



## Web Job Tracker

The EMIR Web Job Tracker extension is the ideal way to provide your customers with up-to-date information about how their jobs and orders are progressing.

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The Web Job Tracker extension has many useful features to help deliver real benefits to your business:

### Engineering "Progress Status"

In addition to the normal EMIR statuses, there is a new 'Progress Status' section where you can define a suitable list of statuses to represent the progress of the job to the customer, e.g. "Dismantled Awaiting Inspection", "Awaiting Parts" or "Delivered", etc. EMIR contains functionality to allow you to easily change the progress status of jobs, including options to update jobs, in bulk, via use of a barcode scanner.

### Email or Console - it is your choice!

The start of the process can be simply an email generated by EMIR through your chosen email client such as Outlook™, Outlook Express™ or LiveMail™. The email contains a web hyperlink that the client can click on to see detailed information about the job/order being processed. The hyperlink is encrypted so it cannot be modified by hand to look at other jobs – only the specific item contained.

You can also allow highly-valued clients to access all their job information at once via the Website Console area [see below] by giving each contact a unique login.

### Website Console

The Job Tracker website features a console area which allows the client contact to view his/her jobs in a variety of categories such as items requiring attention, jobs that are currently being worked on, jobs awaiting delivery, jobs awaiting invoice and those jobs invoiced in the last 90 days.

After selecting the appropriate list, the user can then drill-down to view the details of any job along with photo's, related documentation and the current progress status. A one screen summary is displayed per job, showing activity on the job, including any key references and order numbers, etc. You can also add multi-media types to the information displayed if you want to show photos and videos of the item being tested, for example.

### Customer Service Requests

In addition to seeing the latest information, the customer can also contact you to request more information by emailing you a request for more information, asking you to 'nudge' the job along [if they need it urgently] or requesting a phone call to discuss the job in more detail.

### Update Emails

EMIR can also generate emails to the customer informing them of any jobs that have changed 'progress status'.

### Surveys

You can also create surveys from within EMIR by setting up 5 custom questions. The user can then click on any finished job via the console, or can be invited separately by email, to complete a survey for the job. The results of such surveys are captured in EMIR and can be analysed by one customer or all, and one department or all, to see how your work is being judged by customers, with EMIR giving graphical representation of the average scores achieved for each question. Surveys can be changed and replaced at regular intervals and their scores analysed separately.

“ At Central, we pride ourselves on providing excellent customer service and keeping our customers informed of progress with their jobs. The EMIR Web Job Tracker allows us to provide our customers with useful and timely updates automatically as part of our job management process, and they can view this info 24/7! ”

Mr Shaun Sutton, Director, Central Group, Merseyside

- The Web Job Tracker allows the customer to get the latest information about how all their orders/jobs are progressing without the need for a phone call or any direct involvement or other action from your own staff. So this saves you and your staff time in answering phone calls or chasing clients unnecessarily. The console also allows clients to complete surveys as to how you have performed on a job-by-job basis, so you can easily and directly measure client satisfaction.
- Gives the customer a detailed picture of progress – including photo's of the work being undertaken, which will help justify the work required, as well as giving the client a clear picture of progress.
- Totally secure access, so that the client gets the information they require without being able to see any information that they shouldn't!
- The Web Job Tracker will allow the client to view testing work via online videos, without the need for them to leave their office and at a time that is convenient for them.
- The job progress status helps you to organise your workload, so that you know what progress status each item

is at instantly. So it's not only better for the client, but also provides management with a better view of how the order-book is progressing and highlights any issues quickly.

- The client still has the option of requesting more information from you, but these requests are received electronically, which is less disruptive than constantly fielding phone calls and means you and your staff can simply get more work done with fewer interruptions!
- Whilst the Web Job Tracker is an extremely powerful tool, it does not require huge expense to implement, with the hardware requirements limited to Windows Server with a broadband connection. This is pretty standard for our customers with multi-user EMIR systems!
- There are very few companies who can offer the client an online enquiry system of such complexity and availability, so it will simply put you way ahead of the competition! Not bad for a system that just requires you to run your EMIR system as normal and will automatically provide the information the client needs via the Web Job Tracker at their convenience, 24 hours a day, 365 days a year!

