Mobile Guided Workflow v.1

With the ever-increasing demand in the Service Industry for first-time completes, CDA Software is working harder than ever to automate the mundane tasks so you can achieve those first time completes. We are investing heavily in R&D towards the introduction of ML automation to achieve this goal. This automation will learn from your data and perform a task(s) without being asked.

The first step towards this endeavor is the release of Mobile Guided Workflow v.1. The first goal is to walk your technician through the repair finalize process.

Guided Workflows v.2 will be based upon the Billing Code. Each Billing Code will have its own set of unique rules that the technician will process without having to learn intricate do's & don't rules.

Highlights

- When repair is complete you enter into a guided workflow.
  - Was the Job Complete
  - Was the Job In-Complete
  - Was the Job Re-Scheduled
- Mobile Guided Workflow can be enabled or disabled system-wide.
- Ability to hide unnecessary options during the guided workflow process to allow TCH to complete the task efficiently.
- Ability to enabled or disabled whether a TCH must type in "Repair Notes."
- Ability to enabled or disabled whether a TCH must take PIC of the model/serial tag each trip.
- Ability to enabled or disabled whether a TCH must take PIC of "Not at Home CX visit".
- Ability to enabled or disabled whether a TCH must take final payment of COD.
- TCH must review all Parts and assign them the correct usage designation while in guided workflow.

Contact Us Today To Learn More

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