



TechExcel CustomerWise

Sales + Marketing + Support = UNIFIED

Field Work Made Easy

TechExcel ServiceWise Wireless Web provides users access to real-time incident or request information through a secure portal optimized for mobile devices. All ServiceWise users including service engineers, field service technicians, managers, salespeople, and end-users may access and manage incidents from anywhere, at any time, using a handheld mobile device.

Real-Time Access Anywhere

Using the Wireless Web module, users have real-time access to project information. Allow your technical analysts, service technicians, and even end-users to open, close, update, and forward any incident from anywhere at anytime. Data views and updates occur immediately because of the live internet connection - no syncing required.



Managers

- Search by Priority or Customer
- Re-assign incidents remotely
- Update incident status
- Generate Approvals



Service Technicians

- View existing To-Do list
- Respond and update incidents
- Web Conversation with user

End-Users/Customers

- Submit new incidents via mobile device
- Reply to web conversation with service team

Terry Johnson [v]
All Open [v] [Go]

Incident List For All Employees

| No. | ID | Title |
|-----|------|------------------------------------------------------------|
| 1 | 1357 | Email client does not send/receive -warning message pop up |
| 2 | 1354 | connecting to internal app from home office |
| 3 | 1353 | cannot open the web-based application from home office |
| 4 | 1350 | Accessing company intranet from outside network |
| 5 | 1334 | cannot connect to erp |

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[Select Employee](#) | [New Employee](#) | [Incident list](#)
| [New Incident](#) | [Event list](#) | [New event](#)
| [Utility](#)

New Incident

Employee: Bill Dole

Title:

Description:

Category: [Applications](#)

Category Detail: [v] [...]

Urgency: [v]

Impact: [v]

Assigned To: {Auto-Assignment} [v]

[Submit]

[Select Employee](#) | [New Employee](#) | [Incident list](#)
| [New Incident](#) | [Event list](#) | [New event](#)
| [Utility](#)

Features and Functionality

- Real-time project information through a secure portal optimized for mobile devices.
- Search for customer data, contact information, incidents, and more.
- Complete approval requests and update incident and task status remotely.
- Create, edit, and update existing customer data including incident and profile information.

Hassle-Free Administration

All TechExcel ServiceWise settings, including workflow, user defined fields, user privileges, automation rules, and more are defined in a single intuitive administrative application. The settings defined by the administrator are enforced across all user interfaces including the standard web client, windows client, web portal, and mobile portal.