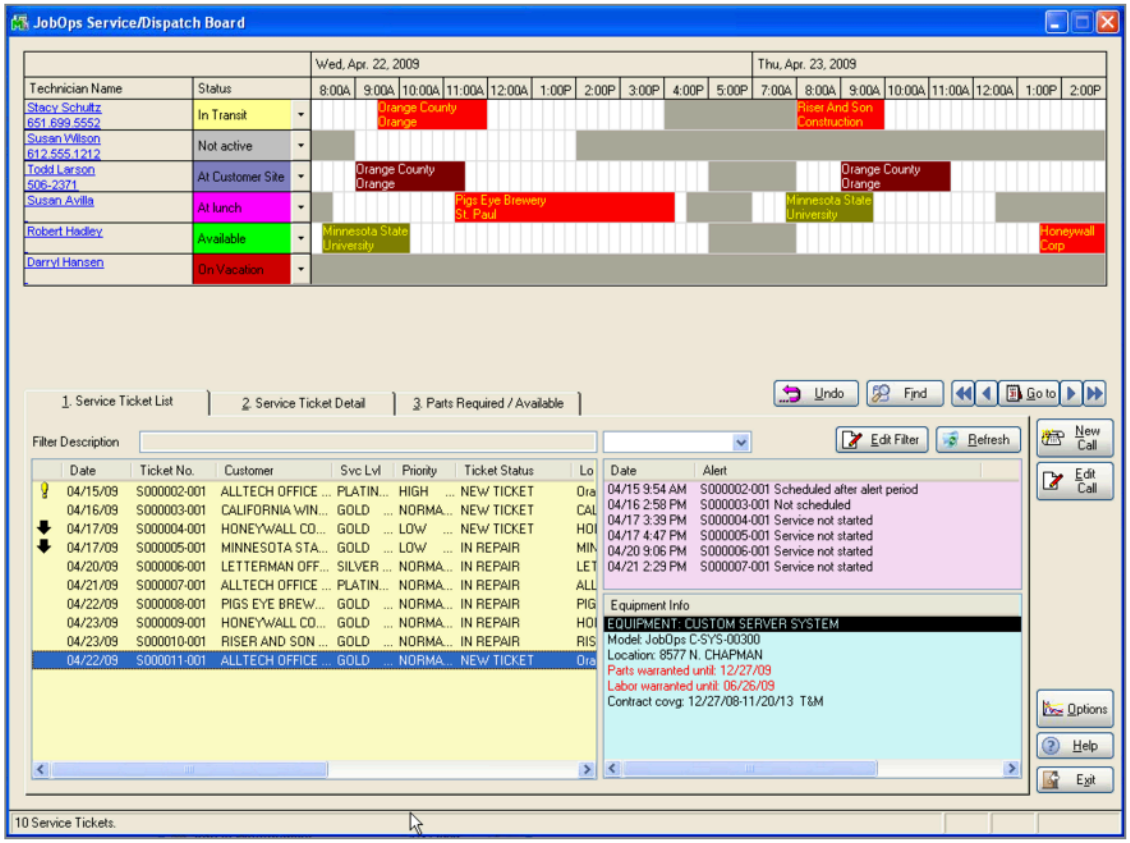
Field Service & Dispatch



The Service & Dispatch dashboard provides you with visibility into customer information, warranty status, service contracts, employee availability, parts and much more.

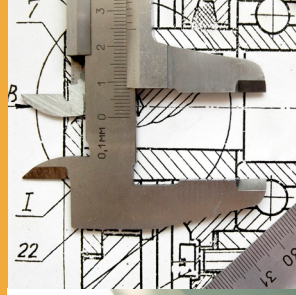
Integrated Service Solution

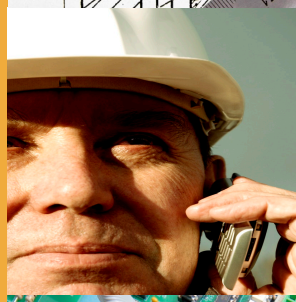
When your service needs to stand above the rest, you need the integrated JobOps Field Service & Dispatch and industry-leading Sage MAS 90 and MAS 200 solution. This comprehensive solution delivers more than limited import and export tools or standalone products by giving you complete end-to-end functionality from service requests to billing.

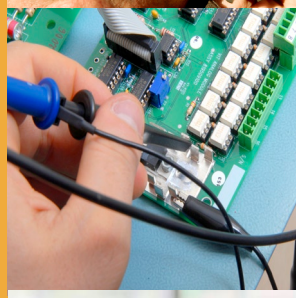
Start today by streamlining your services with our fully integrated solution. With Field Service & Dispatch, you'll be able to manage your service tickets with ease, track costs, dispatch employees and increase your overall profitability.

Key Benefits:

- Integrates directly to the Sage MAS 90 and MAS 200 inventory system
- Graphical dispatch board helps you proactively manage schedule changes
- Improve your overall customer experience
- Accurately schedule tasks and parts required for service calls
- Efficiently dispatch employees for service calls
- Capture costs for analysis
- Track costs against contracts
- Easily e-mail service ticket information using Microsoft Outlook
- Reduce invoice errors and get paid faster







Field Service & Dispatch

Fsd
field service & dispatch

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Features

Sage MAS 90 and MAS 200 Integration

Integration with Sage MAS 90 and 200 allows you to manage back office functions with your service requirements.

Full Services History

Full history of past service calls and warranty information of parts including serialized items. If you sold and/or produced the equipment being serviced, full details of the original build is also available including all labor and material transactions.

Service Ticket Dashboard

Using the dashboard, users can click on the New Call button to quickly generate service requests and schedule the technician.

Available Repair Parts

Suggested repair parts alert the dispatcher of what materials are typically required. The dispatcher will also have visibility as to which service trucks currently have those parts available.

Service Contracts

Field Service & Dispatch addresses contract coverage, billing methods, and warranty coverage .

Preventative Maintenance

Service tickets are generated for the preventative maintenance schedule. Handles multiple schedules for equipment or contracted service.

Service Style Billing and Invoicing

Dashboard approach to billing allows for easy recording of time, materials and other expenses. Overrides allow for billing not included in the contracted coverage.

Microsoft Outlook Integration

Once assigned to the technician, details of the service call are posted to their Outlook Calendar.

Technician Calendars

Available hours for each service person are clearly marked in the schedule board. Dispatchers can readily update the status of technicians who report back that they are in transit, running late, out to lunch or not currently available.

E-mail Notification

E-mail messages may be sent to anyone to notify them which technician has been assigned to the call along with service ticket information.

Powered By jobops

Fsd field service & dispatch | Eb e-business | Es enhanced scheduling | Pc product configurator | Tt time tracker

Powered by JobOps

The Powered by JobOps program features several add-on modules that can be added to the base JobOps Job Management Software. These products give your business additional functionality in managing scheduling, tracking, services, configuration and e-business for JobOps and Sage MAS 90 and Sage MAS 200 systems.

About JobOps and Synergistic Software

JobOps is a suite of integrated modules for the award-winning Sage MAS 90 and Sage MAS 200 ERP systems and is published by Synergistic Software Solutions, LLC. a wholly-owned subsidiary of BDO Seidman, LLP. More than 600 customers, representing over 7,000 end-users have selected JobOps to power their job management operations, service requirements and workflow.

Synergistic Software Solutions is a provider of Sage MAS 90 and MAS 200 accounting and business solutions for small and mid-sized businesses. The company is based in Minneapolis, Minnesota and has a network of JobOps Solution Providers throughout the U.S. For more information visit the JobOps website at www.jobops.com.

jobops job management software

sage Authorized Partner SILVER

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