

AssistMe Client Console

AssistMe is a web (responsive) application designed to simplify the request for services from your company’s users (Customers) allowing for quick monitoring and follow-up of work orders.

Using AssistMe

📌 Note: For AssistMe to work correctly, the country must be correctly configured in the Configuration > Basic Information module.

Authentication

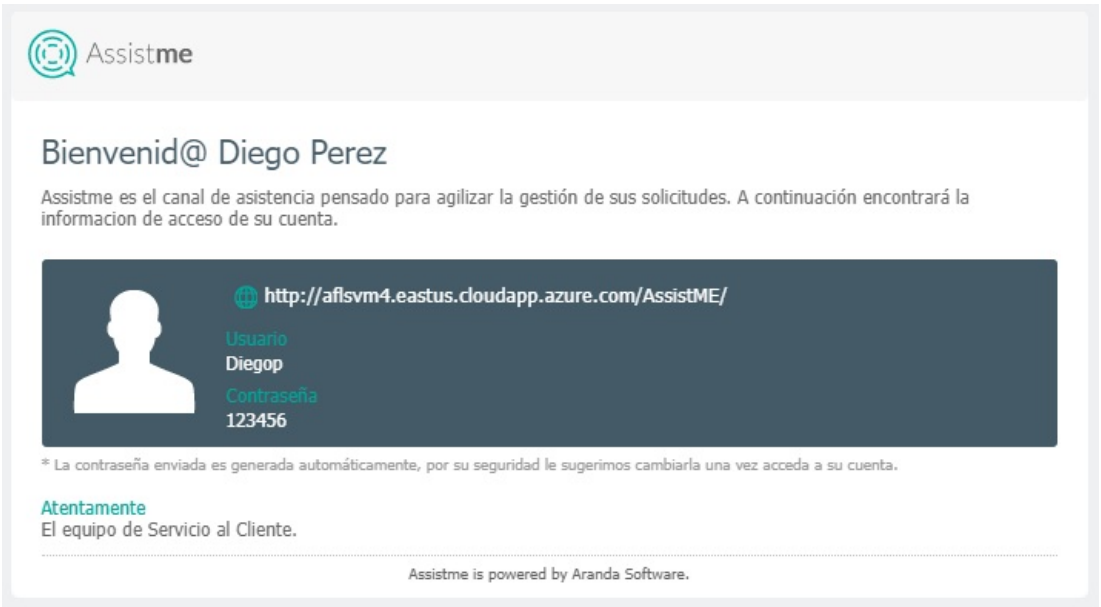
Login Screen

In a browser Chrome, Firefox or Internet Explorer, enter the address of the AssistMe app (this information reaches each customer via email). When you load the screen you will find the following User, Password and the Enter, which must be filled in with the access data provided in the channel link email. Additionally, there is an option to query the request directly for the token, if you have it.

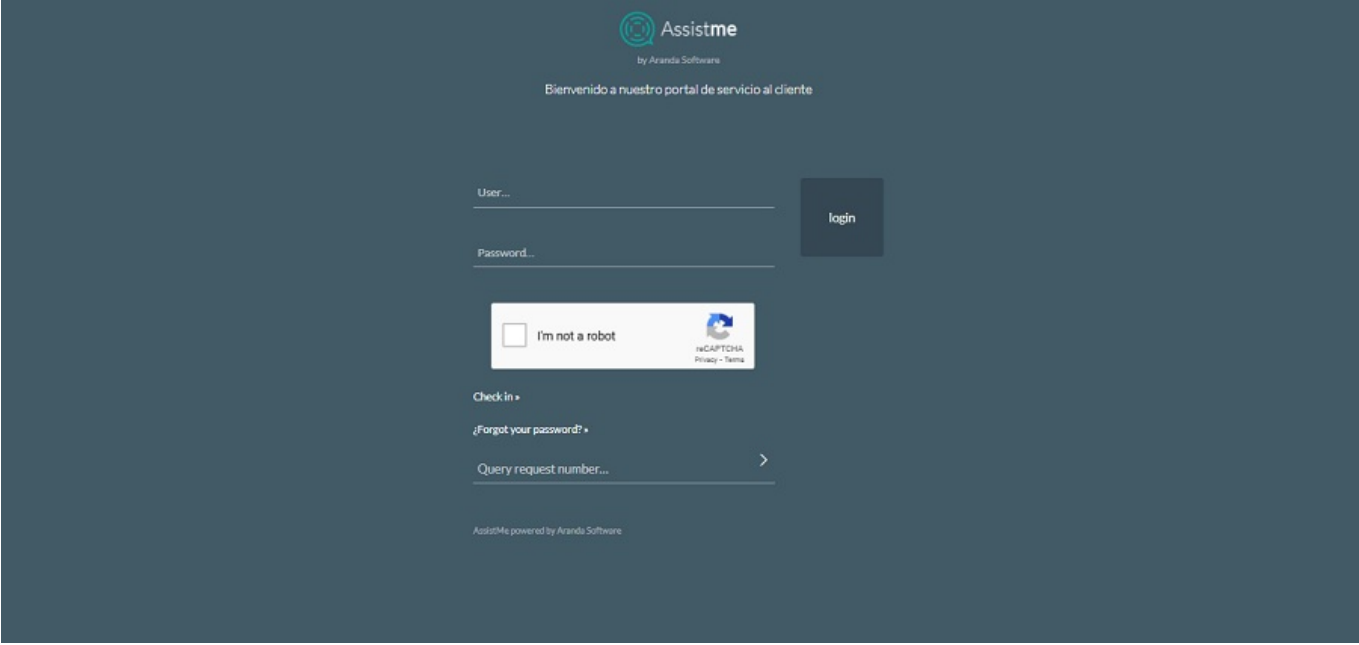


📌 Note: When the customer logs in to the AssistME application, authentication is handled by a Token which is responsible for keeping the client’s session open taking into account the time configured in the web application, option: Profile -> Global Settings -> Application -> AssistMe Token Expiration Time (Days).

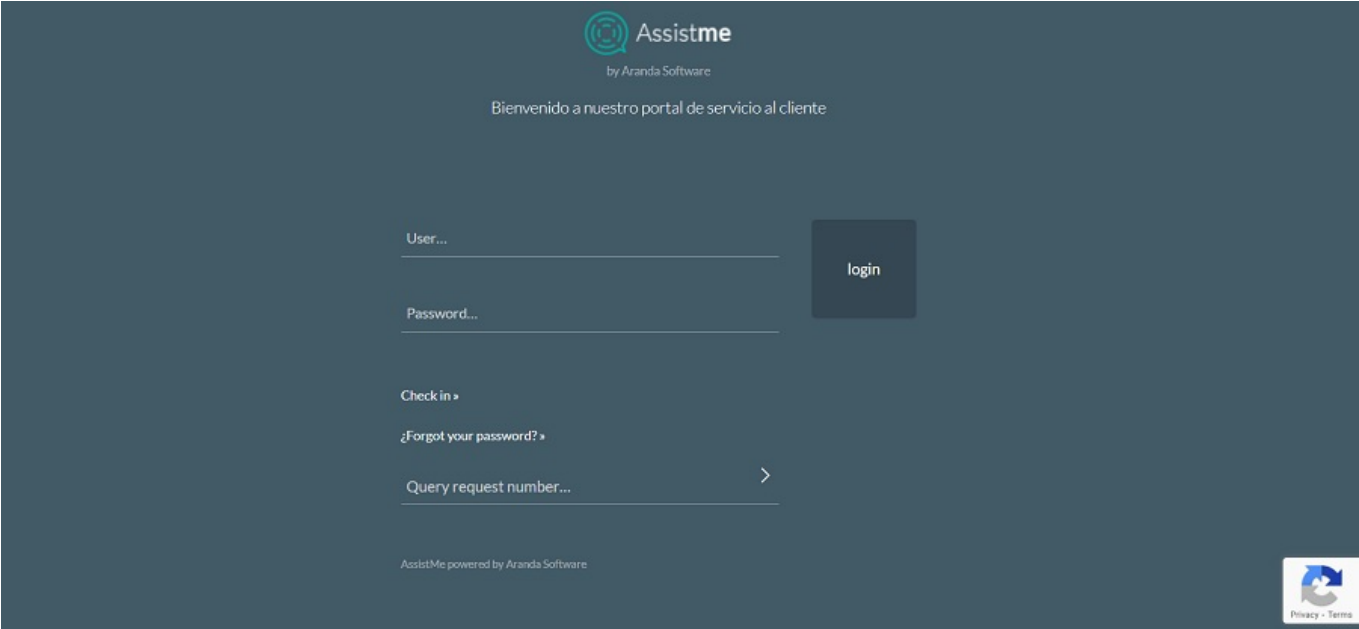
Below is an example of the email that is sent to the customer with the access data of the AssistMe login.



If you have a configuration to perform security validation with reCAPTCHA V2, it will be displayed in the Login of the AssistMe application.



If you have a configuration to perform security validation with reCAPTCHA V3, it will be displayed in the Login of the AssistMe application.



User Registration

If the customer registration option is enabled in the general configuration of AssistMe from AFLS, a link will be displayed in the Login Register



This option allows you to access a form to register as a user within the system.

Assistme by Aranda Software

Registro de usuario

Una vez se registre, recibirá un correo electrónico para verificar su cuenta

Información básica

Nombre completo...

Dirección...

Edificio, apartamento, piso...

Número de teléfono móvil...

Correo electrónico...

Datos de acceso para la cuenta

Identificador del usuario...

Ingrese un nombre o código de usuario para ingresar a su cuenta Ej: Cédula de ciudadanía, Nombre de usuario 123

Nueva contraseña...

Confirmar nueva contraseña...

Registrarse

There are some fields for the user to fill out to register, only 4 fields are mandatory: Name, Email, Username and Password. After entering the information and selecting the Register, a message is displayed to confirm the account and thus complete the registration.

Registro exitoso.

El proceso se ha realizado correctamente. Le hemos enviado un correo electrónico con el enlace para verificar su cuenta antes de ingresar a la plataforma.

[Ir al login](#)

The user must enter their email where they will receive the following notification:

Assistme

Bienvenid@ a nuestra plataforma.

Hola Diego Perez, su información se ha registrado exitosamente en nuestra plataforma. Por favor haga clic en el siguiente link para hacer la verificación de los datos suministrados.

Si no puede acceder al link por favor copie la url y péguela en su navegador.

<http://afisvm4.eastus.cloudapp.azure.com/AssistME//activate.html?token=34284296-c2c4-44ee-bdd2-c92fa6f5b448>

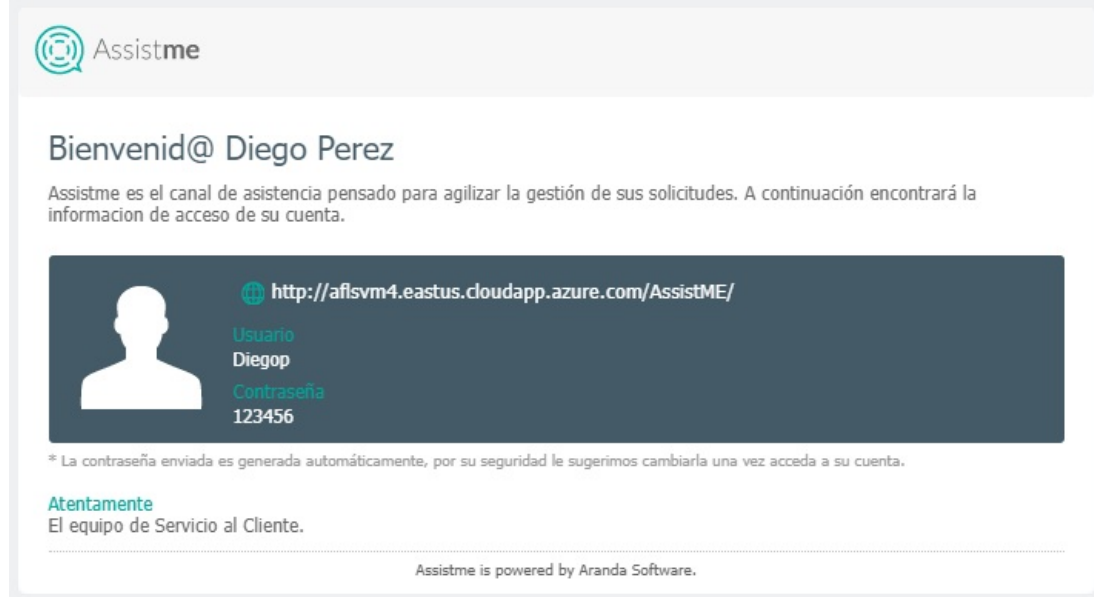
Atentamente
El equipo de Servicio al Cliente.

Assistme is powered by Aranda Software.

After accessing the link, the account will be activated, the following message is displayed:

Hola!,
Su cuenta de Assist Me ha sido activada con exito

After this, the user will receive the email with the confirmation of the credentials to enter AssistMe



With this information, the user can access the platform.

Forgot your password?

This functionality allows the end user to recover their password through their username or email.



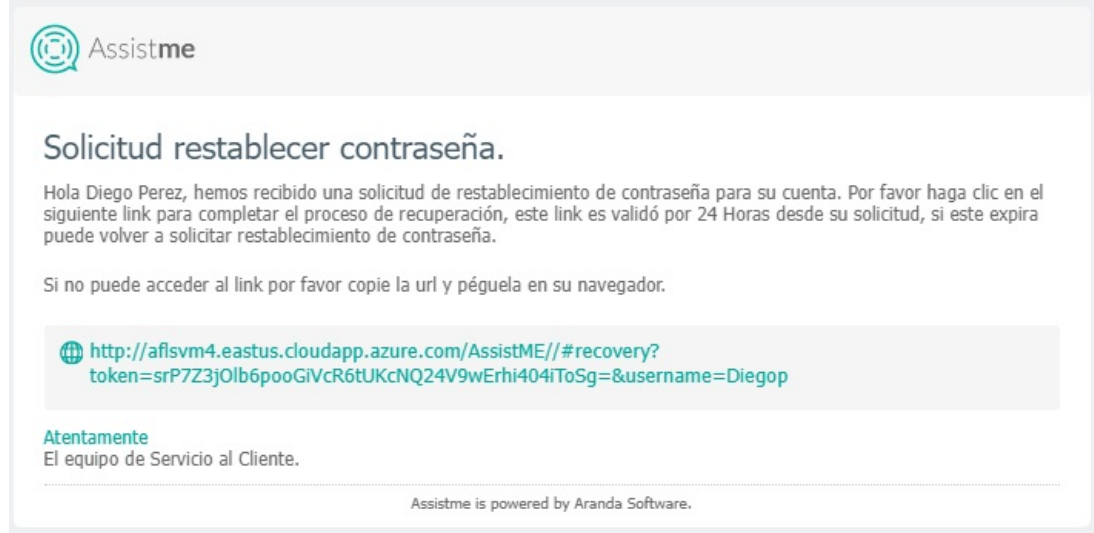
This option allows you to access a form to enter the username or email and proceed to the password recovery



The username must be filled in to recover the password. After entering the information and selecting the Reestablish, a message is displayed to receive mail for password reset to complete the process.



The user must enter their email where they will receive the following notification:



After accessing the link, a form will be displayed to fill out the new password

A mobile app screen titled 'Restablecer Contraseña' by Aranda Software. It prompts the user to 'Ingrese la nueva contraseña para acceder al sistema'. There are two input fields: 'Nueva contraseña...' and 'Confirmar nueva contraseña...'. At the bottom is a large button labeled 'Actualizar Contraseña'.

You must fill in the information of the new password and select the Update Password, a message is displayed indicating that the password was successfully updated

The same mobile app screen as before, but with a green success message banner at the bottom: 'Su contraseña ha sido actualizada satisfactoriamente, para acceder por favor vuelva a la pantalla de inicio e ingrese con sus credenciales'. The 'Actualizar Contraseña' button remains at the bottom.

After this, the user can access the platform with the new password.

Starting

Beginning

After logging in, the home screen is displayed with the request log fields:

- Address
- Address Detail
- Additional fields
- List of Services

A mobile app home screen with a dark header containing a menu icon and the Assistme logo. The main area lists several fields for a request log: 'Dirección' with a location pin icon, 'Detalle de la dirección' with a building icon, 'Numero de telefono del cliente' with a phone icon, 'Antigüedad del cliente' with a calendar icon and a dropdown arrow, 'Fecha de instalación del equipo' with a calendar icon, and 'Descripción del equipo a revisar' with a document icon. Below these is a question '¿Cómo podemos ayudarte?' and a button labeled 'Instalación' with a right arrow. At the very bottom is a status bar with an up arrow and the text 'SOLICITUD EN PROCESO'.

⌵ Note: Additional fields are displayed when the [Configuring Additional Fields for Work Orders](#) In the web console, when there are no additional fields configured, only the options of address, address detail and list of services are displayed.

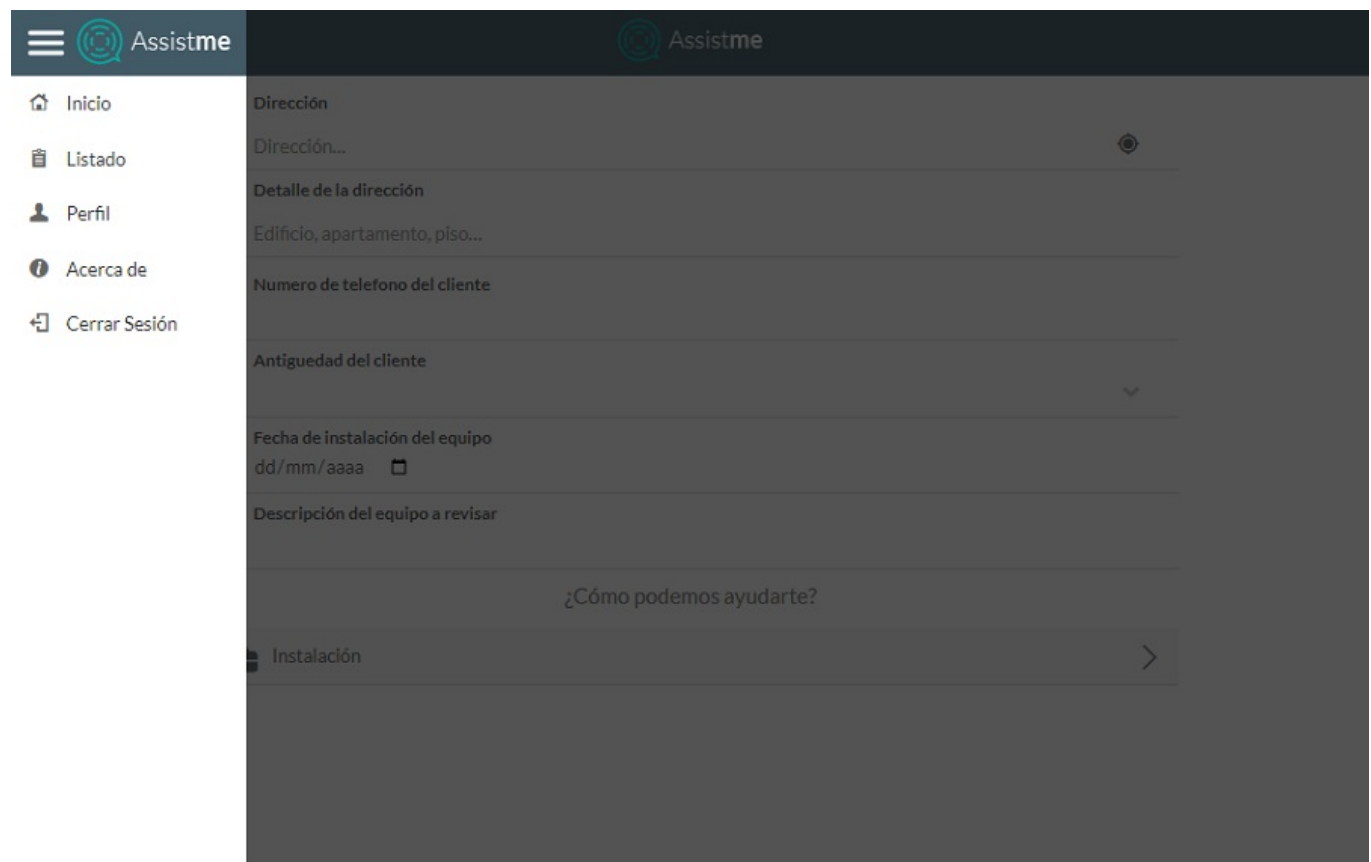
- 2. The services that are presented to the end user (AssistMe Customer) are those that have been configured from the AFLS console (It should be noted that there are services that are provided in general for all the company's customers), however, these services must also be configured in the AssistMe channel specifically for its users, in order to enable them in the application.

Additionally, it should be taken into account that if a service is configured but has expired SLAs, the creation of an order for that service will not be allowed, until the dates of the SLAS are changed.

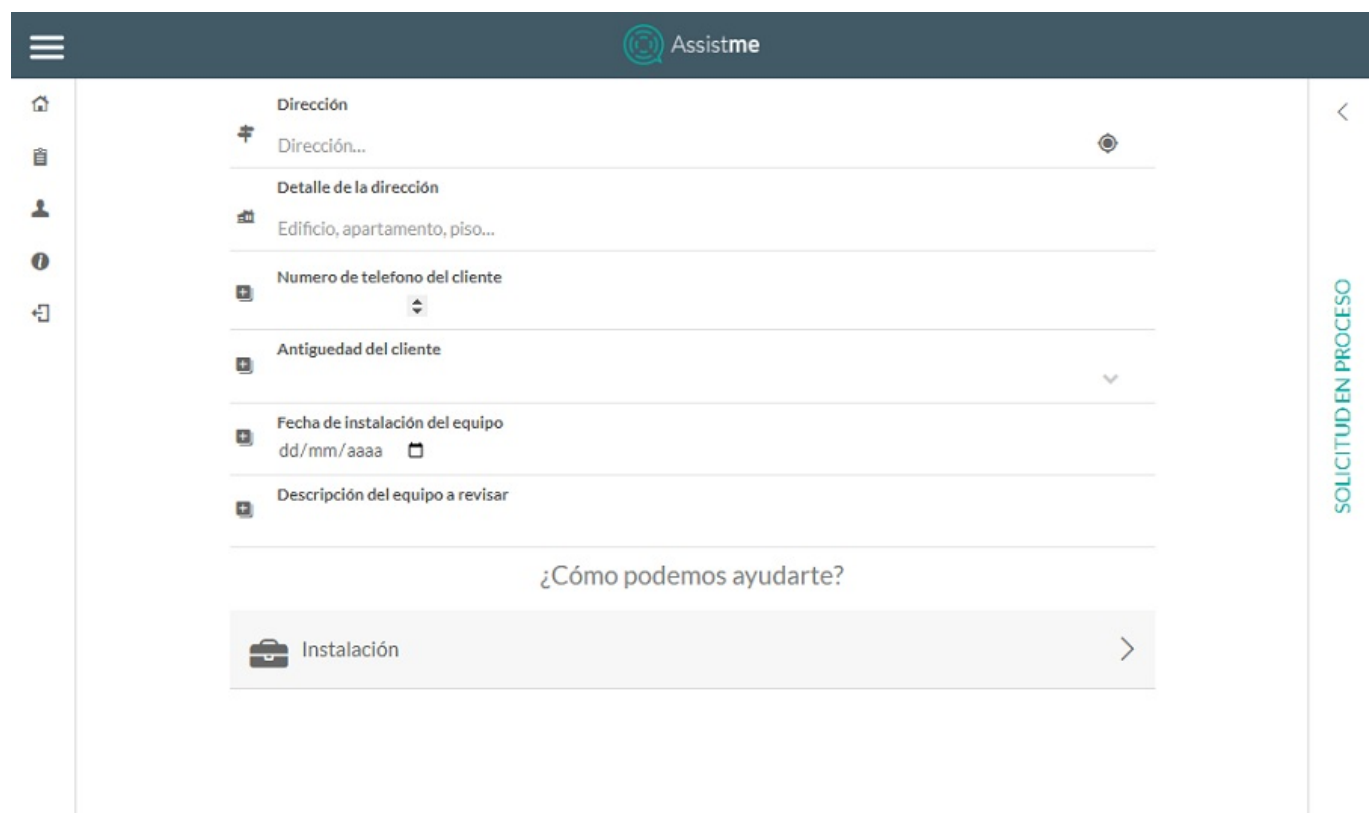
Options Menu

In the side menu of the AssistMe home screen you will see the following sections:

- Beginning
- Listing
- Profile
- About
- Log off



The menu can be collapsed and clicking on any of the icons will advance to the selected module.



Listing

This module presents the information of the orders created by the client, allowing the follow-up of the requested services. In the list of requests, the information of Order Number, Service, State, Assigned Specialist, Address and Date of Creation is displayed.

Listado

Buscar por número de orden

Exportar listado

# AS1a1f13 Instalación ● En Marcha Por juli Av. Boyacá #80-94, Bogotá, Colombia -	16 de agosto de 2023 a las 15:12
# AS2d820c Instalación ● Atendido Por juli El día 17 de agosto de 2023 Av. Boyacá #80-94, Bogotá, Colombia -	16 de agosto de 2023 a las 17:35
# AS346140 Instalación ● Programado Por juli Av. Boyacá #80-94, Bogotá, Colombia -	16 de agosto de 2023 a las 17:36
# AS4fbd98 Instalación ● Programado Por juli Av. Boyacá #80-94, Bogotá, Colombia -	16 de agosto de 2023 a las 17:36

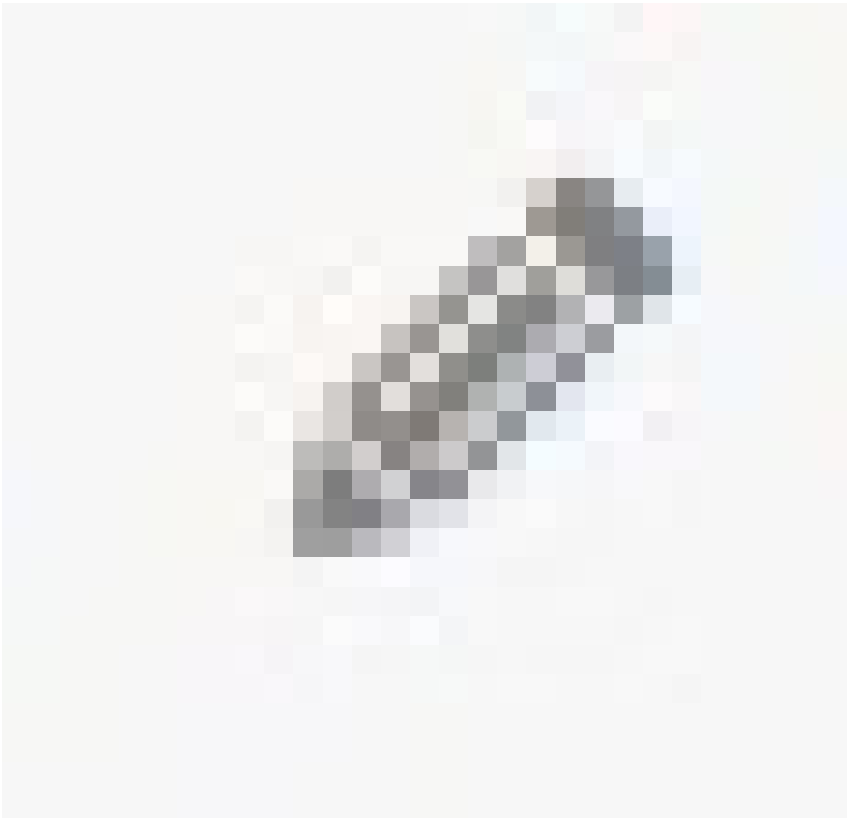
[Filter]It allows you to quickly search the data by the order number field, it is also possible to filter by the following fields: Status (Received, Scheduled, Going, Attended and Cancelled) and Date Created

NOTE: To search in the filter by the order number field, it is necessary to press the “Enter” key

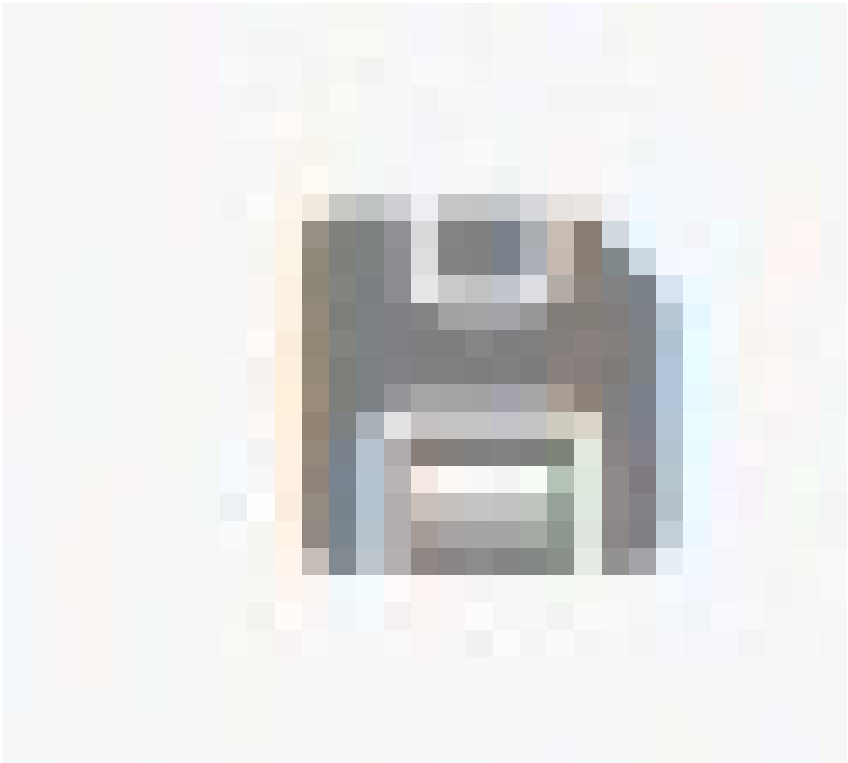
[Export Listing]Allows you to export the information displayed in the work order list

By selecting an order from the list, you will be able to view the detail of associated information such as:

- Basic Info: Service, description, date of Attention, specialist, address, Application No. and date of Creation.
 - Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console.
- By selecting the edit

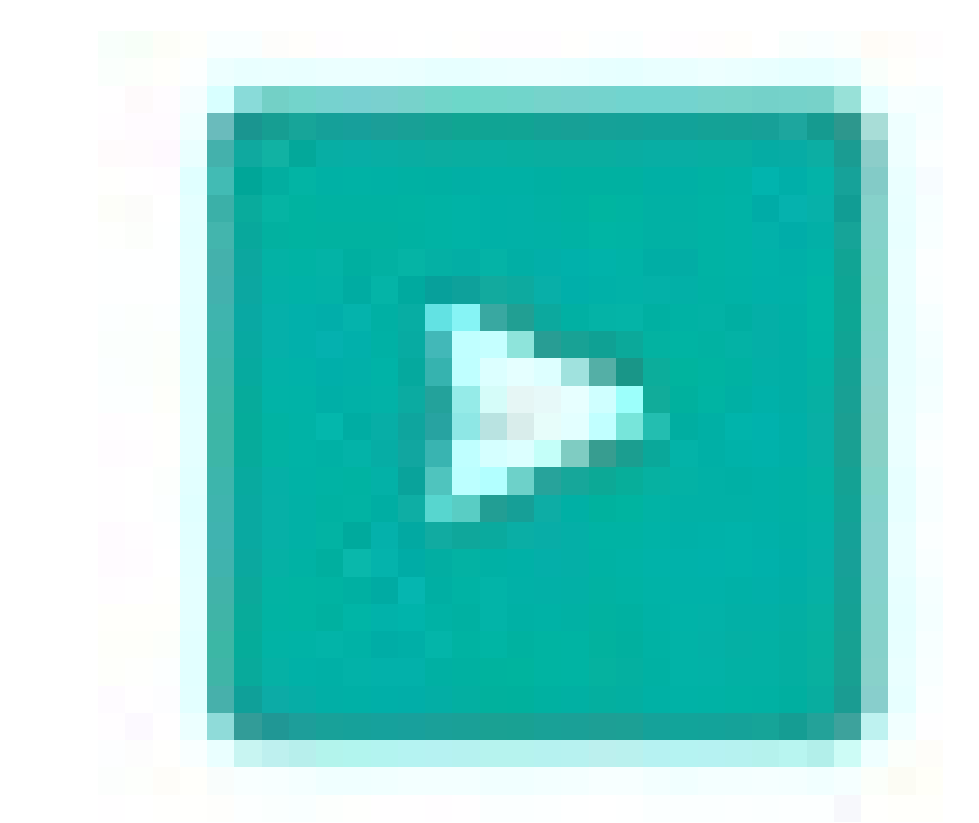


All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



- where the following confirmation message is displayed Updated Information.
- Attachments: Allows you to upload a file to the request if necessary.
 - When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
 - Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists.

These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- 📌 Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.

Assistme

Instalación

●

Recibido

●

Programado

●

En Marcha

●

Atendido

Su Solicitud se ha programado para su atención.

Cancelar

Descripción

tt

Fecha de Atención

16 de agosto de 2023 a las 19:04

Fecha de Atención reprogramada

28 de agosto de 2023 a las 15:11

Especialista

juli

Dirección

Av. Boyacá #80-94, Bogotá, Colombia

No. De Solicitud

AS4fbd98

Fecha de Creación

16 de agosto de 2023 a las 17:36

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo

dd/mm/aaaa

Descripción del equipo a revisar

Adjuntos

Subir archivo...

Mensajes

Escribir un mensaje...

Ir al Inicio

Assistme

Perfil

Usuario: Diegop

Información del Usuario

Diego Perez

Configuración de Contraseña

Dejar los campos vacíos si desea mantener su contraseña actual

Actual contraseña...

Nueva contraseña...

Confirmar nueva contraseña...

Dirección

Niza - Calle 127, TransMilenio, Campania, UPZs Localidad Suba, Localidad Suba, Bogotá, Bogotá, Distrito C...

15

Editar

The button must be clicked Edit and this enables the fields for editing

Assistme

Perfil

Usuario: Diegop

Información del Usuario

Diego Perez Torres

Configuración de Contraseña

Dejar los campos vacíos si desea mantener su contraseña actual

Actual contraseña...

Nueva contraseña...

Confirmar nueva contraseña...

Dirección

Niza - Calle 127, TransMilenio, Campania, UPZs Localidad Suba, Localidad Suba, Bogotá, Bogotá, Distrito C...

Torre 15

Guardar

After making the respective changes, it is necessary to click on the Save to register correctly. (The respective validations of the password or obligatory nature will be carried out if the data is not correct)

About

This screen displays the URL that was entered in the Channels settings of the AFLS console.



Log off

This option allows you to log out of the AssistMe application, then display the Login screen.

Applications in process

In the applications in process part, the ORDERS, REQUESTS, OR APPOINTMENTS IN PROCESS For the customer, only those that were created from Assistme will be displayed.

⚠ Note: It is indicated that they can be “orders”, “requests” or “appointments” because this depends on the term that has been configured in the AFLS console for the AssistMe channel, in this way the copy will be changed in all places of AssistMe for greater clarity of the user.

When creating an order, it is not reflected instantly, so it must be updated by clicking on the Refresh to perform the update and thus display all orders in status Open and In Process.

Assistme

Dirección...

Edificio, apartamento, piso...

¿Cómo podemos ayudarte?

Cita en casa

SOLICITUD EN PROCESO

1 de agosto de 2023 a las 9:48

Cita en casa

● Recibido

1 de agosto de 2023 a las 9:48

Cita en casa

● Programado

1 de agosto de 2023 a las 9:48

Cita en casa

● En Marcha

Creating Work Orders

The home screen allows the creation of a work order in AssistMe in a very simple way, it is only necessary to enter the information of address, select a service, place a description of the same and if necessary add the information of the Additional fields for the application, then click on the Send.

Assistme

Dirección

Av Suba #126-59, Bogotá, Colombia

Detalle de la dirección

Torre 5 Apto 105

Numero de telefono del cliente

32236565656

Antigüedad del cliente

6 a 12 meses

Fecha de instalación del equipo

16/08/2023

Descripción del equipo a revisar

Modem

¿Cómo podemos ayudarte?

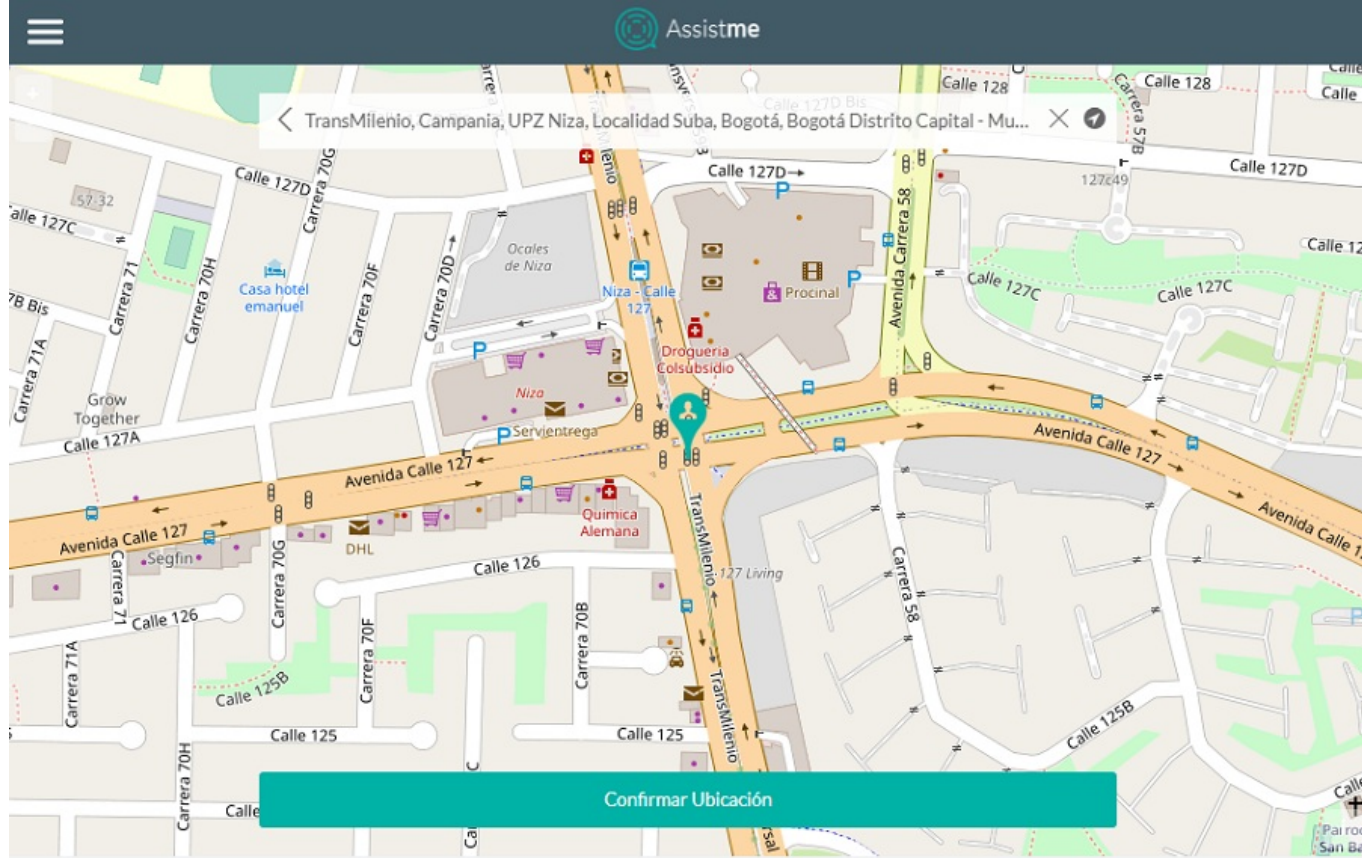
Instalación

Ingrese detalles adicionales a su Solicitud...

Enviar

SOLICITUD EN PROCESO

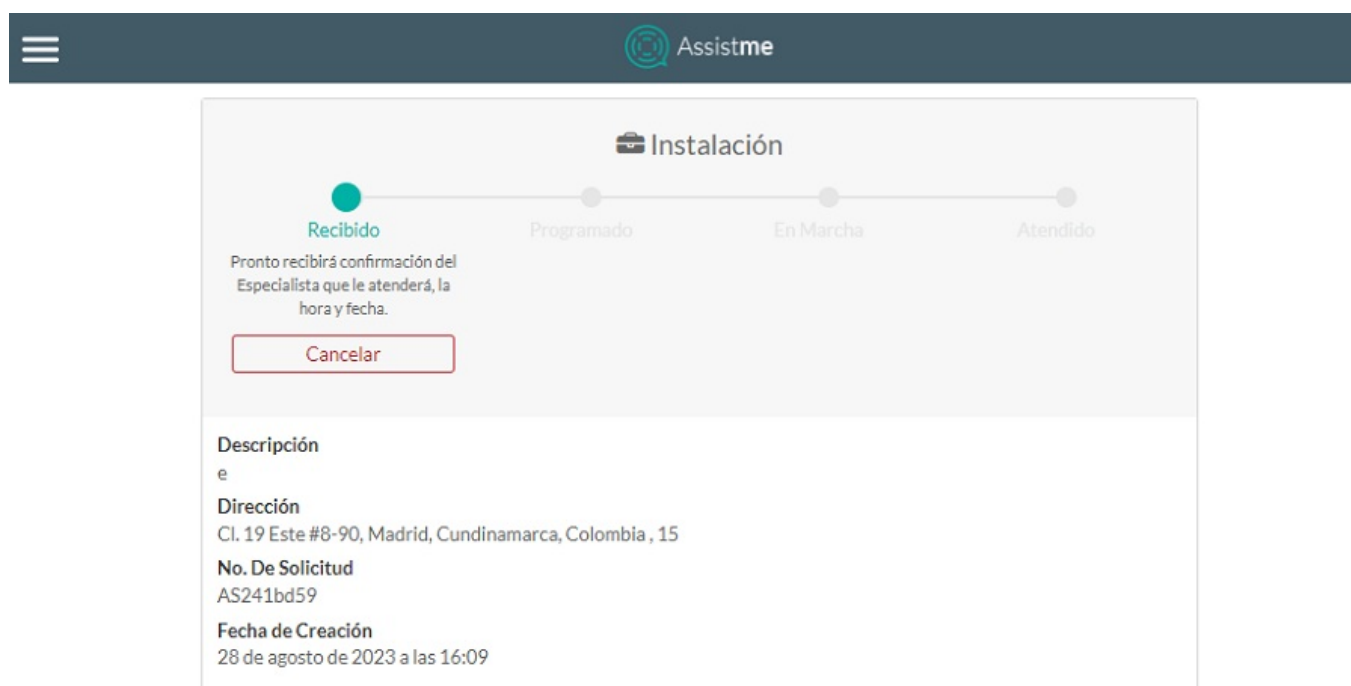
By clicking on the address A screen with the map is displayed so that you can search for the location by scrolling through the map, or you can type the address in the field and then click on the Confirm Location.



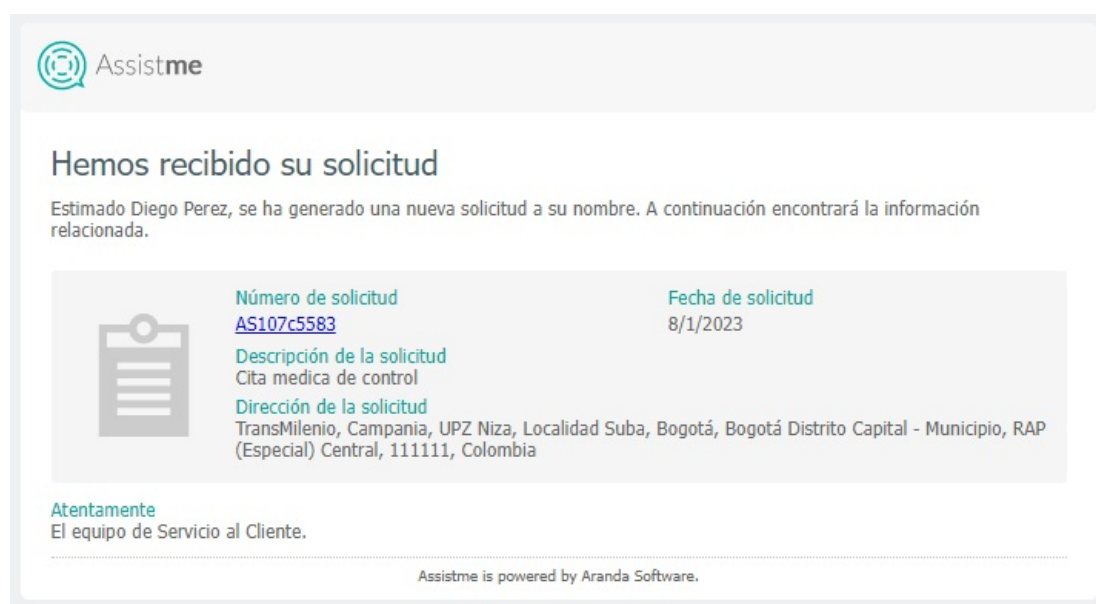
Note:

- 1. The service name shown on the screen is the one configured in AFLS for the Assistme channel. The name should be short and with a clear description.
- 2. The additional fields are displayed when the configuration is made in the web console in the Configuration option > Additional fields > Work orders, when there are no additional fields configured, only the options of address, address detail and list of services are displayed.

Luego de hacer clic en el botón Enviar, el sistema muestra una pantalla con el estado inicial de la orden, en este caso "RECIBIDO" y con la siguiente información de la solicitud: descripción, dirección, No. de Solicitud y fecha de Creación

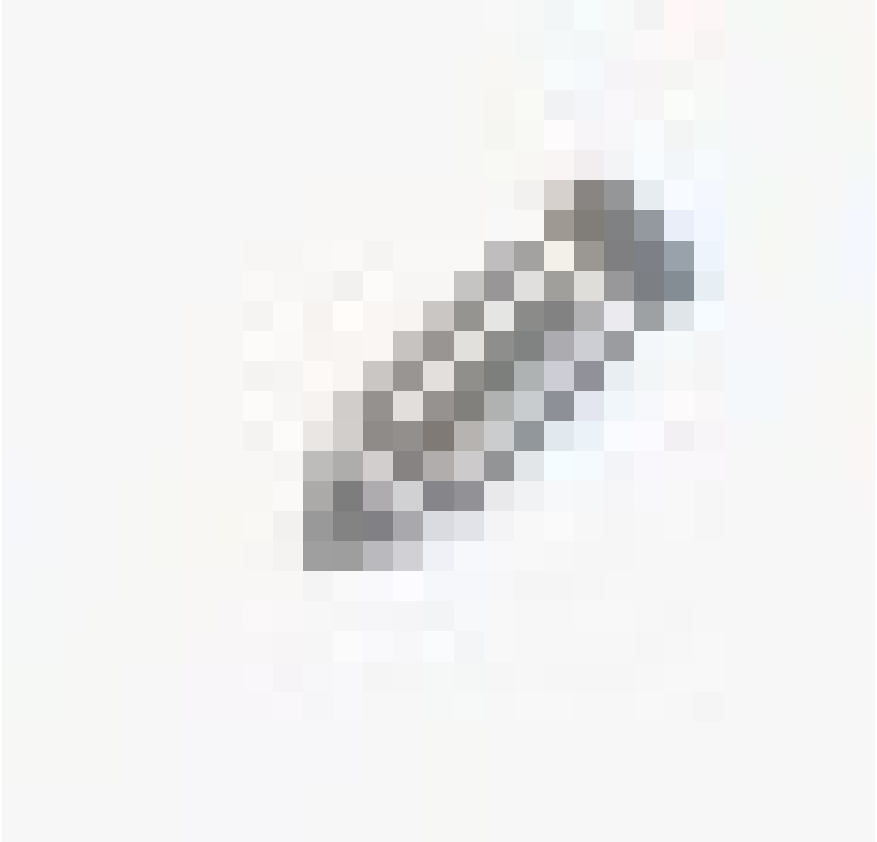


In this way the work order is registered in AFLS, the customer is sent an email with the notification of the registration of the request, here is an example:

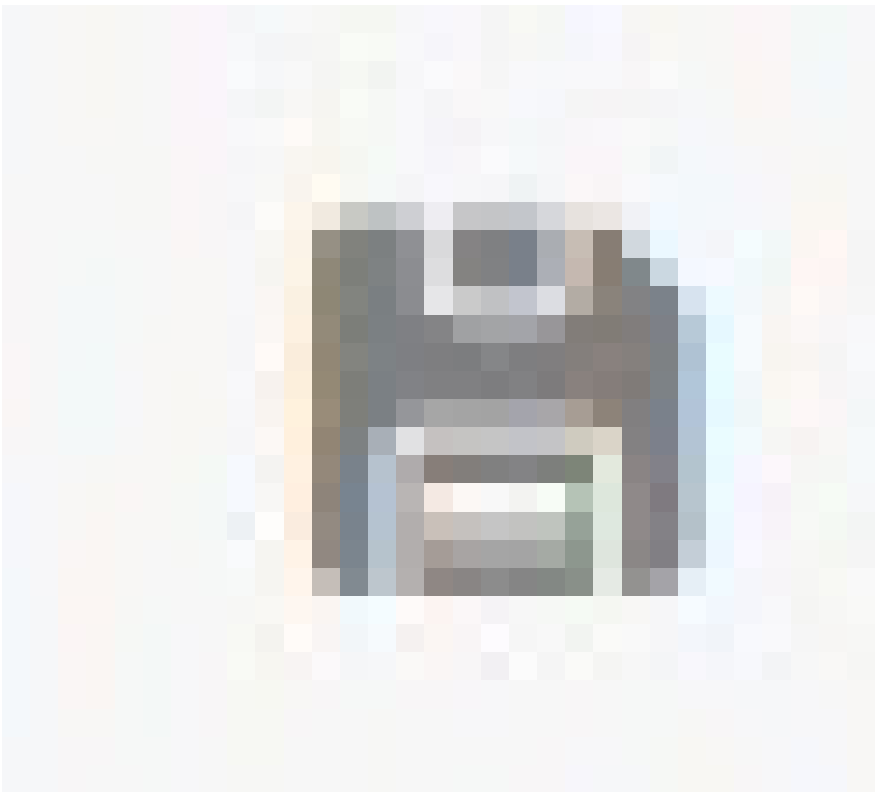


Additional fields

They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console. By selecting the edit



All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

Application attachments

Allows you to upload a file to the request if necessary.
When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.

Messages in the request

After creating an order from AssistMe It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists. It will be displayed as follows:

Assistme

Campos Adicionales

Numero de telefono del cliente

5

Antigüedad del cliente

más de 12 meses

Fecha de instalación del equipo

14/08/2023

Descripción del equipo a revisar

Ninguna

Adjuntos

Foto 1.jpg

8kb

Subir archivo...

Mensajes

hace unos instantes...

He adjuntado el archivo: Foto 1.jpg

Escribir un mensaje...

Ir al Inicio

These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor, or specialist and the end user. It should be noted that messages can only be sent while the request is in the states Received, Scheduled, or Ongoing.

Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.

- 2. The Go to top allows you to go back to order creation.

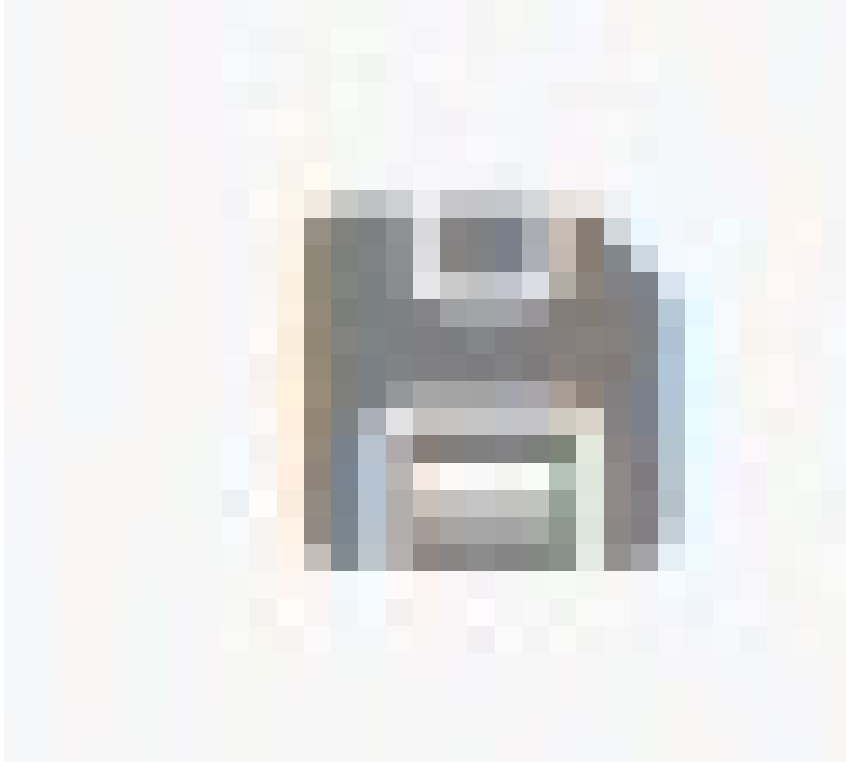
Statuses on orders with “Logged” user

Received

This status indicates that the work order was created and is without assignment of a provider and specialist for its care, when an order is in this status the following information is displayed:

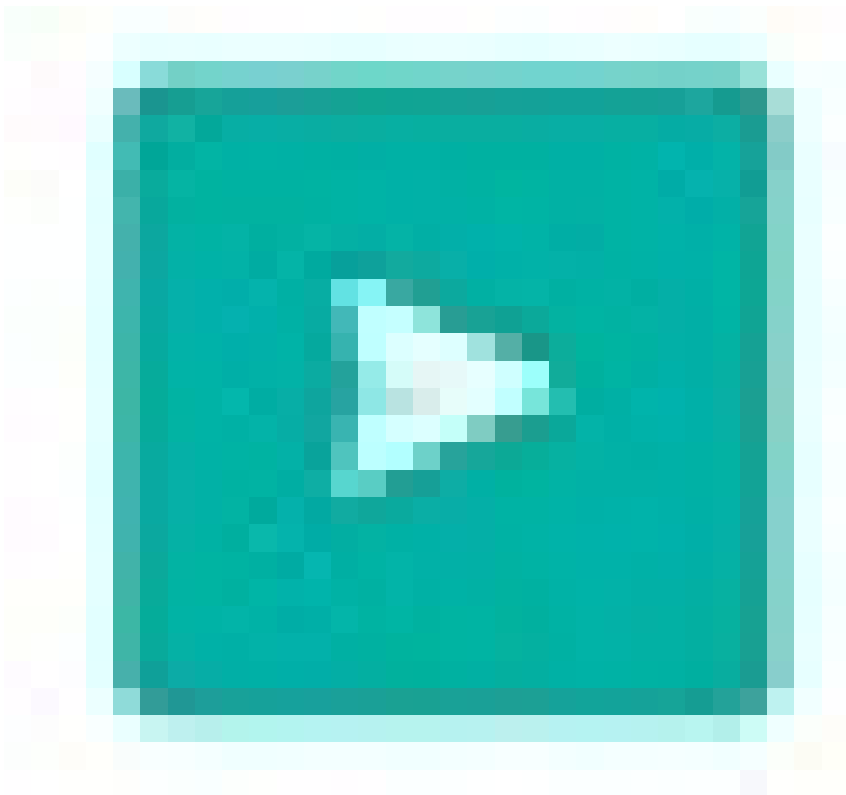
- Basic Info: Service, description, address, Application No. and Date of Creation.
- Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console.
By selecting the edit

All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

- Attachments: Allows you to upload a file to the request if necessary.
When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
- Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists.
These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- ▢ Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.



Instalación

●

●

●

●

Recibido

Programado

En Marcha

Atendido

Pronto recibirá confirmación del Especialista que le atenderá, la hora y fecha.

Cancelar

Descripción

e

Dirección

Cl. 19 Este #8-90, Madrid, Cundinamarca, Colombia , 15

No. De Solicitud

AS241bd59

Fecha de Creación

28 de agosto de 2023 a las 16:09

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo

dd/mm/aaaa 

Descripción del equipo a revisar

Adjuntos

Subir archivo...

Mensajes

Escribir un mensaje...

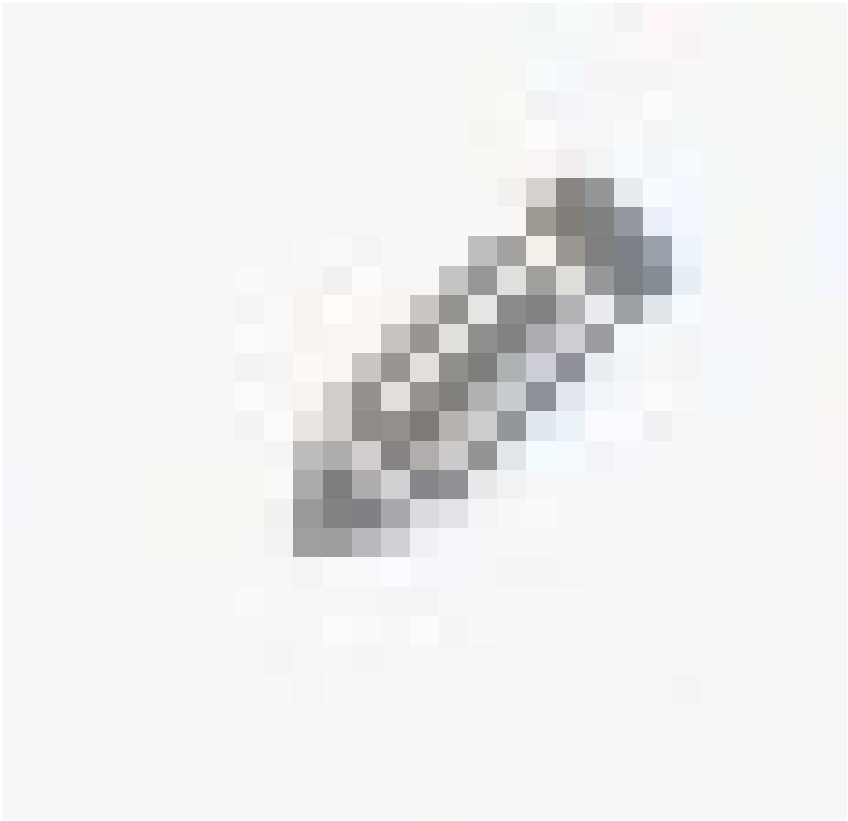


Ir al Inicio

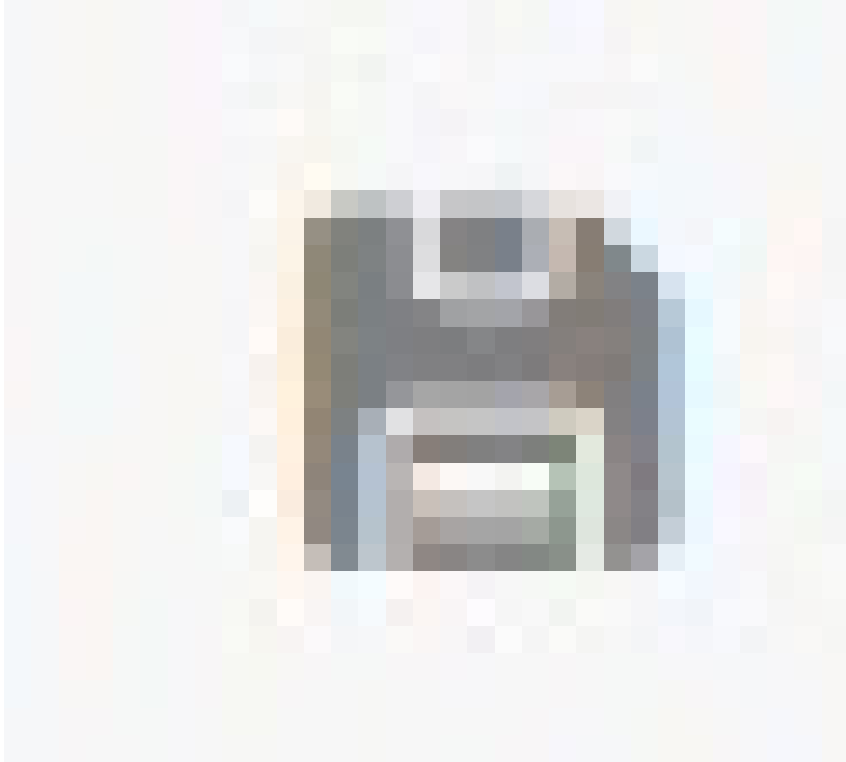
Scheduled

This status indicates that the work order was assigned to a vendor and a specialist for care, when an order is in this status the following information is displayed:

- Basic Info: Service, description, date of Attention, date of rescheduled care, specialist, address, Request No. and date of Creation.
- Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console.
By selecting the edit

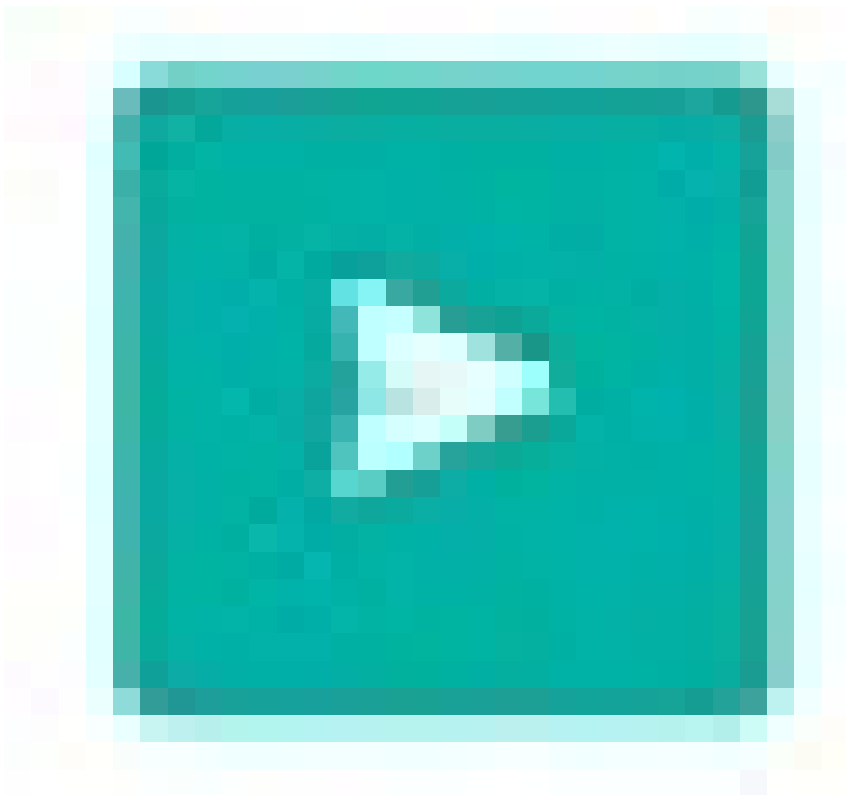


All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

- Attachments: Allows you to upload a file to the request if necessary.
When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
- Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists.
These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- ▢ Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.

Assistme

Instalación

Recibido

Programado

En Marcha

Atendido

Su Solicitud se ha programado para su atención.

Cancelar

Descripción

tt

Fecha de Atención

16 de agosto de 2023 a las 19:04

Fecha de Atención reprogramada

28 de agosto de 2023 a las 15:11

Especialista

juli

Dirección

Av. Boyacá #80-94, Bogotá, Colombia

No. De Solicitud

AS4fd98

Fecha de Creación

16 de agosto de 2023 a las 17:36

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo

dd/mm/aaaa

Descripción del equipo a revisar

Adjuntos

Subir archivo...

Mensajes

Escribir un mensaje...

Ir al Inicio

Let's go

This status indicates that the work order is already in the process of being attended by a specialist, the customer can verify the location of the specialist with the Location button, when an order is in this state the following information is displayed:

- Basic Info: Service, description, date of Attention, specialist, address, Application No. and date of Creation.

Assistme

Instalación

Recibido

Programado

En Marcha

Atendido

Actualmente su Solicitud se encuentra en marcha.

Ubicación

Cancelar

Descripción

h

Fecha de Atención

16 de agosto de 2023 a las 17:34

Fecha de Atención reprogramada

17 de agosto de 2023 a las 14:00

Especialista

juli

Dirección

Av. Boyacá #80-94, Bogotá, Colombia

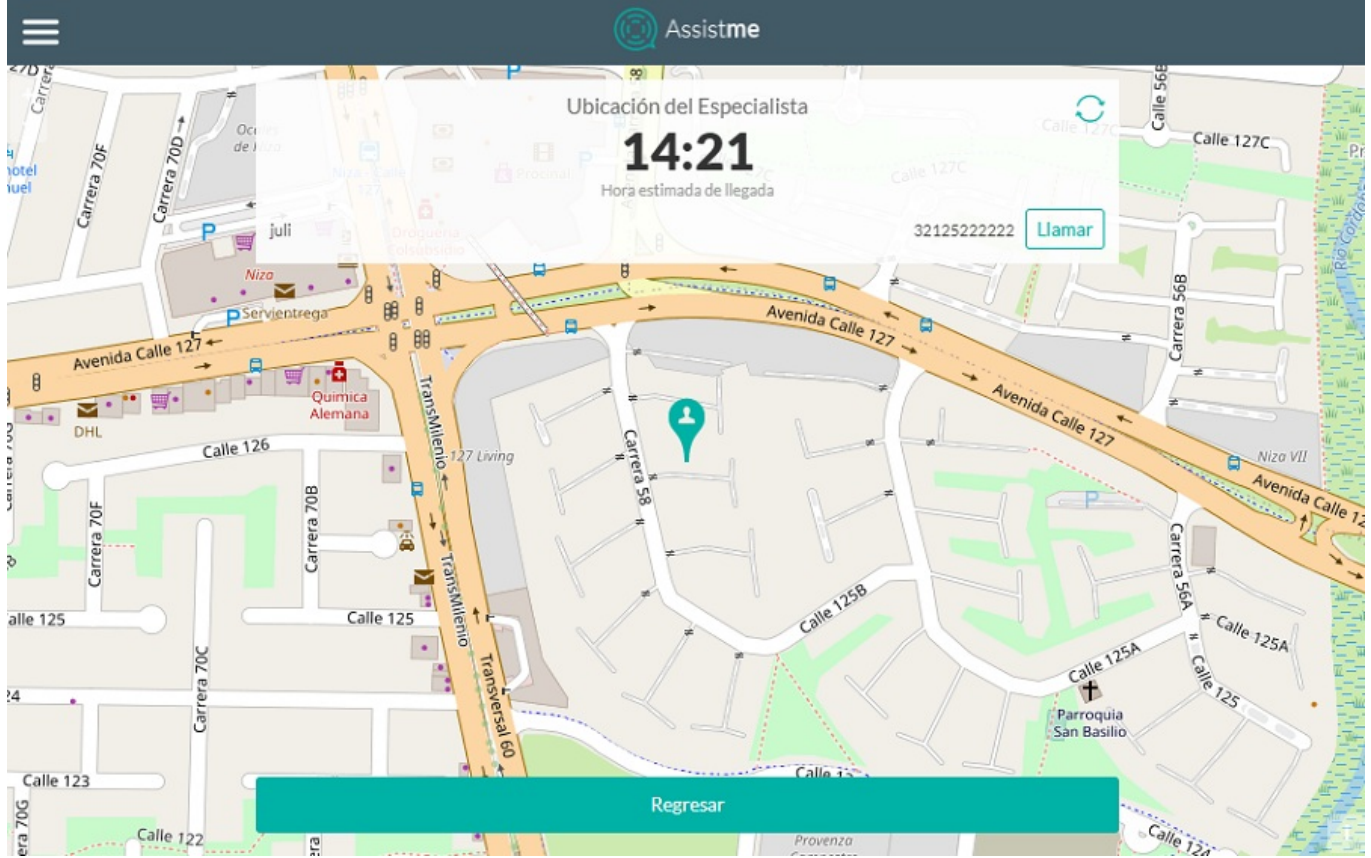
No. De Solicitud

AS1a1f13

Fecha de Creación

16 de agosto de 2023 a las 15:12

When you select the Location A map is displayed where it is possible to press the freshen To know in real time the location of the specialist, the specialist’s phone number is additionally shown in case the user needs to communicate with him, by selecting the Return The information of the order that is in status is displayed again Let’s go.



⚠ Note: In the states Received, Scheduled, and On the Go Order cancellation can be made by clicking on the Cancel in case the client requires it. The dispatcher can also cancel such orders from the AFLS app.

After the order information, the following sections will be displayed:

- Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console. By selecting the edit

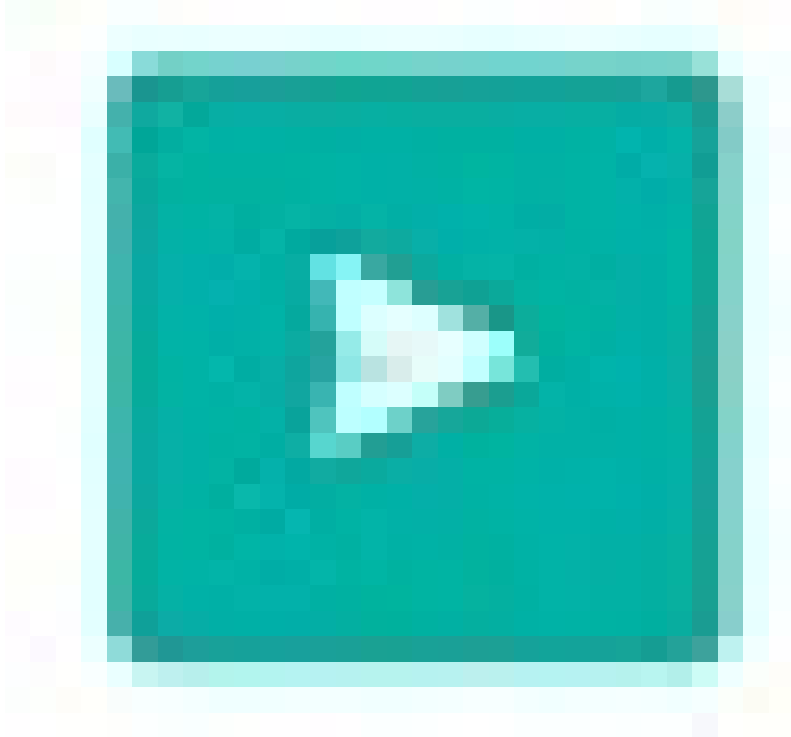


All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

- Attachments: Allows you to upload a file to the request if necessary. When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
- Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists. These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- ▮ Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.

Assistme

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo

dd/mm/aaaa

Descripción del equipo a revisar

Adjuntos

Subir archivo...

Mensajes

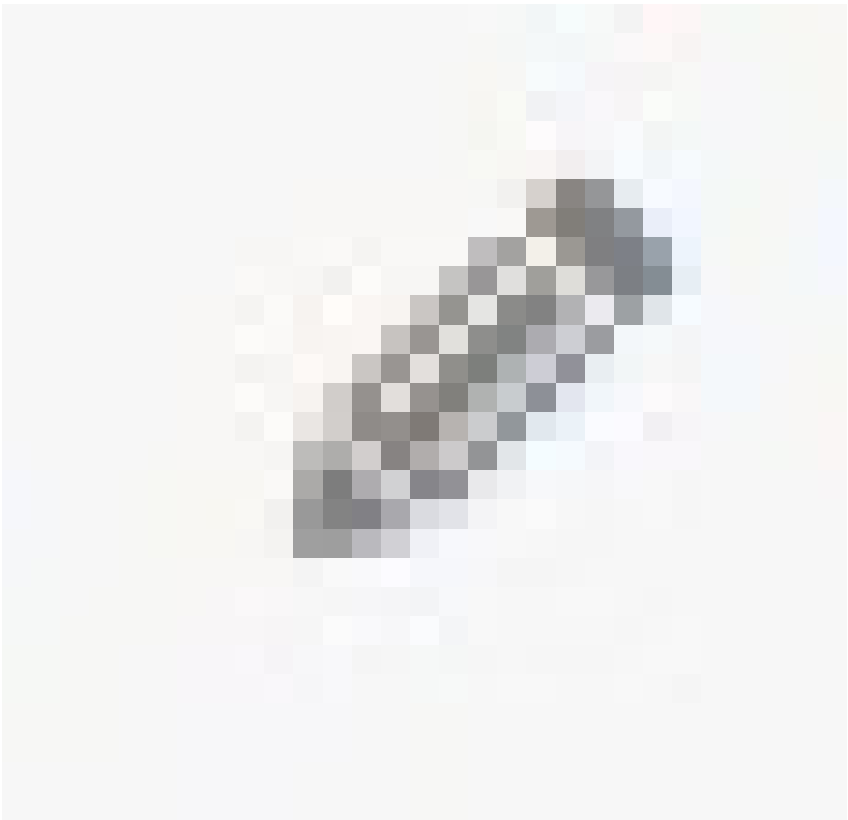
Escribir un mensaje...

Ir al Inicio

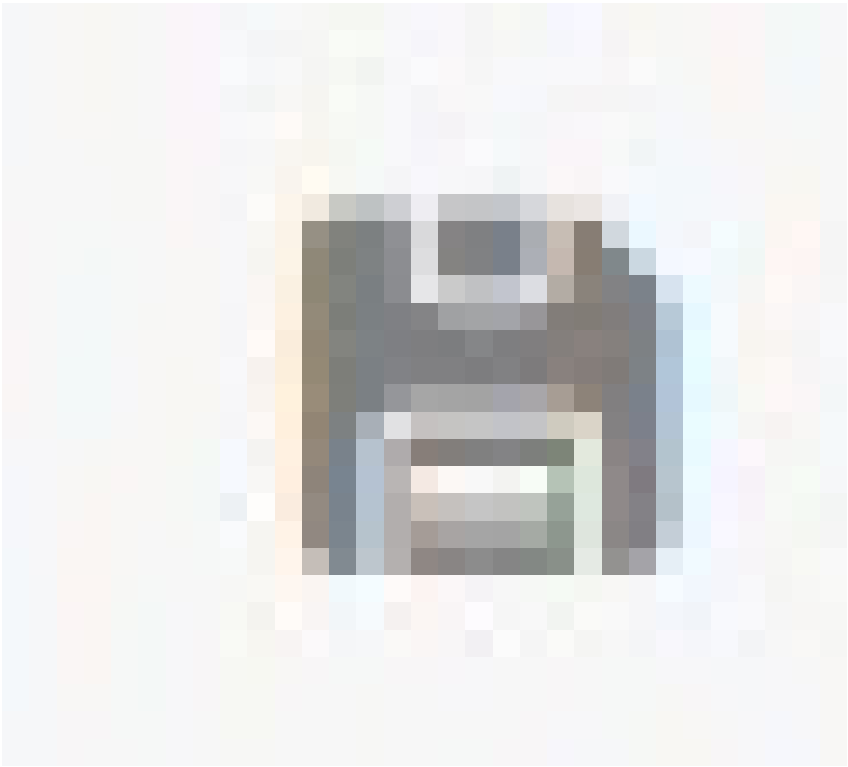
Attended

This status indicates that the order has already been attended by a specialist, when an order is in this state the following information is displayed:

- Basic Info: Service, description, date of Attention, specialist, address, Application No. and date of Creation.
- Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console. By selecting the edit

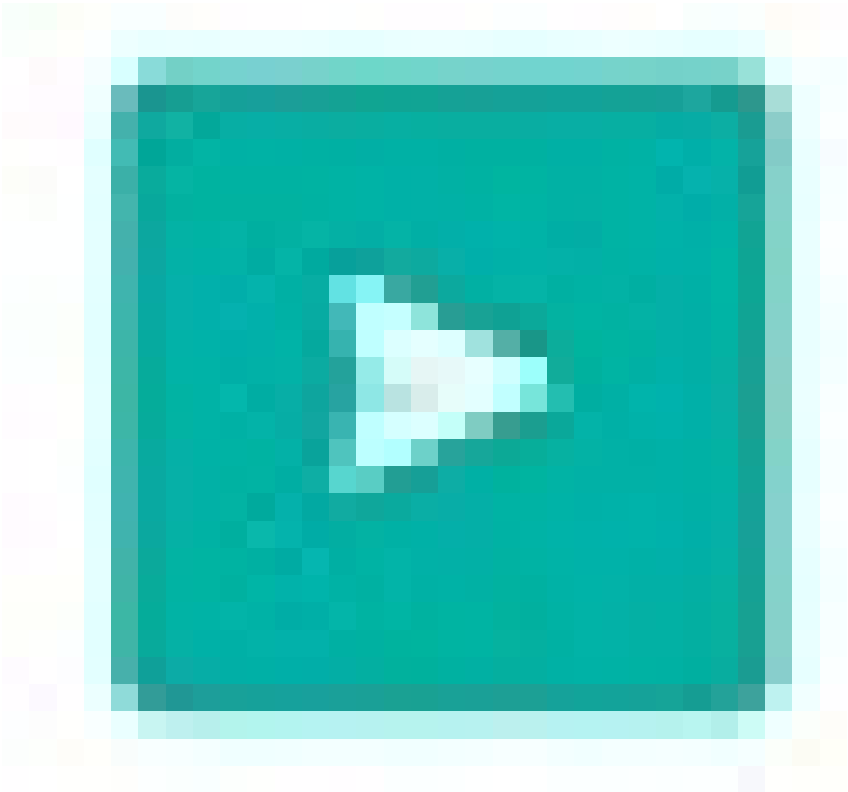


All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

- Attachments: Allows you to upload a file to the request if necessary.
When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
- Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists.
These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- ▮ Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.

Assistme

Instalación

●

Recibido

●

Programado

●

En Marcha

●

Atendido

Su Solicitud se atendió satisfactoriamente.

Descripción

ffff

Fecha de Atención

17 de agosto de 2023 a las 10:28

Especialista

juli

Dirección

Av. Boyacá #80-94, Bogotá, Colombia

No. De Solicitud

AS2d820c

Fecha de Creación

16 de agosto de 2023 a las 17:35

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo

dd/mm/aaaa

Descripción del equipo a revisar

Calificar Servicio

Adjuntos

Foto.png

27kb

Subir archivo...

Mensajes

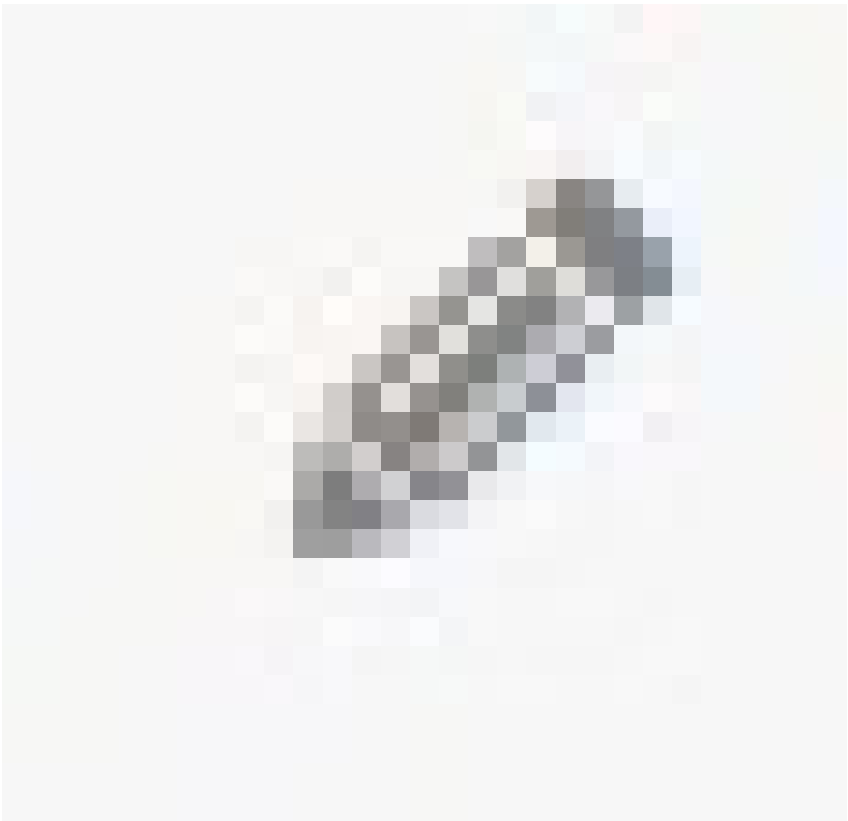
Escribir un mensaje...

Ir al Inicio

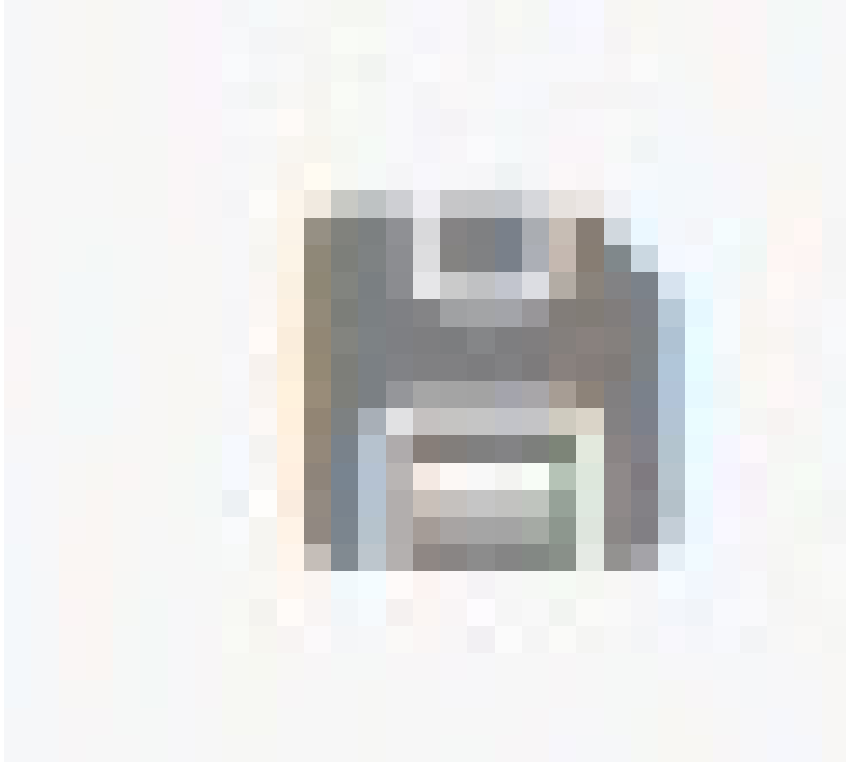
Canceled

This status indicates that the order was canceled by the user or dispatcher, when an order is in this status the following information is displayed:

- Basic Info: Service, description, address, Application No., and Date of Creation.
- Additional fields: They are displayed when the [Configuring Additional Fields for Work Orders](#) in the web console. By selecting the edit

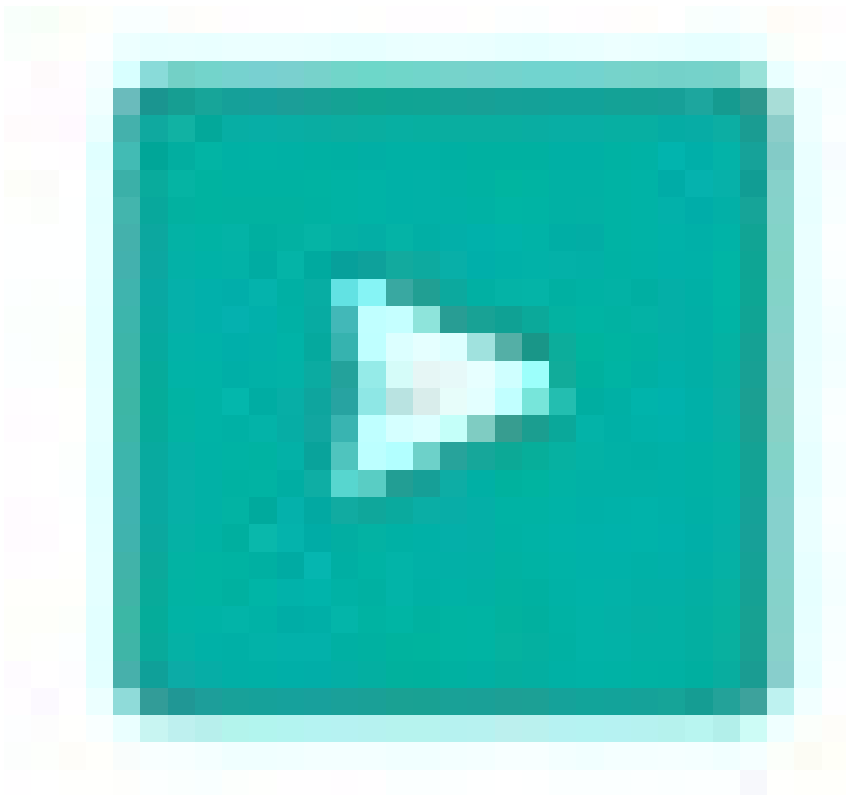


All fields that have modification permission are enabled to perform their respective update, after making the adjustments of the information of the additional fields for the request, it is necessary to select the save



where the following confirmation message is displayed Updated Information.

- Attachments: Allows you to upload a file to the request if necessary.
When you select the Upload file the Windows Explorer window is displayed where the file to be imported in the request must be searched and selected.
- Messages: It will be possible to send messages (public notes) from the request to dispatchers, monitors or specialists.
These messages will be displayed at the bottom of the request showing the interaction between the dispatcher, monitor or specialist and the end user, when typing the message you must select the Send



so that the comment is associated with the request.

- ▢ Note: While the user is inside the order, they need to click on the refresh icon in order to update the received messages.
- 2. The Go to top allows you to go back to order creation.

Assistme

🛠️ Instalación

●

Recibido

●

Programado

●

En Marcha

●

Cancelado.
Su Solicitud se ha cancelado.

Descripción

d

Fecha de Atención
16 de agosto de 2023 a las 18:34

Fecha de Atención reprogramada
17 de agosto de 2023 a las 11:20

Dirección
Av. Boyacá #80-94, Bogotá, Colombia

No. De Solicitud
AS346140

Fecha de Creación
16 de agosto de 2023 a las 17:36

Campos Adicionales

Numero de telefono del cliente

Antigüedad del cliente

Fecha de instalación del equipo
dd/mm/aaaa 📅

Descripción del equipo a revisar

Adjuntos

Subir archivo...

Mensajes

Escribir un mensaje...

▶

Ir al Inicio

Rate Service

This button will only be displayed when the order is in the Fulfilled status

Assistme

🏠 Cita en casa

●

Recibido

●

Programado

●

En Marcha

●

Atendido
Su Solicitud se atendió satisfactoriamente.

Descripción

Orden Manual 3

Fecha de Atención
1 de agosto de 2023 a las 9:57

Especialista
juli

Dirección
Carrera 58, Campania, UPZ Niza, Localidad Suba, Bogotá, Bogotá, Distrito Capital, RAP (Especial) Central, 111111, Colombia, 16

No. De Solicitud
AS105ef6d3

Fecha de Creación
1 de agosto de 2023 a las 9:48

Calificar Servicio

After selecting the Rate Service The survey corresponding to the service is displayed. Example:

A teal rectangular box with a white background. Inside the box, at the top center, is a teal circular icon containing a white checkmark. Below the icon, the text "Gracias," is written in a large, dark grey serif font. Underneath that, the text "su encuesta ha sido enviada." is written in a smaller, dark grey sans-serif font.

A teal-bordered box containing a green checkmark icon and the text "Hola, esta encuesta ya ha sido respondida." The checkmark is inside a green circle. The text is in a sans-serif font, with "Hola," on one line and "esta encuesta ya ha sido respondida." on the line below.

In this field, enter the Request number or token that is assigned for orders created from Assistme, once entered, the respective information status is displayed.

In this field, enter the Request number or token that is assigned for orders created from Assistme, once entered, the respective information of the requests and their current status is displayed:

Assistme

by Aranda Software

Bienvenido a nuestro portal de servicio al cliente

Usuario...

Contraseña...

Registrarse »

¿Olvidó su contraseña? »

AS1036450f

>

Ingresar

AssistMe powered by Aranda Software

Received

This status indicates that the work order was created and is without assignment of a provider and specialist for its attention, when an order is in this status the following information is displayed:

- Basic Info: Service, description, address, Application No. and Date of Creation.

Assistme

Cita en casa

Recibido

Programado

En Marcha

Atendido

Pronto recibirá confirmación del Especialista que le atenderá, la hora y fecha.

Descripción

Orden 2

Dirección

TransMilenio, Campania, UPZ Niza, Localidad Suba, Bogotá, Bogotá Distrito Capital - Municipio, RAP (Especial) Central, 111111, Colombia , 15

No. De Solicitud

AS1097d244

Fecha de Creación

1 de agosto de 2023 a las 15:09

Regresar

Scheduled

This status indicates that the work order was assigned to a vendor and a specialist for care, when an order is in this status the following information is displayed:

- Basic Info: Service, description, date of Attention, date of rescheduled care, specialist, address, Request No. and date of Creation.

Assistme

Cita en casa

Recibido

Programado

En Marcha

Atendido

Su Solicitud se ha programado para su atención.

Descripción

Cita médica de control

Fecha de Atención

1 de agosto de 2023 a las 15:53

Especialista

juli

Dirección

TransMilenio, Campania, UPZ Niza, Localidad Suba, Bogotá, Bogotá Distrito Capital - Municipio, RAP (Especial) Central, 111111, Colombia

No. De Solicitud

AS107c5583

Fecha de Creación

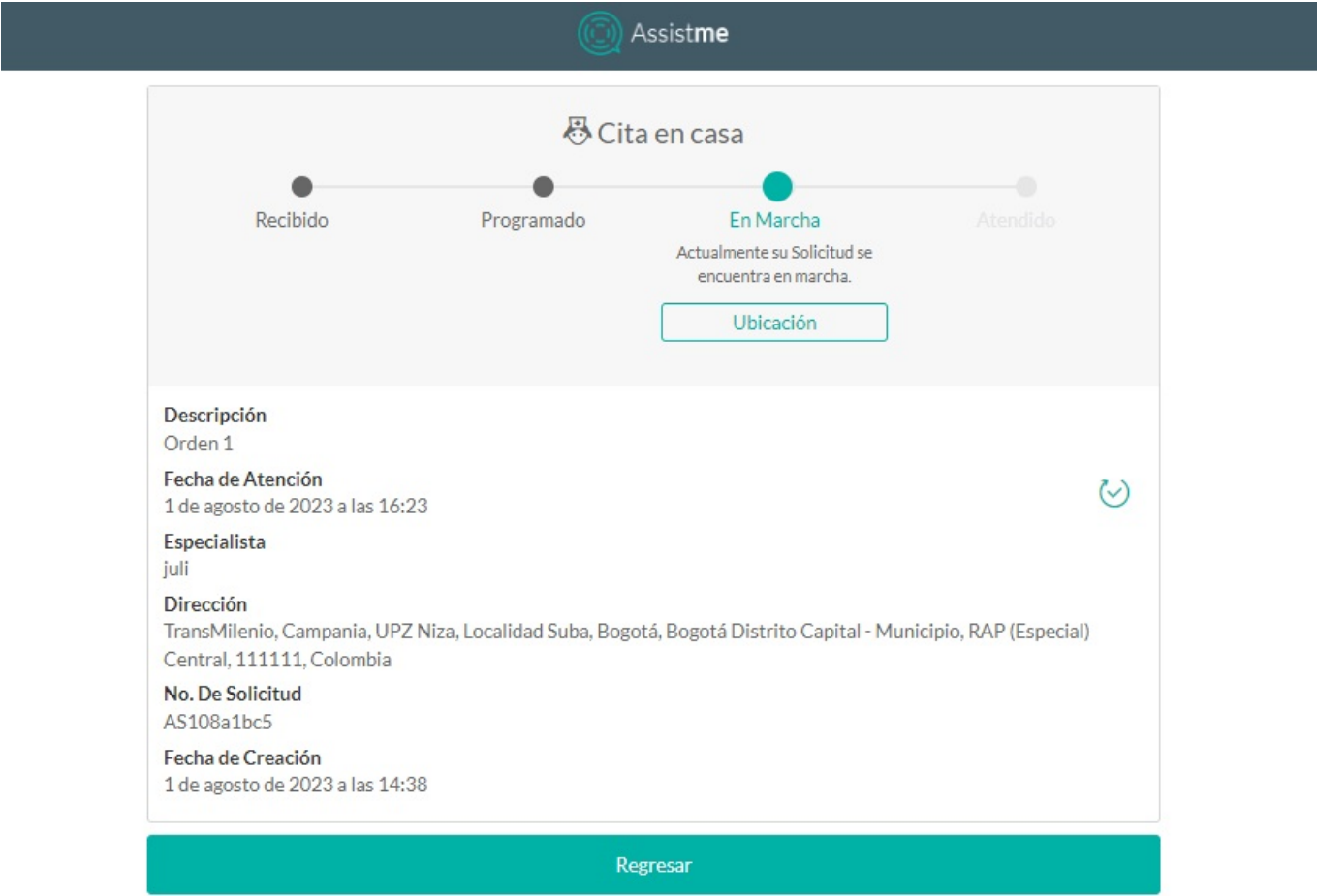
1 de agosto de 2023 a las 10:07

Regresar

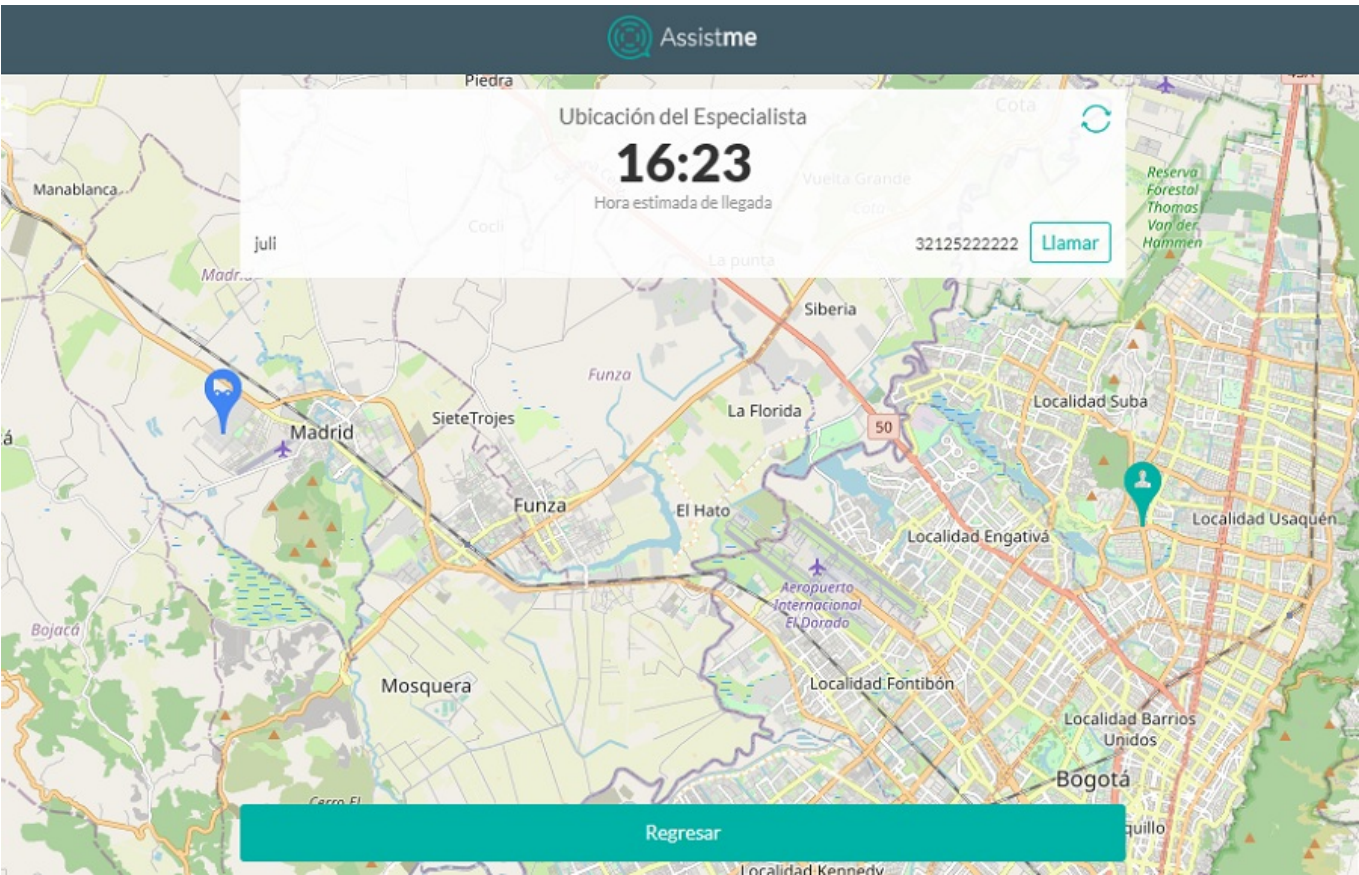
Let's go

This status indicates that the work order is already in the process of being attended by a specialist, the customer can verify the location of the specialist with the Location button, when an order is in this state the following information is displayed:

- Basic Info: Service, description, date of Attention, specialist, address, Application No. and date of Creation.



When you select the Location A map is displayed where it is possible to press the freshen To know in real time the location of the specialist, the specialist’s phone number is additionally shown in case the user needs to communicate with him, by selecting the Return the Login.



Attended

This status indicates that the order has already been attended by a specialist, when an order is in this state, the following information is displayed:

- Basic Info: Service, description, date of Attention, specialist, address, Application No. and date of Creation.

 Assistme

 Cita en casa

●

Recibido

●

Programado

●

En Marcha

●

Atendido

Su Solicitud se atendió satisfactoriamente.

Descripción

Orden Manual 3

Fecha de Atención

1 de agosto de 2023 a las 9:57

Especialista

juli

Dirección

Carrera 58, Campania, UPZ Niza, Localidad Suba, Bogotá, Bogotá, Distrito Capital, RAP (Especial) Central, 111111, Colombia , 16

No. De Solicitud

AS105ef6d3

Fecha de Creación

1 de agosto de 2023 a las 9:48

Regresar

Canceled

This status indicates that the order was canceled by the user or dispatcher, when an order is in this status the following information is displayed:

- Basic Info: Service, description, address, Application No., and Date of Creation.

 Assistme

 Cita en casa

●

Recibido

●

Programado

●

En Marcha

●

Cancelado.

Su Solicitud se ha cancelado.

Descripción

Orden Manual 1

Dirección

Carrera 58, Campania, UPZ Niza, Localidad Suba, Bogotá, Bogotá, Distrito Capital, RAP (Especial) Central, 111111, Colombia , 15

No. De Solicitud

AS10204787

Fecha de Creación

1 de agosto de 2023 a las 9:47

Regresar

⚠ Note: In all statuses, the Return button is displayed, which allows you to return to the Login.