



Aranda Field Service

Aranda Field Service (AFLS) is a tool for the management and solution of work orders, which facilitates the operation of a service, optimizing the processes of automatic or assisted assignment for the fulfillment and effective attention of the field service.

Knowledge of the basic and cross-cutting elements of AFLS gives the user context to subsequently access the order configuration and management processes. The guidelines to be taken into account are:



1. Installation and Access

Learn how to log in to the client console and identify application usage requirements.

2. AFLS Operation

Learn about how Aranda Field Service and its components work.

3. Environment

Identify the AFLS web interface with which you will interact in the different processes of configuration and management of work orders.

4. Roles

Learn about the roles defined in AFLS and their scope in managing the different work order management processes.

Who is this guide for?

This guide is designed to familiarize the user with the elements necessary to interact with the functionality at a first level.

What is our documentation?

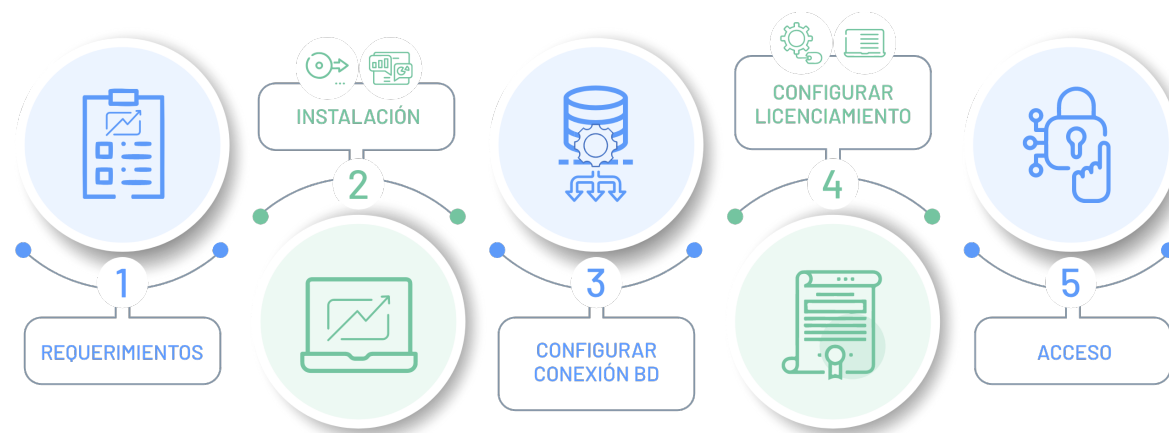
- Aranda Field Service Getting Started Guide (You are HERE)
- [User Manual Aranda Field Service](#)
- [AFLS Mobile Console Manual](#)
- [Manual AssistMe AFLS](#)
- [ASMS-AFLS Integration Manual](#)

AFLS Installation

Installation Path

Below is an overview of the concepts of software installation and the different components used for the proper operation of Aranda Field Service AFLS.

The AFLS installation process should consider the following stages:



⚠ Important: The Aranda Field Service AFLS web console installation process is only for OnPremise Environments.

1. Requirements

Validate the minimum hardware and software requirements for the installation and operation of Aranda Field Service AFLS.

For more information, please visit: [AFLS Installation Requirements](#).

2. AFLS Console Installation

In the installation process of the AFLS Web console, different components are defined for the operation and management of work orders.

For more information, see [AFLS Web Console Installation](#).

3. Configuration of BD Connections

Configuration of the connection chains to the database of the sites and services, required for the operation of Aranda Field Service AFLS.

For more information, please visit: [Configuring AFLS Services](#).

4. AFLS License Configuration

Upload the license required for the operation of Aranda Field Service AFLS.

For more information, please visit: [AFLS Licensing](#).

5. AFLS Access

The authentication process to the AFLS web console will be executed according to the role defined by the organization to develop the different tasks of management, configuration and consultation of work orders.

Login or access to the AFLS web console must be done in accordance with the authentication and password process described in the [Aranda Common Login module](#).

Hardware and Software Requirements

The following are the minimum conditions for installation:

Web Application Server / Services	
Storage	- Space Required: Minimum 64GB - Unit Type: Solid State Drive (SSD)
Processing	- Processor: 4 CPU / 8 vCPU 2.1 GHz or higher. - RAM: Minimum 4 GB
Operating system	- Version: Windows Server 2019, Windows Server 2022. - Edition: Standard or Superior. - Installation Account: Local and/or domain administrator credentials are required for installation

Database Server	
Versions	SQL Server 2019 SQL Server 2022
Collation	SQL_Latin_General_CP1_CI_AI
Permissions	- User for database creation (DBTools): Member of the fixed role db_owner. - Database Service User: Member of the fixed role db_datareader and db_datawriter. Execute permissions on the dbo schema
Remarks	Database space varies according to the number of orders and field work your company performs.

Additional Requirements

- Internet Information Services 10.0 or higher.
- Roles
- Web Server
 - Common HTTP Features
 - Default Document
 - Directory Browsing
 - HTTP Errors
 - Static Content
- Health and Diagnostics
 - HTTP Logging
- Performance art
 - Static Content
- Security
 - Request Filtering
- Application Development
 - .NET Extensibility 4.8
 - ASP .NET 4.8
 - ISAPI Extensions
 - ISAPI Filters
- Management Tools
 - IIS Management Console
 - Management Service
- Windows Deployment Services

- Deployment Server
 - Transport Server
- Characteristics
- .NET Framework 4.8 Features
 - .NET Framework 4.8
 - ASP .NET 4.8
 - WCF Services
 - HTTP Activation
 - Message Queuing
 - TCP Port Sharing

📌 **Note:**

- Public IP or domain for Mobile Device connections.
- Allow connection via HTTP protocol (default port 80) or HTTPS protocol (port 443)

Mobile Device Requirements

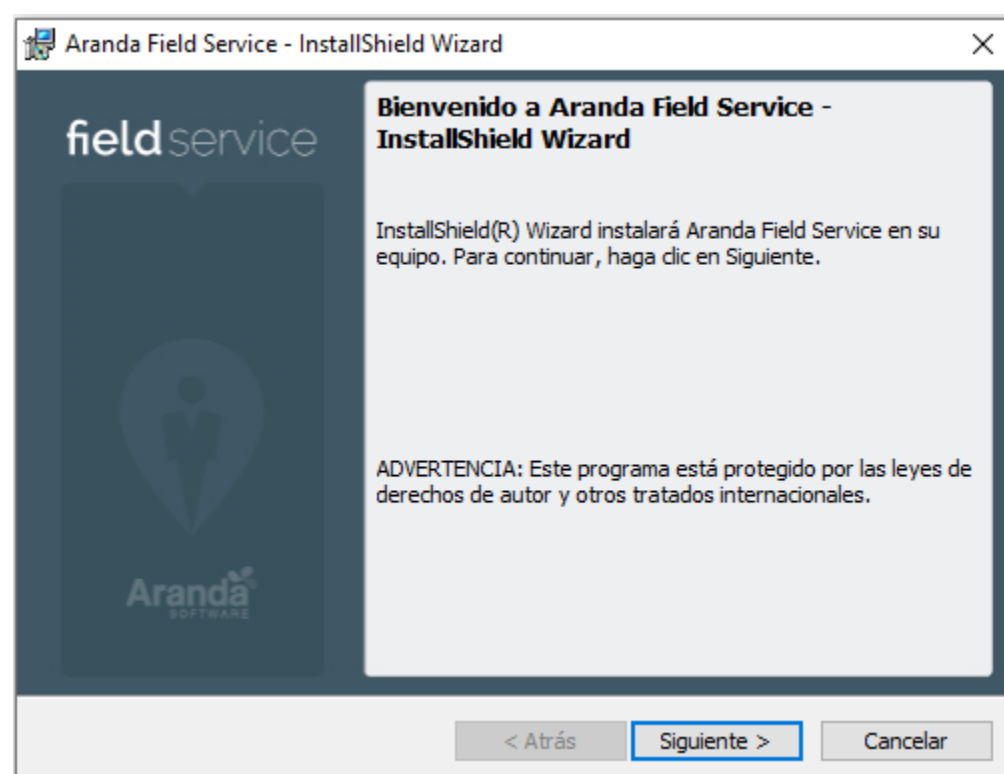
For the on-site specialist. This service is available for the following mobile devices:

- iPad/Iphone iOS 14 or higher
- Android 11 or higher

AFLS Web Console Installation

⚠ **Important:** The Aranda Field Service AFLS web console installation process is only for **OnPremise Environments**.

1. Double-click on the installer file and you will see the welcome screen. Confirm the installation by clicking the **Following**.



2. In the window **Customer Information**, enter the user name, organization, and click **Following**.



3. In the window Type of installation You can configure the following options:

- **Complete:** All sites and services will be installed on the default routes.
- **Custom:** You will be able to select the sites or services you want to install.

▮ **Note:** By default, select the installation type **Complete**. In the case of separating the solution layers (Web, Application) on separate servers, select the **Custom**.

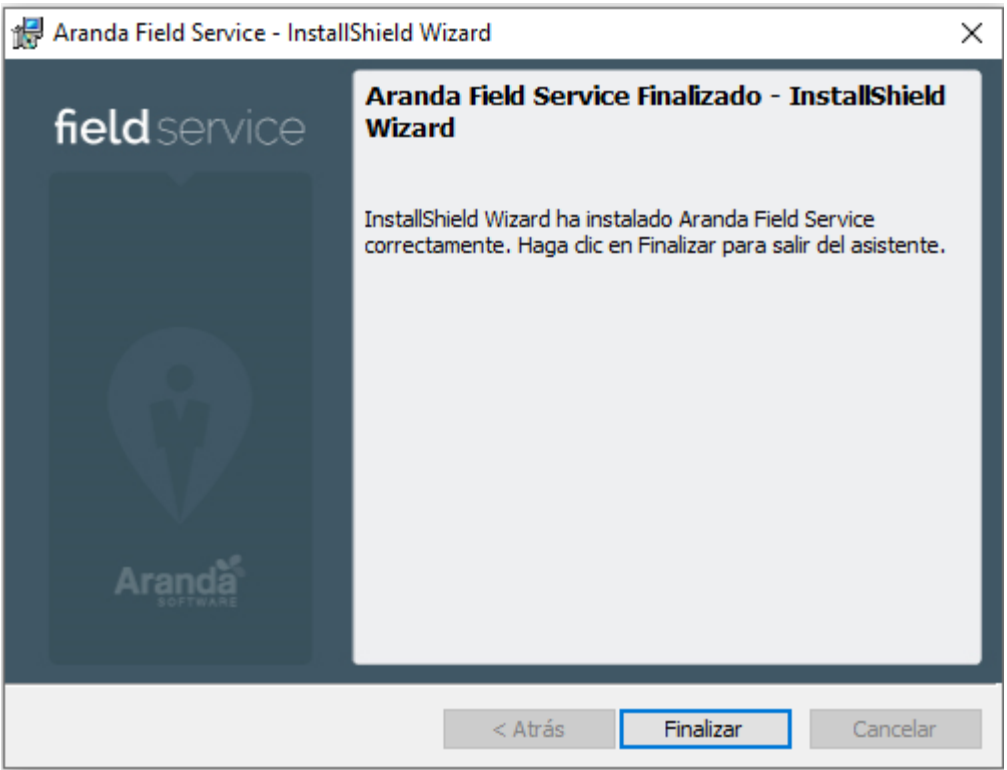
⚠ **Important:** If you are performing a custom installation, do not modify the installation path.



4. Setting the installation type, in the window Preparing to install the program, click Following and then on the Install.



5. When the installation process is finished, click theEnd.



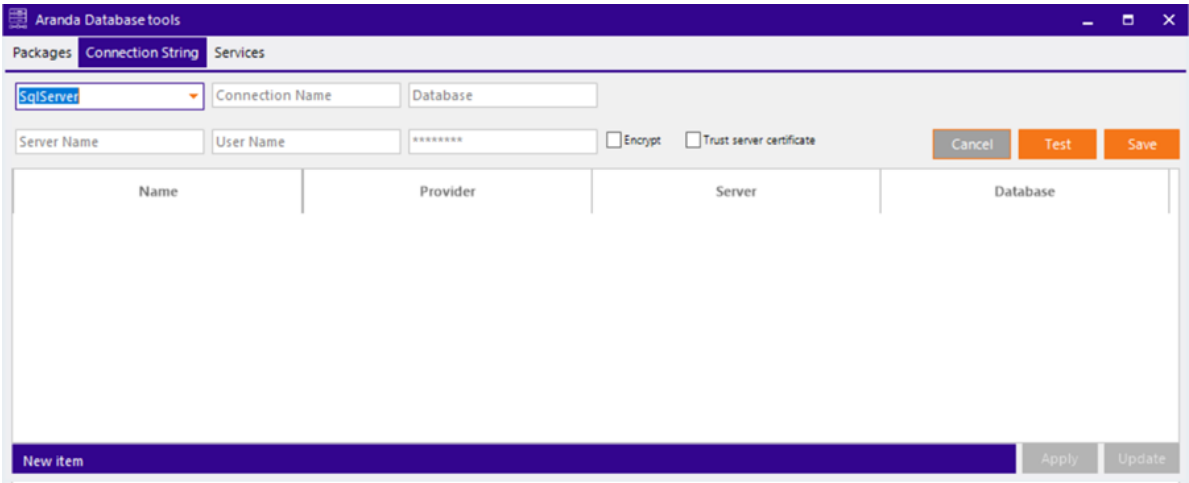
Common Services Configuration

⚠ Important: The Aranda Query Manager AQM web console installation process is only forOnPremise Environments.

Once the installation ofAranda Field Service, proceed to configure the connection strings to the database of the sites and services.

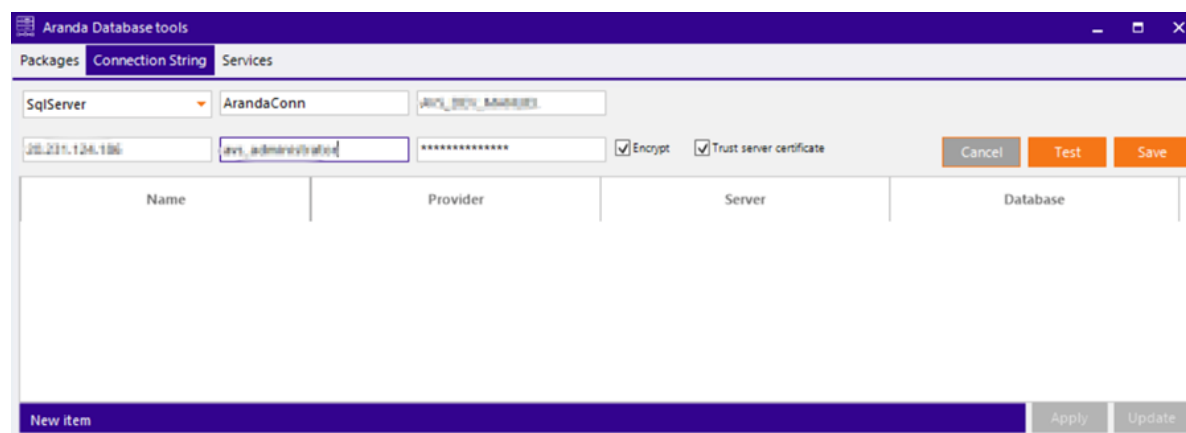
To configure the Common and Licensing services, it is done through theAranda Database Tools v9. To do this:

1. Run the module and click on theConnection String.

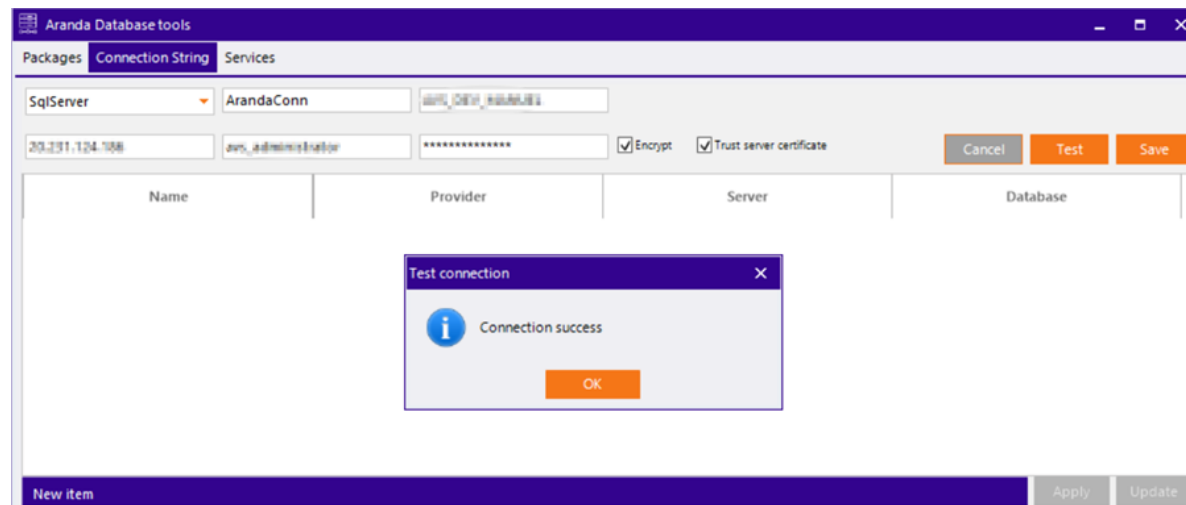


2. Fill in the requested data.

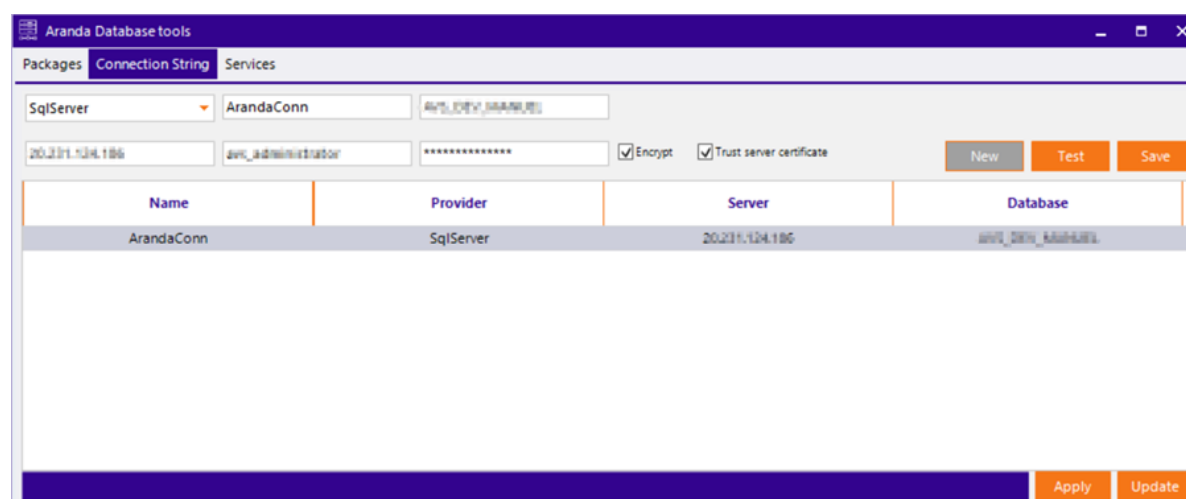
- Select the database engine (SQL Server).
- Give it a name to identify the connection.
- Record the connection data (database name, server name or IP address, and if required username and password).
- In case the database port is different from the default port (1433 for SQL Server), the server must be written as servername:port (e.g. ARANDADBSERVER:5555)
- By default, the "Encrypt" option should be checked to ensure that the connection between the solution and the database is encrypted.



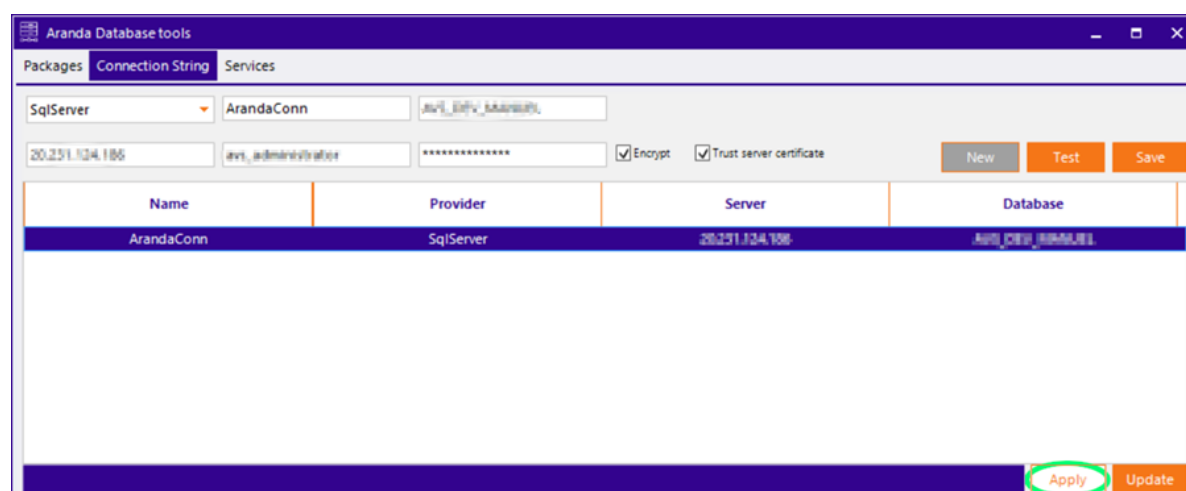
3. Click the **Test** to check the connection.



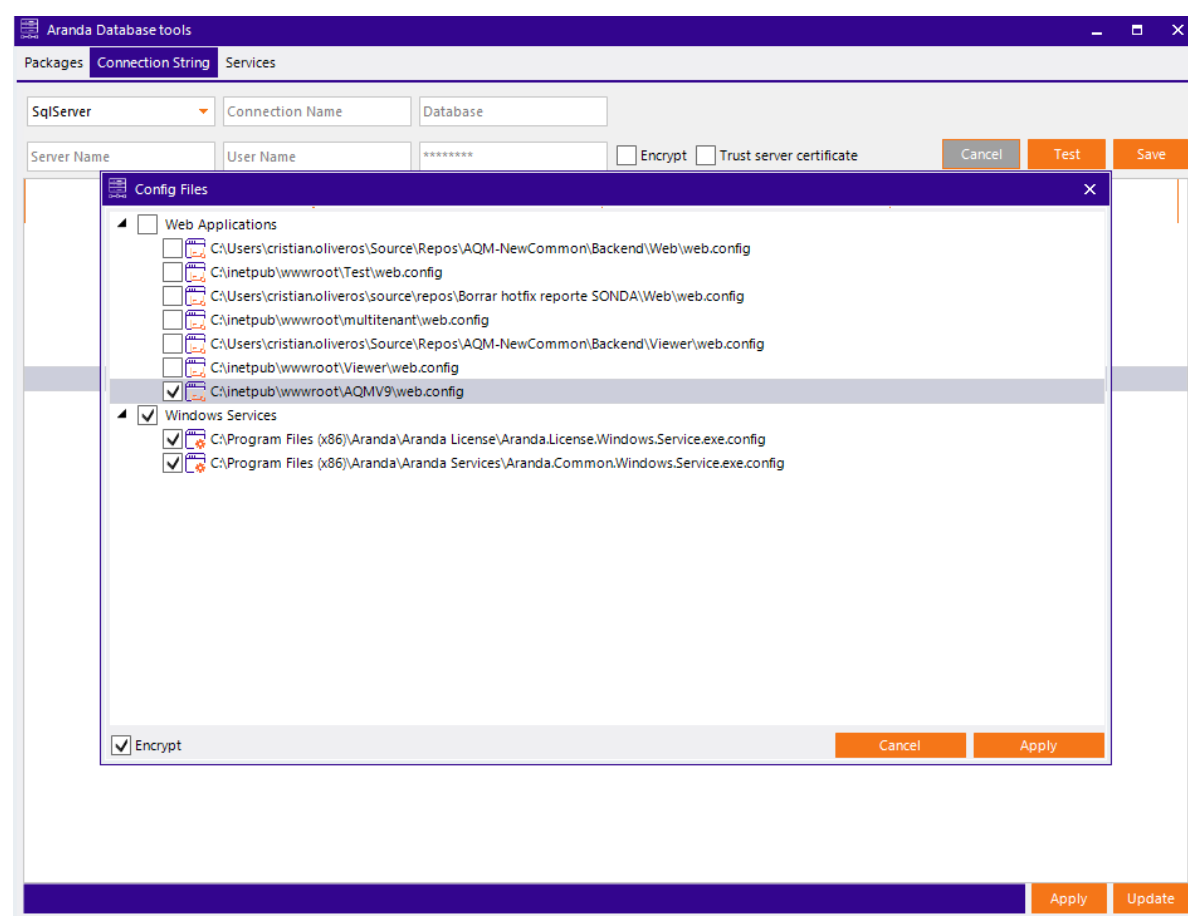
4. To finish click on the **Save** to save the connection.



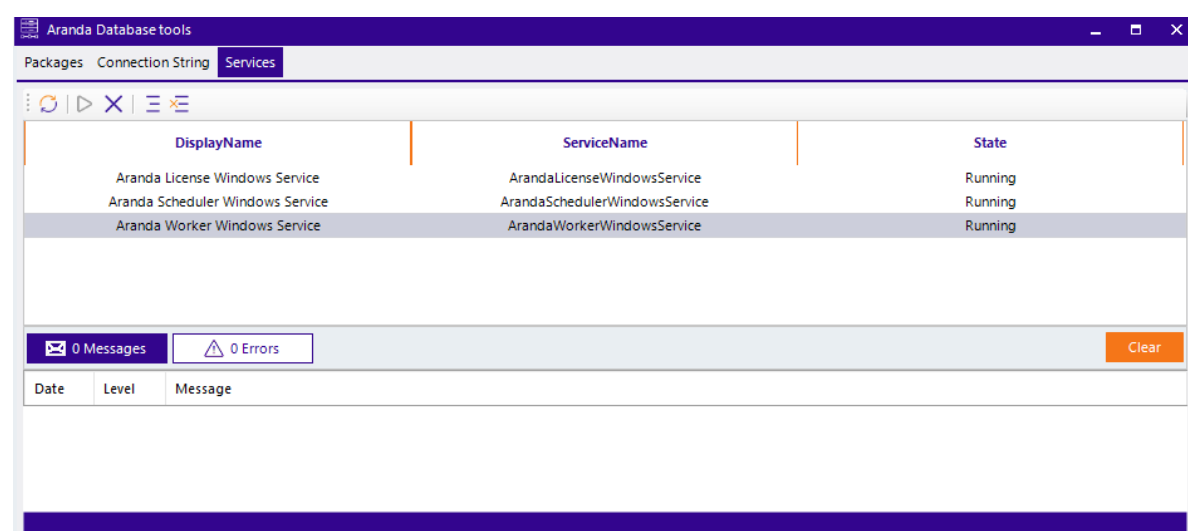
5. To apply connection strings to installed services, select the previously created connection and click the **Apply**.



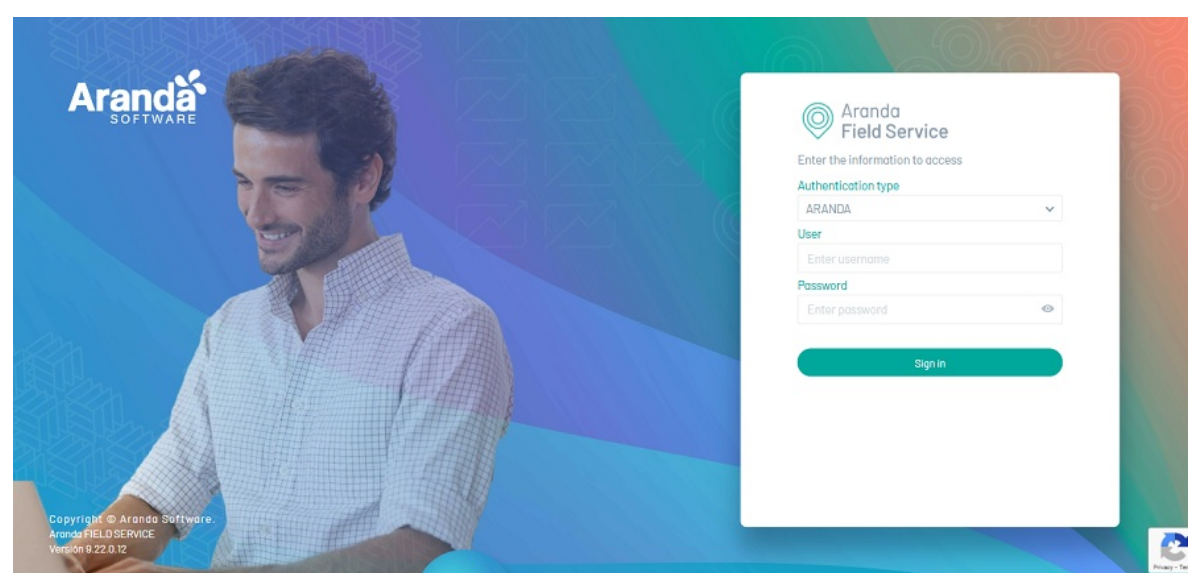
6. A window is enabled with the list of applications and services available on the server. 7. Select the appropriate services and click the **Apply**. If you want to encrypt the connection, check the box **Encrypt** in the lower-left corner. An alert message may be displayed because encryption is not supported for JSON files.



8. To finish, click on the **Services** and start all services.



9. Once the connection is established, you will be able to access the AFLS website where you can start with the configuration of Aranda Field Service through the following URL: [HTTP://\[server\]/AFLS/](http://[server]/AFLS/)

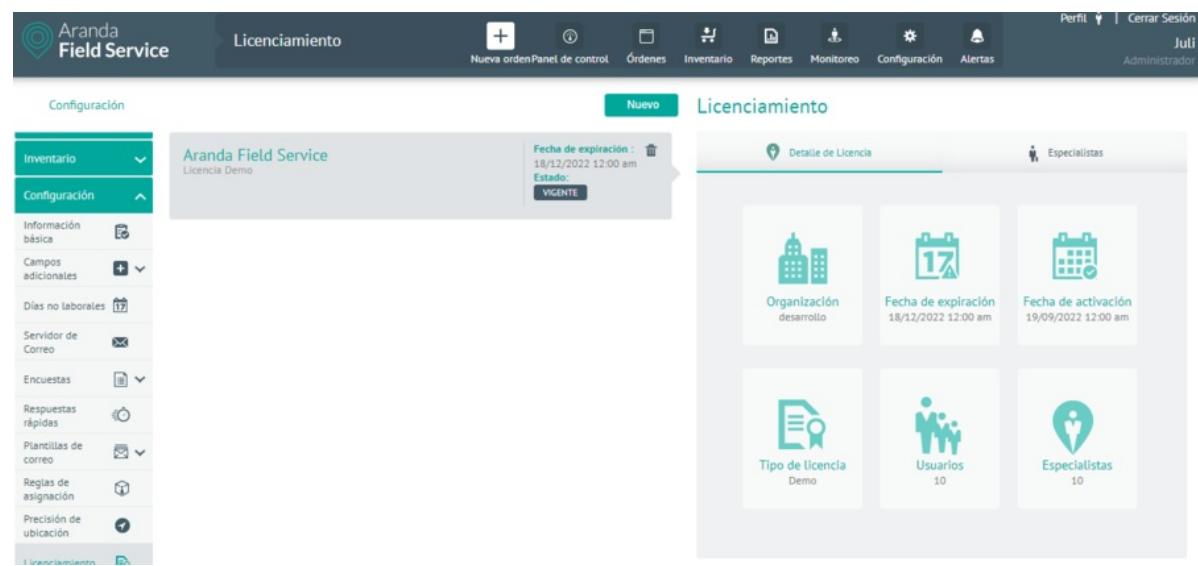


Licensing

The first time you enter the application as an administrator user of Aranda FIELD SERVICE, it is necessary to configure the licenses that will be used in the provision of the service and that will grant Aranda SOFTWARE's consent to use Aranda FIELD SERVICE.

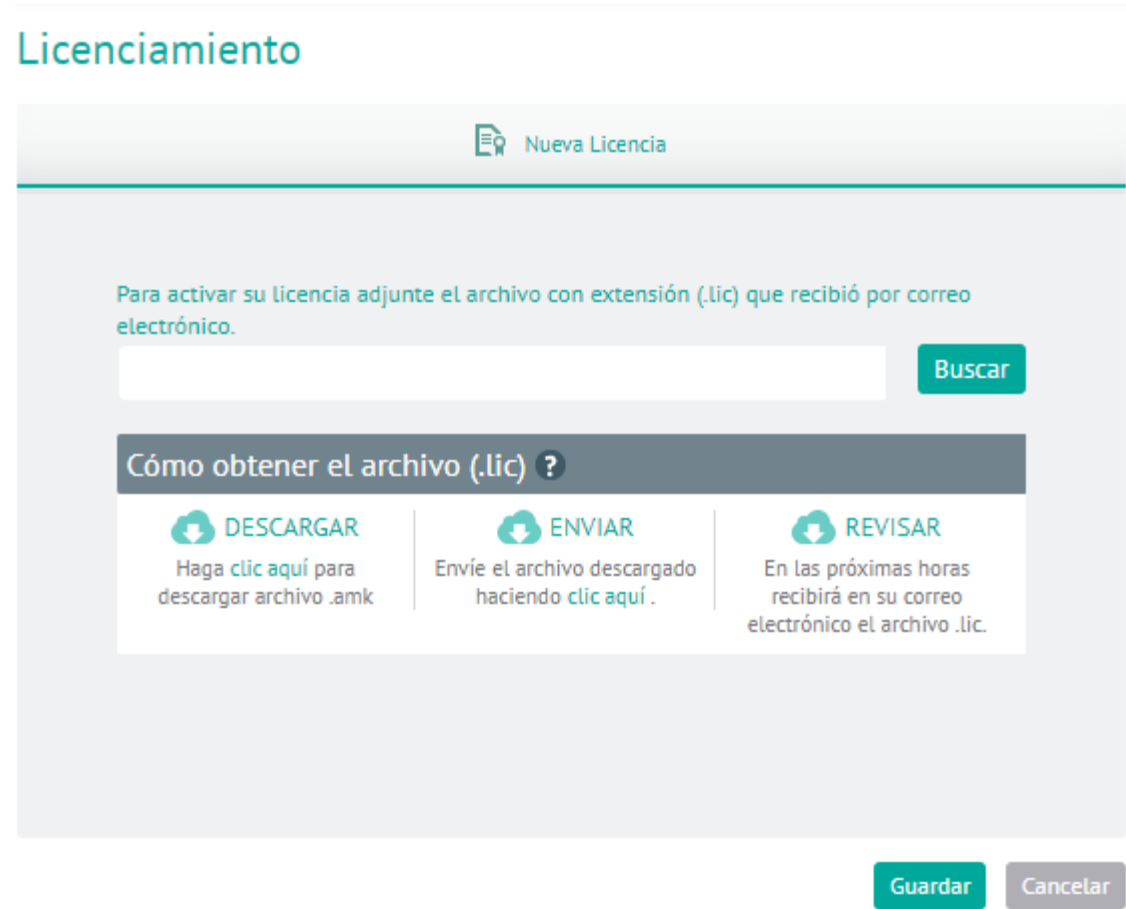
Configuring administration licenses is essential for executing all work order management processes and for narrowing down the scope of users who have access to the application.

1. To configure an Aranda FIELD SERVICE license, enter the AFLS configuration console, in the section **Configuration** from the main menu, select the **Licensing**; In the information view Select the **New** and follow the steps mentioned below:



2. The license creation process allows you to upload the MachineKEY.amk file in three simple steps:

- **Download:** This option allows the administrator user to download the MachineKEY.amk file. that contains the information associated with the computer that will use this license.
- **Send:** This option allows you to send the downloaded file via email to the provider Aranda SOFTWARE, in order to confirm the licensing registration for the organization.
- **Revise:** In this option the system provider will send an attachment of . Lic, to the email of the administrator user; save the file to the computer, and then from the Aranda Field Service administration console search for this file to register the respective license with the requested conditions.



3. Click **Save** to confirm the changes made.

📌 **Note:** The license sent by mail from the vendor, Aranda SOFTWARE, can only be used on the machine where the first license file was generated.

4. Once the license creation process is completed, the operation of the Aranda FIELD SERVICE administration console is enabled for the corresponding configuration of work orders. The new license will have defined the basic information necessary for users to use it as follows:

5. In the AFLS Console Detail View, select the License Detail tab; Registration data such as organization name, activation and expiration dates, the type of license purchased (demo or product version), the number of web application users (administrators, dispatchers, and monitors), and the number of field specialists who will have access to the mobile application are enabled.



- The licenses generated to access the Aranda FIELD SERVICE web application are concurrent licenses and are managed according to the availability of purchased licenses and the access of the users (administrator, dispatcher, monitor) to the web application depends on the release of each license for a new entry.
- The licenses generated to access the Aranda FIELD SERVICE mobile application are named licenses that grant a personalized and unique license with the basic data of each user with a field specialist role, so that they can enter the Aranda Field Service mobile console at any time.
- The registered license must have associated users with the role of field specialists who will use the Aranda Field Service mobile application with the named licensing scheme.6. In the AFLS Console Detail View, select the Specialists tab; The form is enabled to associate the field specialists who are going to use the application.



ⓘ **Note:** Before associating field specialists with the number of named licenses purchased for mobile console management, the admin user must configure the users who will fill the role of field specialists for work order handling.

📌 **Note:** If the licensing settings do not have licenses associated with them, field specialists will not be able to access any components of the mobile application.

Access

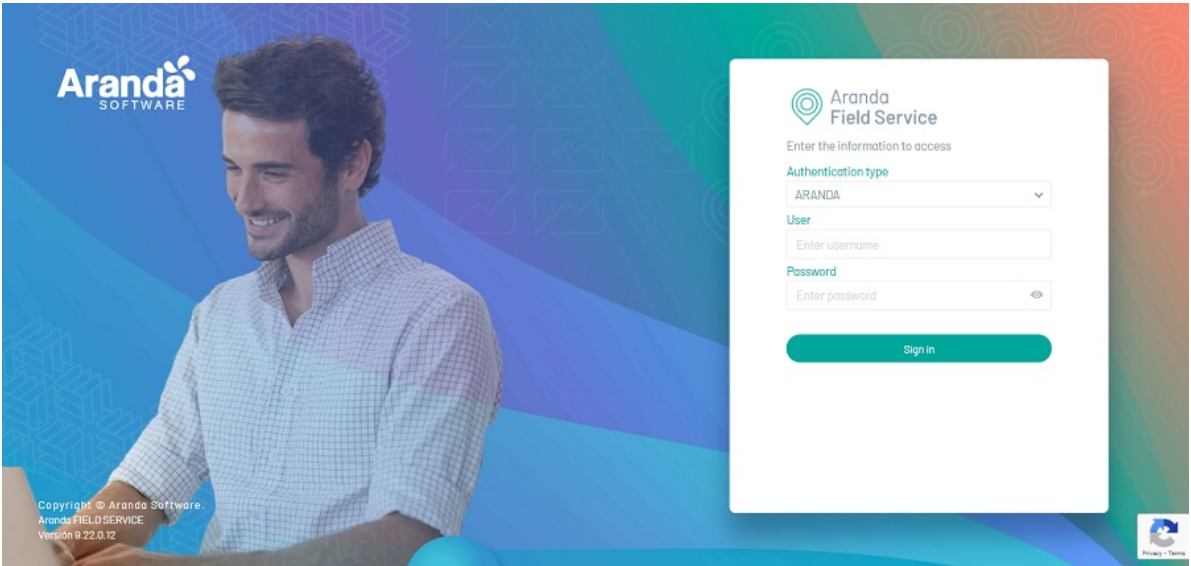
The authentication process to the AFLS web console will be executed according to the role defined by the organization to develop the different tasks of management, configuration and solution of work orders. The two instances of authentication are:

Login

- 1. Enter the URL from the Aranda Field Service AFLS web console.
- 2. To log in to the AFLS app, enter the username and password assigned to you.

📌 **Note:** For more information on the authentication process of Aranda products, access the following Aranda Common modules:

- [Login](#)
- [Remember Password](#)
- [reCAPTCHA Security Configuration](#)
- [Authentication Providers](#)



Logging Out

- 1. When a user is in an active session within the web console and requires to end the session and exit the application, in the console header menu select the user icon and click **log off**.



- 2. Once the session is closed, the user returns to the home screen and the user can enter the console again.

AFLS Operation

Stages of a Work Order

The tasks associated with the management of a work order in Aranda FIELD SERVICE are framed in the life cycle of the order and include the definition of the components, managers and characteristics of the service, plus the management of the evolution and compliance of the order.

The management of Aranda FIELD SERVICE AFLS is developed in four stages that allow the fulfillment of a service order, as follows:



Dispatch

In this stage, the definition, location, scheduling and assignment of work orders is carried out.

Once the record is defined, the service that matches the availability of the customer and the field specialist is scheduled, the work order is assigned to the qualified specialist(s) for the requested service and the inventory resources required for the service are allocated.

Example: In the case of a television and internet installation service with Aranda FIELD SERVICE, just after the telephone request made by the client, the process of generating and dispatching the work order begins, where the client's data (address, telephone, email) are recorded, the characteristics of the service are specified (installation of HD TV and broadband internet, configuration of channel packets, configuration of browsing capacity) and the location of the service (geographical location and direction of attention).

Attention

In this stage, service requests are attended to in the field. The app's mobile console features an option that allows the field specialist to manage the work order lifecycle through different statuses: Open, In Process, and Close.

Example: In the management of a television and internet installation service with Aranda FIELD SERVICE, the attention of the work order begins at the moment the field specialist is notified of the service and includes the specialist's travel to the referenced place and the installation activities of the service such as wiring check. physical installation of the antenna, configuration of television and internet signal packages, activation of services and updating of the attention statuses of the work order.

Monitoring

In this stage, supervision of the activities carried out in the process of attending to work orders is carried out.

The responsible monitor will view from a control center, the location of the assigned services, the location and movements of the field specialist and will be able to determine the evolution and progress of the service, by consulting the reports or update of care statuses made by the field specialist.

Example: In the management of a television and internet installation service with Aranda FIELD SERVICE, monitoring includes follow-up activities to the generated work order.

Closing

In this stage, the field activities are concluded and the responsible specialist closes the assigned work order.

Example: In the management of a television and internet installation service with Aranda FIELD SERVICE, the closing of the work order becomes effective when the television and internet installation process is completed and a telephone report is made to the dispatcher, to confirm compliance with the service.

AFLS Cloud Environments Structure

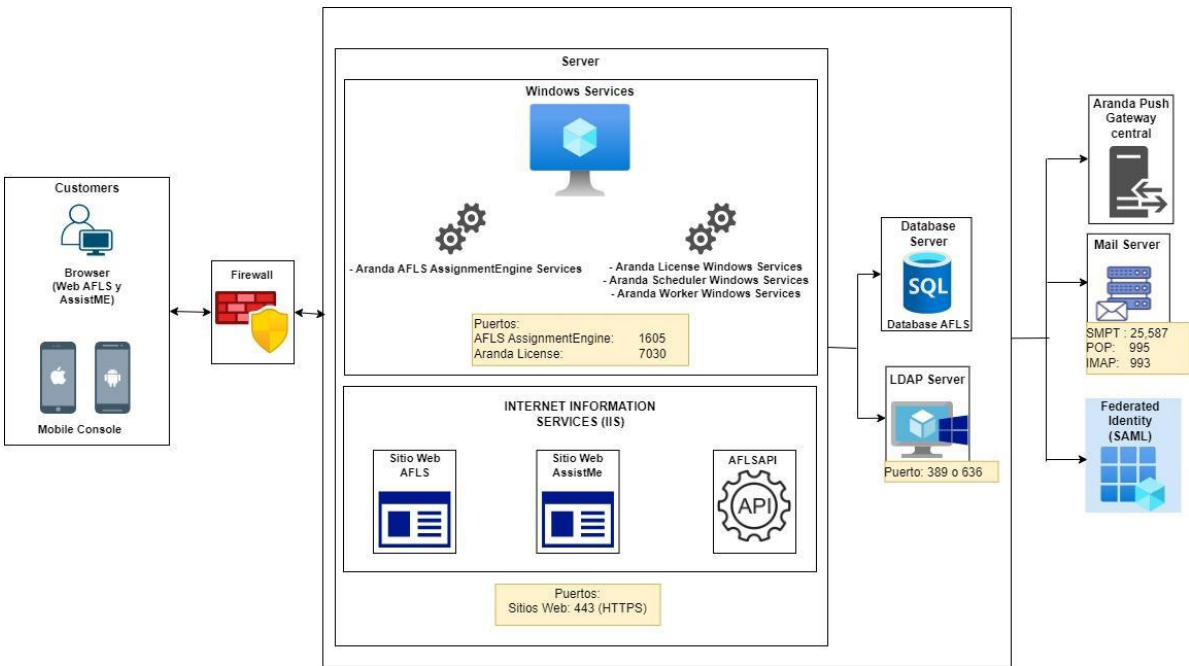
The Aranda Field Service (AFLS) Cloud architecture diagram provides a view of how the product is deployed in the cloud, using the Microsoft Azure platform.

In this modality, the management layer is composed of application servers, services, storage accounts and databases that are deployed in the Aranda cloud, this eliminates the need for its own infrastructure by the customer, who only needs to enter the management layer from the devices assigned to the administrators. monitors and dispatchers who are responsible for setting up and supporting the AFLS website cross-country specialists.

Field specialists must download the mobile application on the devices to perform the management and completion of work orders.

AFLS leverages Azure’s robust infrastructure to optimize the operation of field services with a timely assignment of work orders, improving care response times, having real-time access to specialists’ information.

The Aranda Field Service architecture is an application distributed in the following components:



Aranda Push Gateway Central



Manage the push notification service, technology that apps use to send messages to users.

Customers



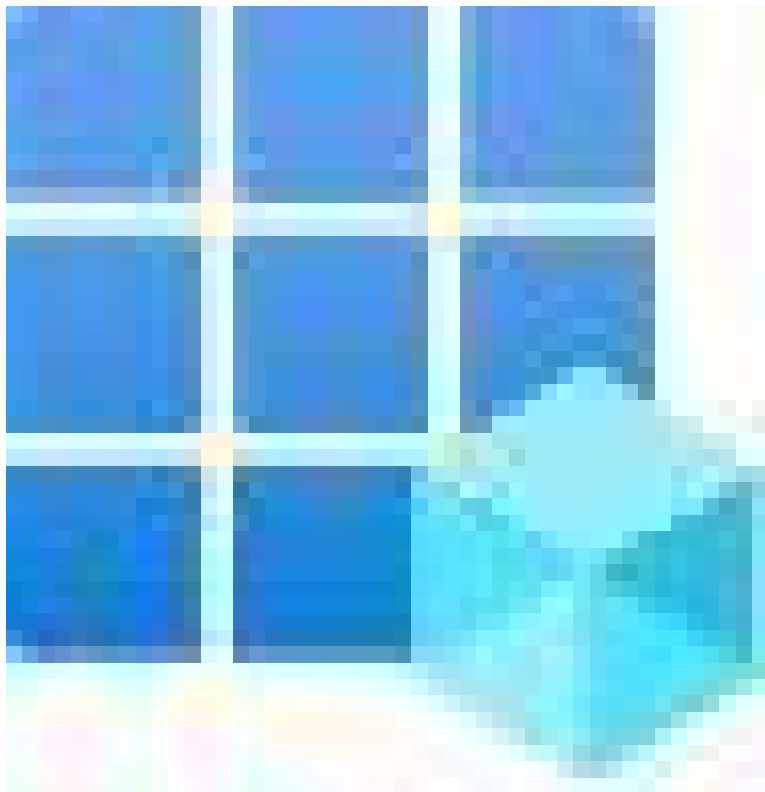
Person or company that acquires the services configured by a company, for the management of work orders with AFLS. Taking into account the role assigned to the customer, they are allowed to access the Web console or the AssistMe console from the Browser, they can make requests through the available APIs or they can access the mobile console on Android or iOS. Note: The customer must publish the services to the internet.

Database Server



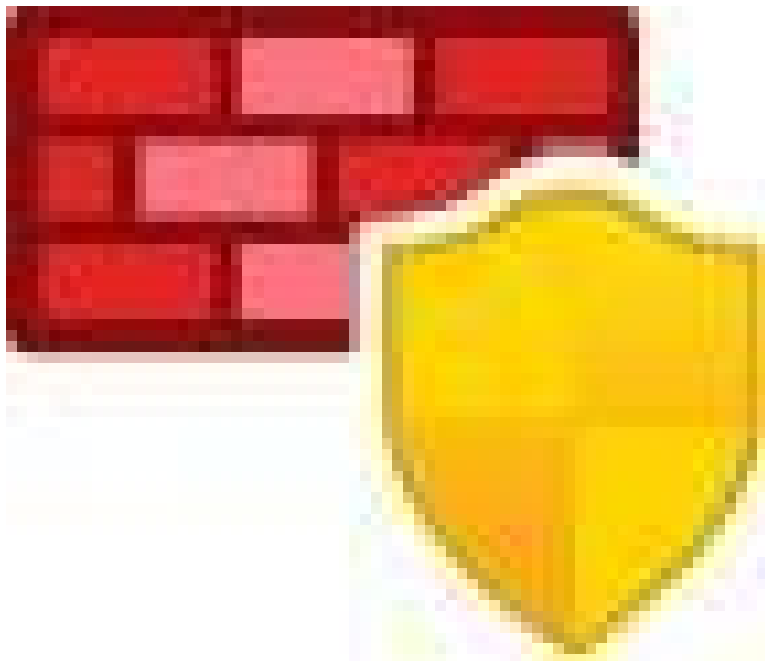
A server that uses a database application and provides database services to other computer programs or computers, as defined by the client-server model.

Federated Identity (SAML)



It allows you to delegate user authentication to a third-party provider, improving the user experience in your application.

Firewall



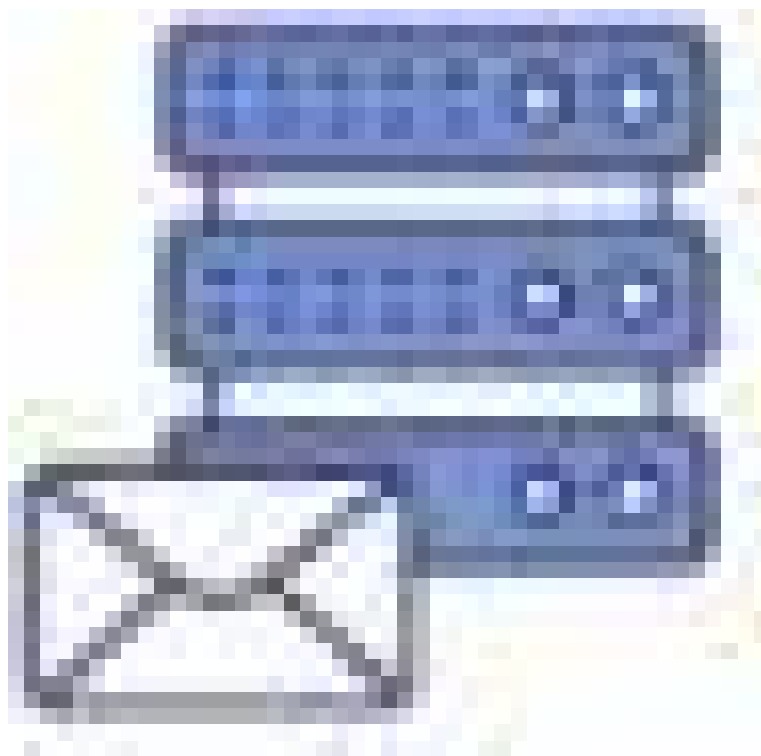
A security barrier that controls network traffic, allowing or blocking access to a computer network according to predefined rules to prevent unauthorized access and protect against threats.

LDAP Server



Allows you to store and retrieve information about users, groups, or objects on an active directory server. Note: The server port may vary depending on the client's configuration.

Mail Server



It is a server used to receive, send, and manage emails.

Note: The server port may vary depending on the client's configuration.

Microsoft Azure

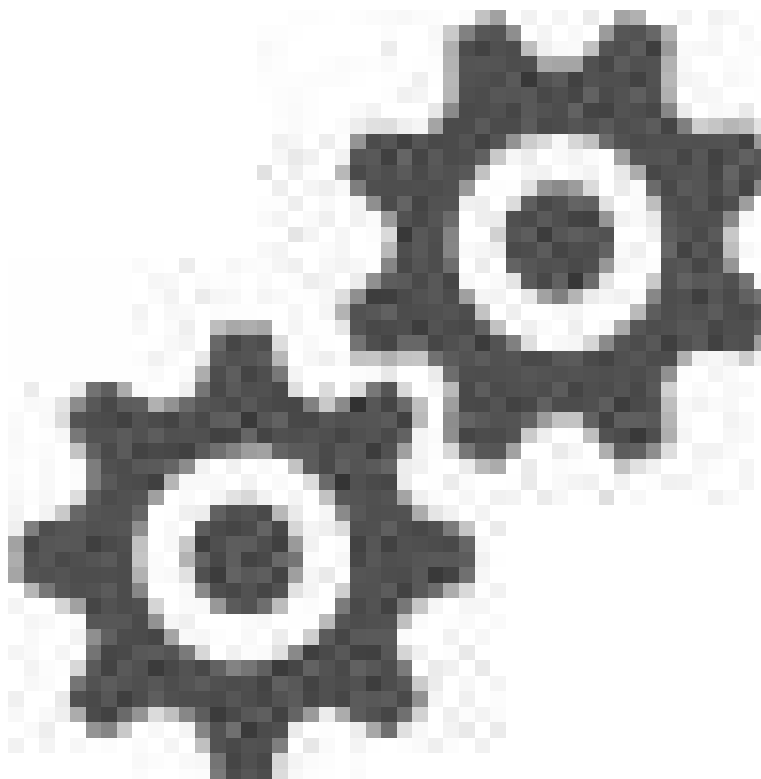
A pool of resources where Aranda products and services are hosted in the Azure cloud. Port: It is an interface through which different types of data can be sent and received.

Server

It is a computer that allows you to process information and programs. They are designed to support heavier workloads and/or be always available for users to access their resources, be it software, data, etc. On the server we have the deployment of the AFLS Web console, the AssistMe client console and the AFLS APIs, the installation of the services is also carried out.



Windows Services

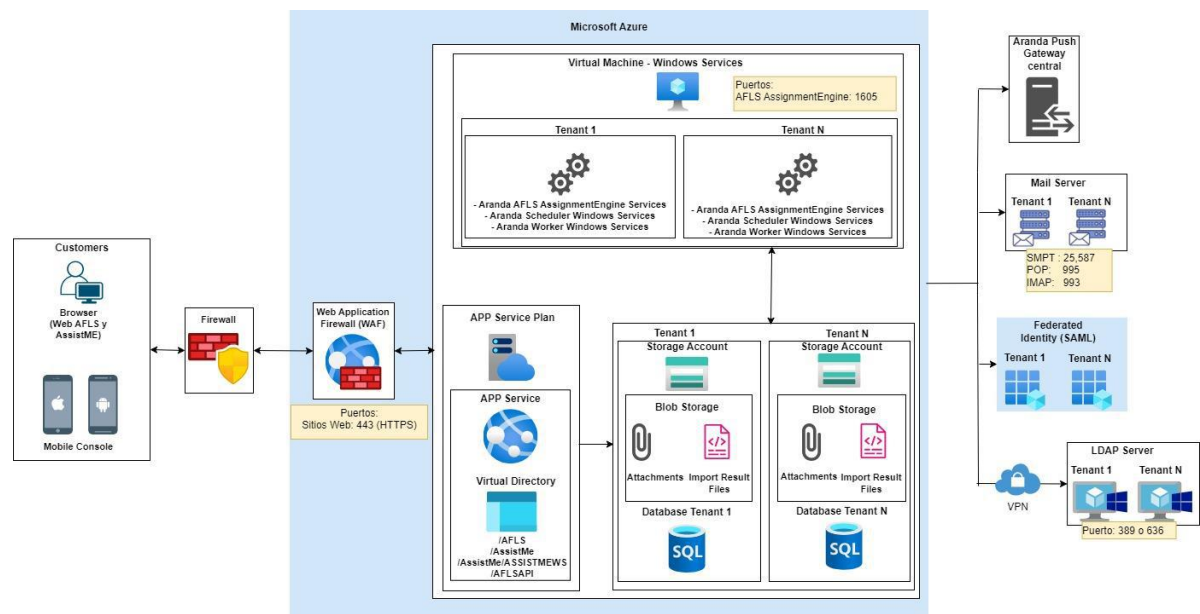


It is a computer program that works in the background. We have four important services:

Service	Description
Aranda AFLS AssignmentEngine Services	The AFLS assignment engine resembles the operation of a neural network, where it has inputs with initial weights which are decisive when choosing the best specialist to attend to a work order. The relationship of the incoming parameters in the mapping engine is: - Execution time for each work order (DmCost) - Position in coordinates (DmDistance) - List of skills required for the service (DmSkill) - Work Order Attention Time Limit (DmSLA) - Distribution of the order of care to support work orders by specialists (DmDistribution) <i>Note: Port 1605 is used</i>
Aranda License Windows Services	Administrator and validator of licenses for Aranda applications. There can only be a single licensing service running on the server
Aranda Worker Windows Services	Scheduled task executor. Tasks are specific actions that must be performed, some scheduled or at the time of making some AFLS configuration are in table AFW_TASKS (Start with id 34), those that require programming are displayed in the AFW_SCHEDULER table with a specific frequency, execution time of the same, date of last execution and date of next execution. How the process works between Scheduler and Worker: - Scheduler: Schedule and send tasks to the Worker. - Worker: Executes and leaves execution traces in AFW_WORKER_LOG. <i>Note: The Worker has the ability to queue requests since multiple tasks can be sent and executed at the same time.</i>

AFLS Structure OnPremise Environments

The Aranda Field Service architecture is an application distributed in the following components:



App Service



It is a Microsoft Azure cloud service that allows you to build, host, and scale web and mobile applications quickly and easily. In the App Services we have the deployment of the AFLS Web console, the AssistMe client console and the AFLS APIs.

App Service Plan



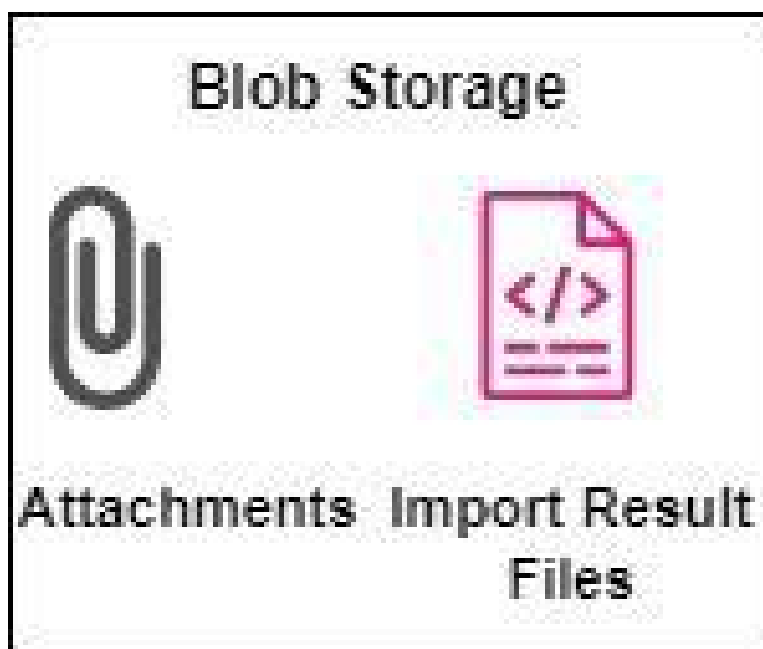
Defines a set of compute resources for a web application to run.

Aranda Push Gateway Central



Manage the push notification service, technology that apps use to send messages to users.

Blob Storage



A storage service for unstructured data, such as text or binary data, that is designed to meet the scale, security, and availability needs of mobile, web, and cloud-native application developers, it is used in AFLS to store attachments and import result files.

Customers



Person or company that acquires the services configured by a company, for the management of work orders with AFLS. Taking into account the role assigned to the customer, they are allowed to access the Web console or the AssistMe console from the Browser, they can make requests through the available APIs or they can access the mobile console on Android or iOS. Note: The customer must publish the services to the internet.

Database Server



A server that uses a database application and provides database services to other computer programs or computers, as defined by the client-server model.

Database Tenant



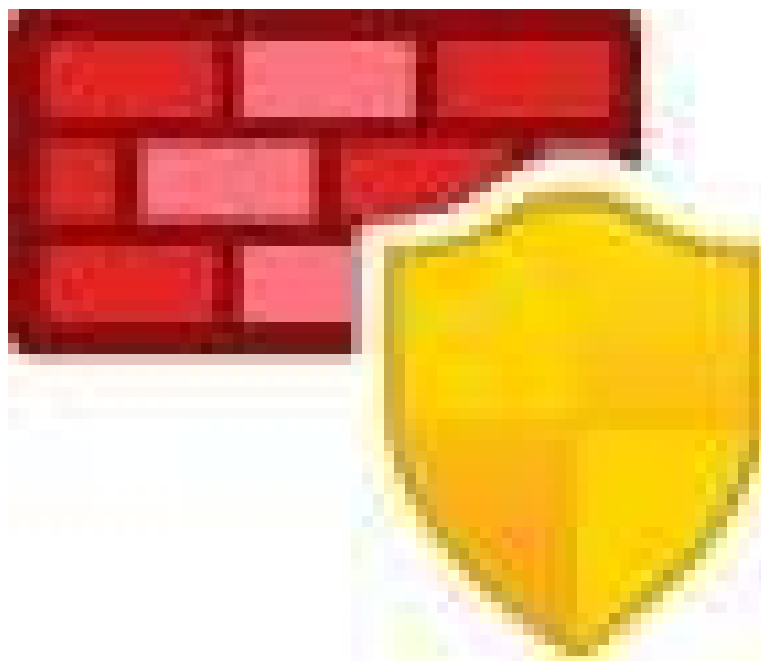
SQL Server database, contains all the tables and information corresponding to Aranda's products

Federated Identity(SAML)



It allows you to delegate user authentication to a third-party provider, improving the user experience in your application.

Firewall



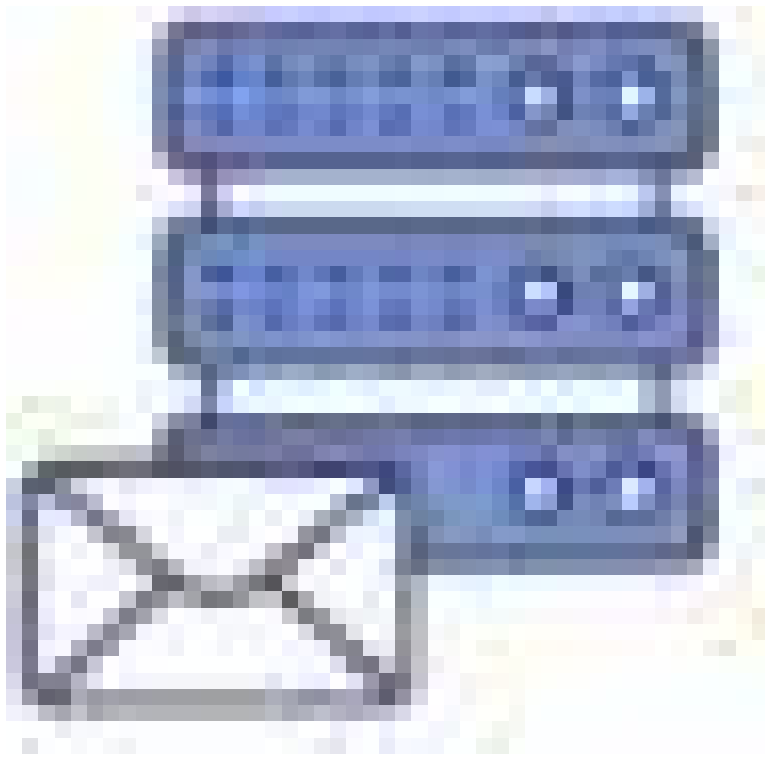
A security barrier that controls network traffic, allowing or blocking access to a computer network according to predefined rules to prevent unauthorized access and protect against threats.

LDAP Server



Allows you to store and retrieve information about users, groups, or objects on an active directory server. Note: The server port may vary depending on the client's configuration.

Mail Server



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Microsoft Azure

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Port

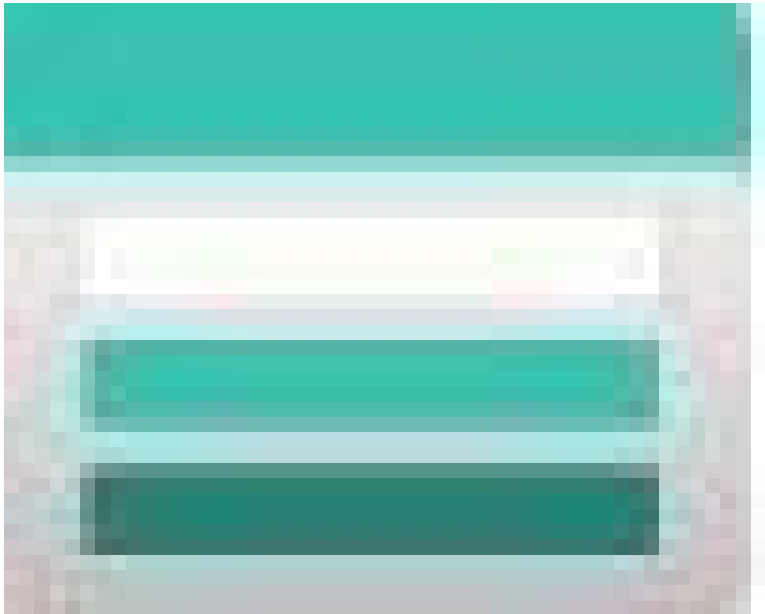
It is an interface through which different types of data can be sent and received.

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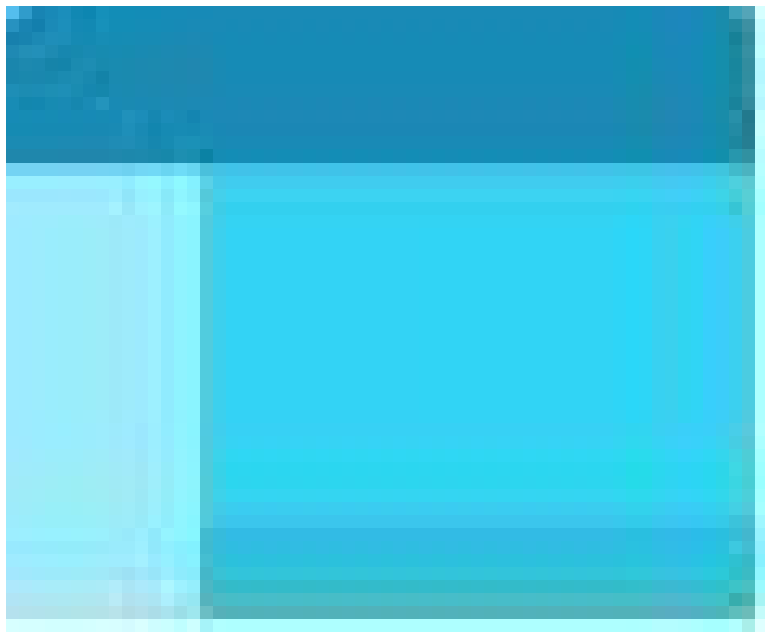


Storage Account



Azure cloud storage account, used in AFLS to store attachments and import result files.

Virtual Directory



It is a link to an existing physical directory. For AFLS we have four virtual paths and they are as follows:

•/AFLS •/AssistMe •/AssistMe/ASSISTMEWS •/AFLSAPI

Virtual Machine



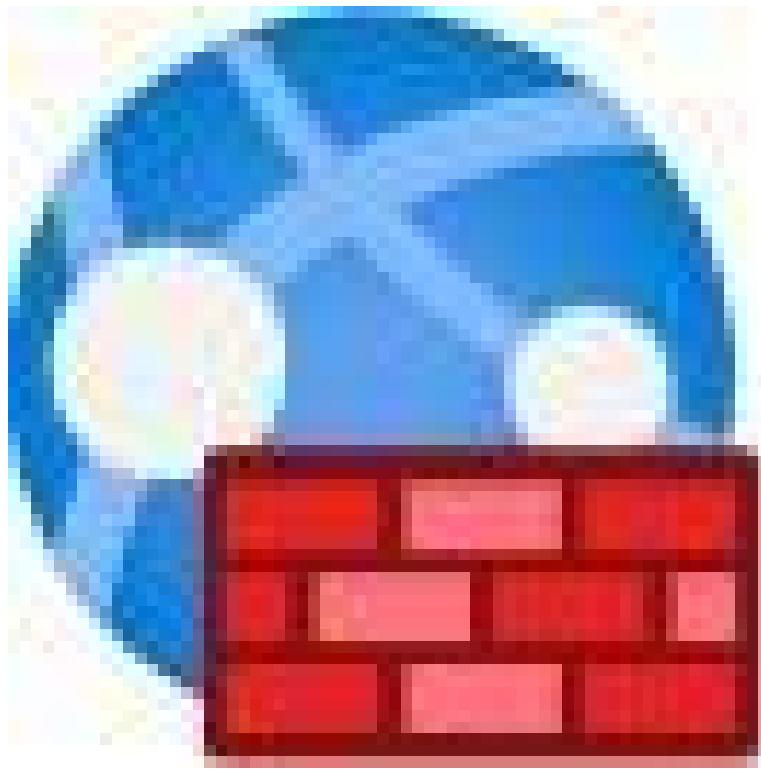
A virtual machine (VM) is a virtual environment that functions as a virtual computer system with its own CPU, memory, network interface, and storage, but is built on a physical hardware system.

VPN



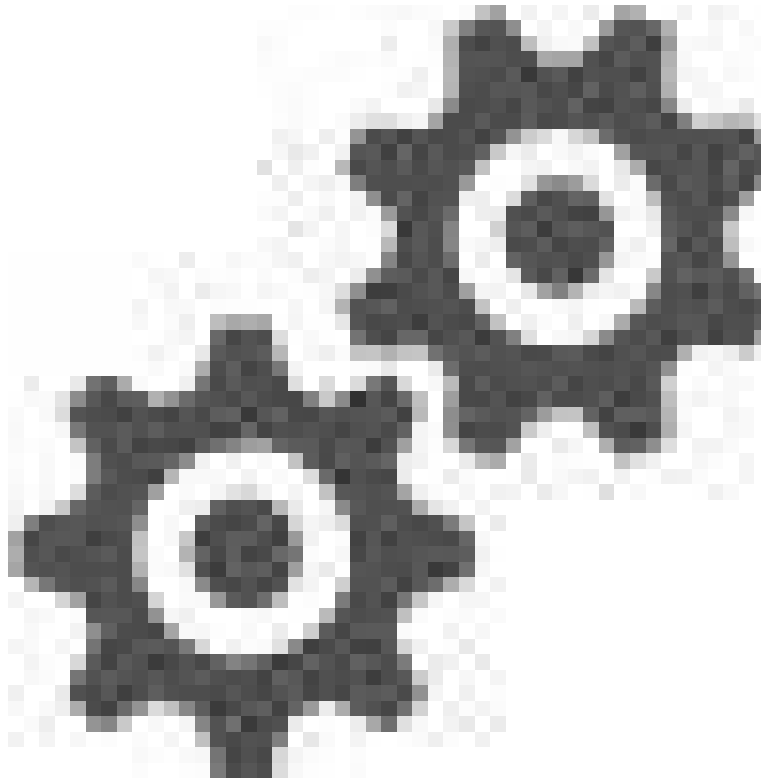
It is a technology that establishes a secure, encrypted connection over a public network, such as the Internet, allowing users to securely access and share data over a remote connection.

Web Application Firewall (WAF)



Advanced security for Azure-hosted websites keeps applications secure and productive.

Windows Services



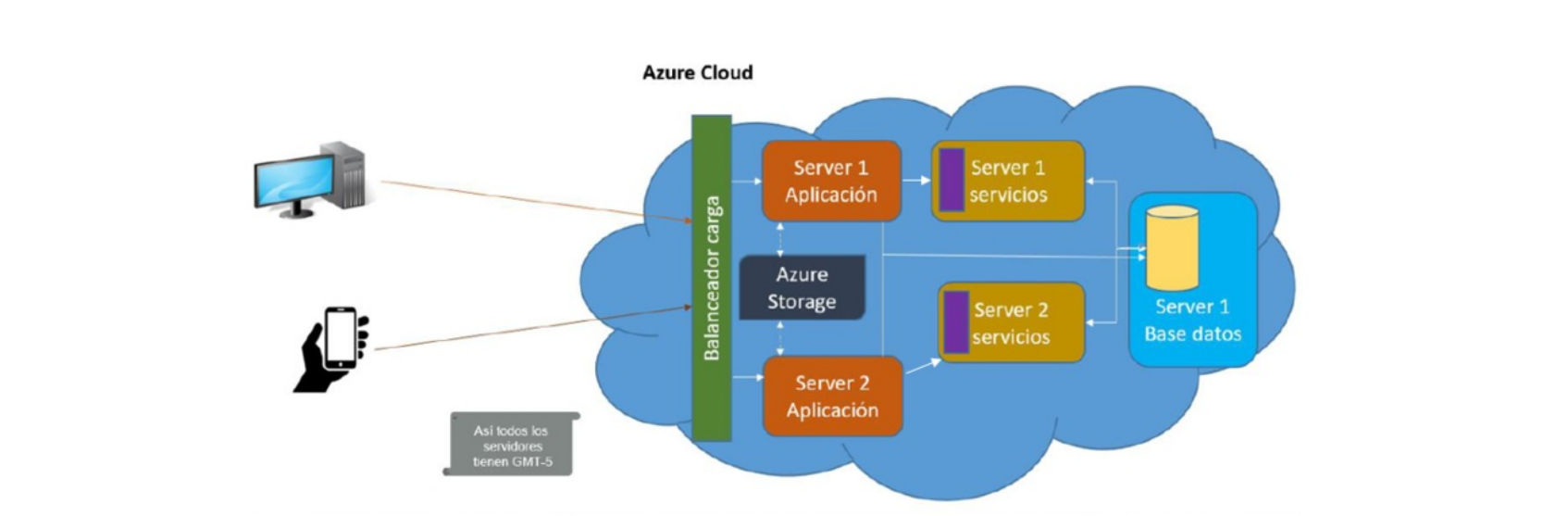
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High availability

In order to support continuous operation (24/7), Aranda FIELD SERVICE AFLS allows you to use a greater number of servers with the same installed environment (Windows Application and services), and thus, in the event that one server has shutdowns in operation (voluntarily or forced), the others will be able to support the application and keep it running.

This is achieved in the following way:



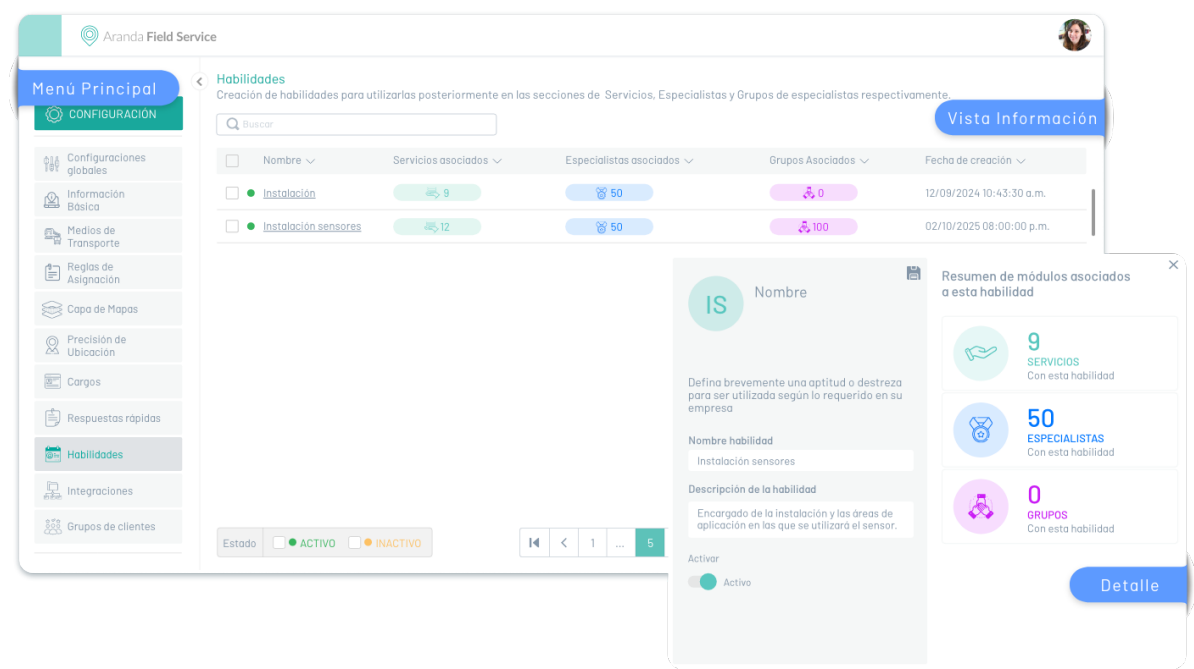
1. Through communications that come from a computer or a mobile phone, requests are received to the servers where AFLS is installed.
 2. The load balancer routes the request to an instance of the application that is running.
 3. Web instances share a storage site (in case of cloud, Azure Storage is recommended) for attachment backup.
 4. Communication with Windows service servers is made from the web application instance.
 5. In case the information is received on a server that is down, the other server is automatically activated to receive the information.
 6. Communication is carried out with a single database. This high availability strategy seeks to reduce the times of possible AFLS outages due to infrastructure reasons.
- 📌 **Note:** The current high-availability infrastructure for AFLS is focused on Azure architecture, and must

be configured over GTM-5 time zone.

AFLS Environment

AFLS Environment

By installing Aranda Field Service you will be able to access a work web environment where tasks of consultation, configuration, management and assignment of work orders are carried out as follows:



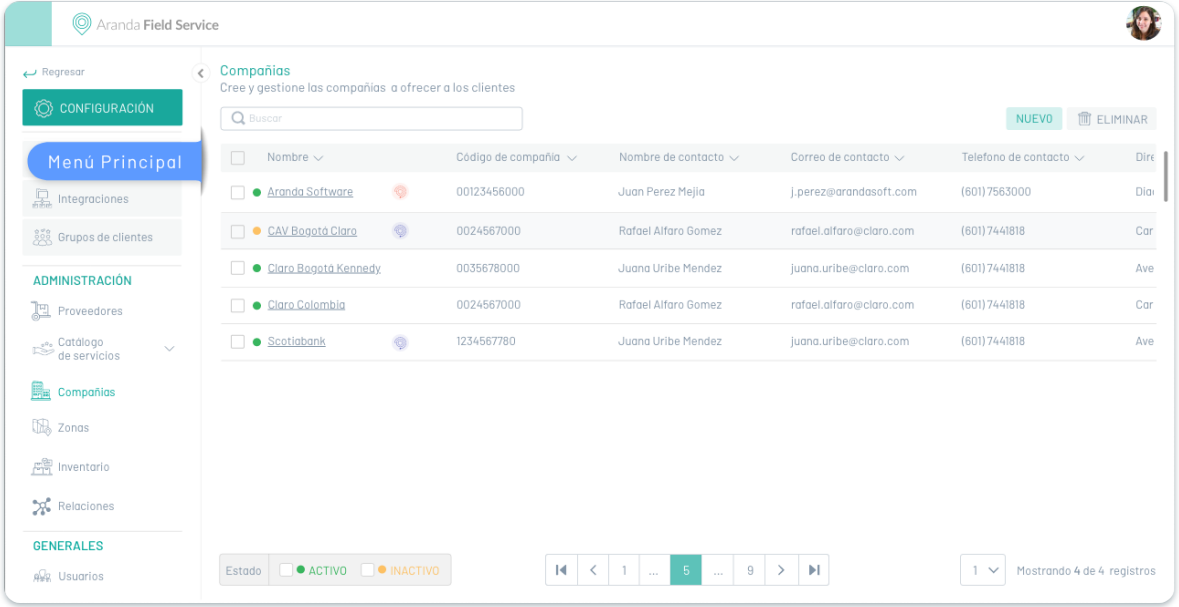
Web Console

The AFLS Web Console unifies field service viewing, configuration, and management tasks. The web environment can be divided into three sections:

- The **Main Menu** in the AFLS web console groups the different AFLS configuration categories, Traversal Configuration, and the main concepts of AFLS Administration and Management.
For more information, please visit: [AFLS Web Console Main Menu](#).
- In the **Information View** the related data is displayed in the main menu for consultation and access to the different AFLS management tasks.
For more information, please visit: [AFLS Web Console Information View](#).
- In the **Detail View** the administrative tasks (querying, creating, editing and deleting, importing) of AFLS management are developed and executed.

Web Console/Main Menu

1. After logging in, log in to the AFLS web console with the role set (administrator, specialist, users).
2. The main menu of AFLS will find sections such as: Configuration, General Configuration and Management, Work Orders, Inventory, Reports, Monitoring, Alerts. When you select a module from the main menu, the information view is enabled with the related management or query information.



The main sections of the main menu are:

Main Menu/AFLS Settings

The CONFIGURATION of the main menu is composed of the following modules:



Modules	Description	icon
Global Settings	In this configuration module, you can make fundamental business modifications, such as changing the map provider, importing GeoJSON data, or enabling or disabling features for field specialists.	
Basic Info	In this configuration module, you can update the basic information of the organization.	
Means of Transportation	In this configuration module, you can create and manage the means of transport for tracking.	
Map Layer	In this configuration module, you can create and manage the layers for the maps.	
Location Accuracy	In this configuration module, you can define the precision of the specialist's location.	

Modules	Description	icon
Charges	In this configuration module, you can manage the charges for tracking.	
Quick Answers	In this configuration module, you can create quick replies for the specialist's use.	
Skills	In this configuration module, you can create the skills for later use in the Services, Specialists, and Specialist Groups modules.	
Calendars	In this configuration module, you can define the availability of the provision of services.	
Timers	In this configuration module, you can define the time concepts required by the organization.	
Models	In this configuration module, you can define the various features common to the services such as: Workflows, Additional Fields, Satisfaction Survey, and Service Level Agreements.	
Relations	In this configuration module, you can link or join 2 or more work orders.	
Measurement	In this configuration module, you can manage units of measure.	
Locations	In this configuration module, you can create locations such as locations, zones, and modes of transportation to distribute the inventory that will be used by specialists.	
Additional Fields	In this configuration module, you can set additional fields for customers, mobile users, web users, companies, services, work orders, and location.	
Non-working days	In this configuration module, you can define the days on which the specialists who are automatically assigned will not be available to attend to work orders.	
Surveys	In this configuration module, you can define the surveys to measure user satisfaction and create survey templates.	
Email Templates	In this configuration module, you can customize messages to categories such as surveys, SLS, OLA, UC, and AssistMe.	
Assignment Rules	In this configuration module you will be able to customize and address work orders.	

Modules Location Accuracy	Description In this configuration module, you can define the precision of the specialist's location.	icon 
Canals	In this configuration module, you will be able to enable and manage the AssistMe service channel	
Alert Management	In this configuration module, you can enable the notifications you want to see in the alert list.	
Webhocks	In this configuration module, you can enable notifications in which an application or system sends real-time information on the concurrency of events.	
Service Desk	In this configuration module, you will be able to activate and validate the integration with products that generate cases and work orders on the service desk such as ASDKs and ASMS.	
Other Applications	In this configuration module, you can activate and validate the integration with external applications.	

Main Menu/Administration

The ADMINISTRATION of the main menu is composed of the following modules:

Aranda Field Service

F

← Regresar

CONFIGURACIÓN

ADMINISTRACIÓN

Catálogo de servicios

Cronómetros

SLA

UC

OLA

Compañías

GENERALES

Compañías

Cree y gestione compañías

Buscar

NUEVO

ELIMINAR

☐	Nombre	Código de compañía	Nombre de contacto	Correo de
☐	● HP	1	3002148738	diego.sua
☐	● C12	C12	Julieth	juli_manc
☐	● C2	C2	Julieth	juli_manc
☐	● C1	C1	Julieth	juli_manc
☐	● ARANDA123	ARANDA12	Contacto	p@gmail.e

ESTADO

☐ ACTIVO

☐ INACTIVO

⏮

<

1

>

⏭

6 de 6 registros

Modules	Description	icon
Service Catalog	In this administration module, you can manage SLA, OLA, and UC service level agreements.	
Services	In this administration module you can define the activities to be carried out in a work order management process	
Companies	In this administration module you can manage the companies that will provide the configured services.	
Clients	In this administration module you can create customers and associate information such as services, channels or inventories.	
Suppliers	In this administration module you can create customers and associate information such as services, channels or inventories.	
Users	In this administration pack, you can define users with specific roles to manage work orders. User management can be done for unclassified users, web users, and mobile users.	
Areas	In this administration module, you can define the zones for the work assignment of specialists.	
Event Management	In this administration module you will be able to perform event management for associated processes such as application, bulk uploads, work orders, service desk integration log, service desk integration synchronization and mobile device error log.	
Inventory	In this management module, you can define the information of the product(s) that will be used in the operation of the business.	

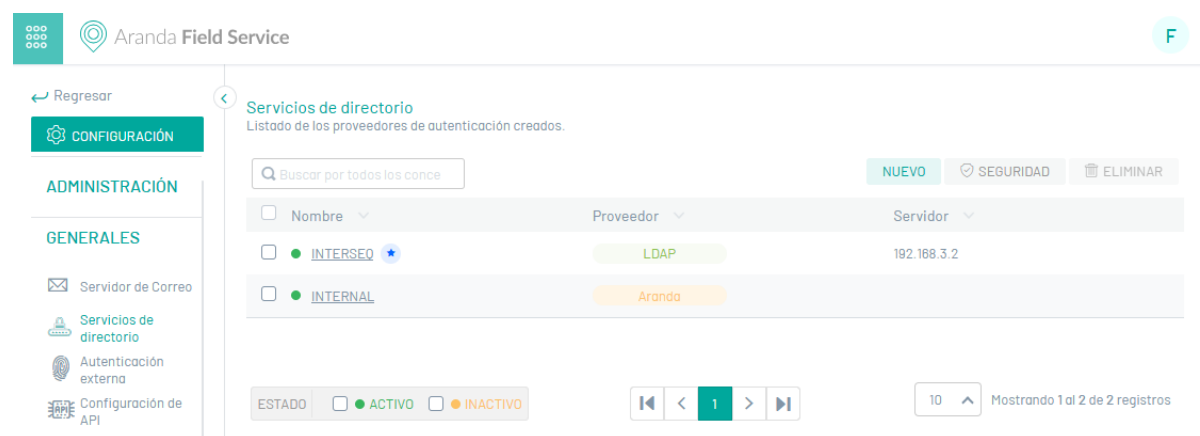
Main Menu/Recurring Administration

The RECURRING ADMINISTRATION of the main menu is composed of the following modules:

Modules	Description	icon
Orders	In this recurring administration module you will be able to manage the different processes of creation, search, cancellation and import of work orders.	
Inventory	In this recurring administration module you will be able to manage the different processes such as movements, searches, assignment or return of products, for the subsequent use of the field specialist.	
Monitoring	In this recurring administration module, you can search for and track field specialists, customers, and scheduled orders.	
Panel de Control	In this recurring administration module you will be able to view the work orders scheduled for the day of the consultation and their status; You will also be able to view the weekly behavior of specialists and the services provided.	
Reports	In this recurring management module you can generate four types of reports: order reports, inventory reports, general reports and administration reports.	

Main Menu/General Settings

The GENERAL SETTINGS of the main menu is composed of the following modules:



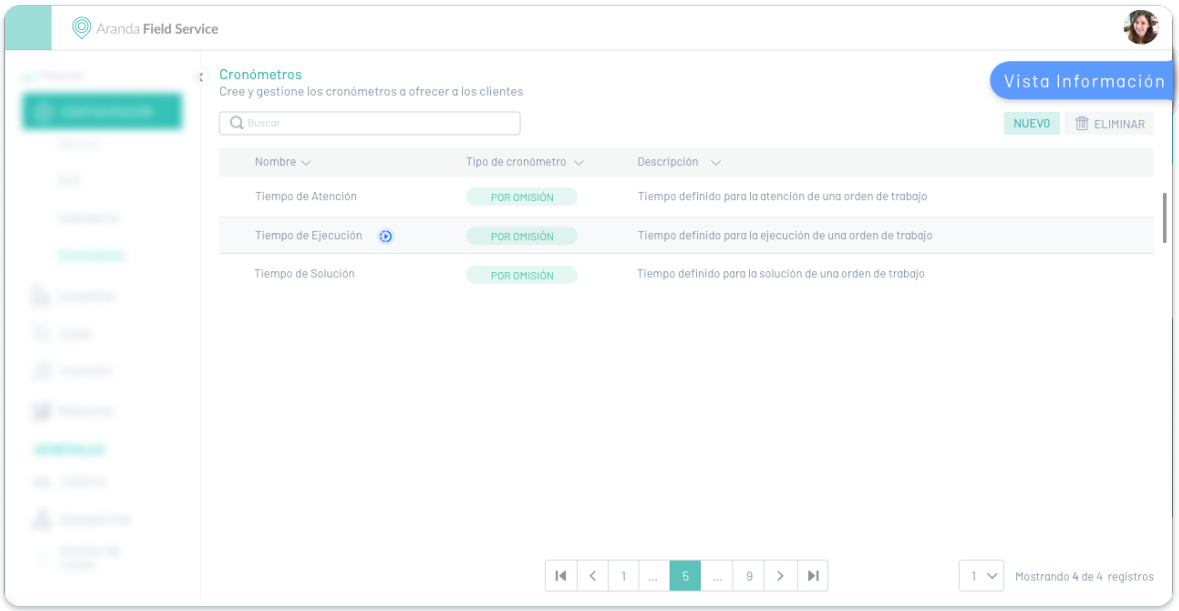
Common Modules	Description	icon
Mail Server	In this Aranda Common configuration module, mail servers are managed.	
Directory Services	In this configuration module of Aranda Common, you manage the directory services that can be used by AQM.	
External Authentication	This Aranda Common configuration module manages external authentication providers.	
Integration Tokens	In this Aranda Common configuration module, you will be able to generate and revoke an integration token, which allows you to consume the AFLS APIs.	

Web Console/Information View and Detail View

Visualize Environment

1. After logging in, log in to the product’s web console with the role set (admin, specialist, users).
2. In the main menu of the Aranda product, from the **CONFIGURATION/ADMINISTRATION/GENERAL CONFIGURATION**, select a respective module (Global Configurations, Map Layer, Skills, Service, Companies, Zones, Suppliers, among others) and doing so enables the information view with the related data.

📌 **Example:** In the following image you can see the configuration section of the Aranda Query Manager product, with the Dashboards option defined.



3. In the information view, the modules associated with the **CONFIGURATION/ADMINISTRATION/GENERAL CONFIGURATION** sections, share transversal management tasks such as:

Aranda Field Service

Regresar

CONFIGURACIÓN

Habilidades

Integraciones

Grupos de clientes

ADMINISTRACIÓN

Proveedores

Catálogo de servicios

Compañías

Zonas

Inventario

Relaciones

GENERALES

Usuarios

Compañías

Buscador

Buscar

Acciones

NUEVO

ELIMINAR

☐	Nombre	Código de compañía	Nombre de contacto	Correo de contacto	Telefono de contacto	Dirección
☐	Aranda Software	00123456000	Juan Perez Mejia	j.perez@arandasoft.com	(601) 7563000	Dia
☐	CAV Bogotá Claro	0024567000	Rafael Alfaro Gomez	rafael.alfaro@claro.com	(601) 7441818	Car
☐	Claro Bogotá Kennedy	0035678000	Juana Uribe Mendez	juana.uribe@claro.com	(601) 7441818	Ave
☐	Claro Colombia	0024567000	Rafael Alfaro Gomez	rafael.alfaro@claro.com	(601) 7441818	Car
☐	Scotiabank	1234567780	Juana Uribe Mendez	juana.uribe@claro.com	(601) 7441818	Ave

Listado de datos

Filtros

Estado

ACTIVO

INACTIVO

Paginación

Mostrando 4 de 4 registros

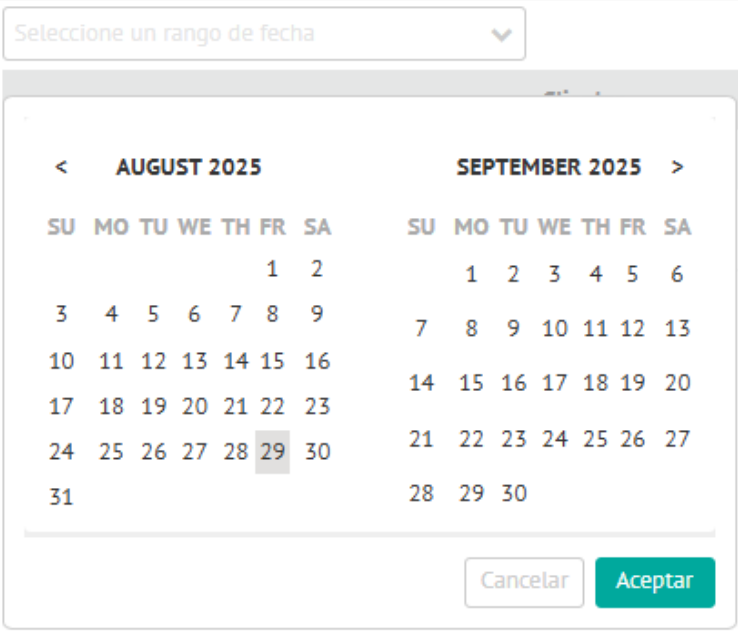
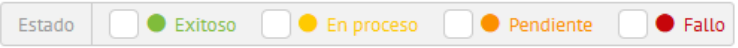
Information View/ CONFIGURATION Section

3. The following are the management tasks used by the AFLS CONFIGURATION modules:

Management Tasks	Description	Modules by Section/AFLS
Search	It allows you to search for the records created according to the selected module or concept. You can search by the name of the defined fields of each associated concept. Q Buscar	
Data Listing	This section groups the information from the found records by selected module or item. The information presented is grouped into columns with the data entered. By selecting the record from the available list, you will be able to view and edit the associated data, or delete the record.	
New	This button defines the action to create a record for each Aranda product management concept. Activating this action enables a window to fill in the related information.	
Eliminate	This button defines the action for deleting a record that has already been created in the management processes. ELIMINAR	
Pagination	It allows you to navigate between the pages of the list of user records found. 1	
Filter by Status	Allows you to filter by the active or inactive status of users or authentication providers. Estado PUBLICADO SIN PUBLICAR	

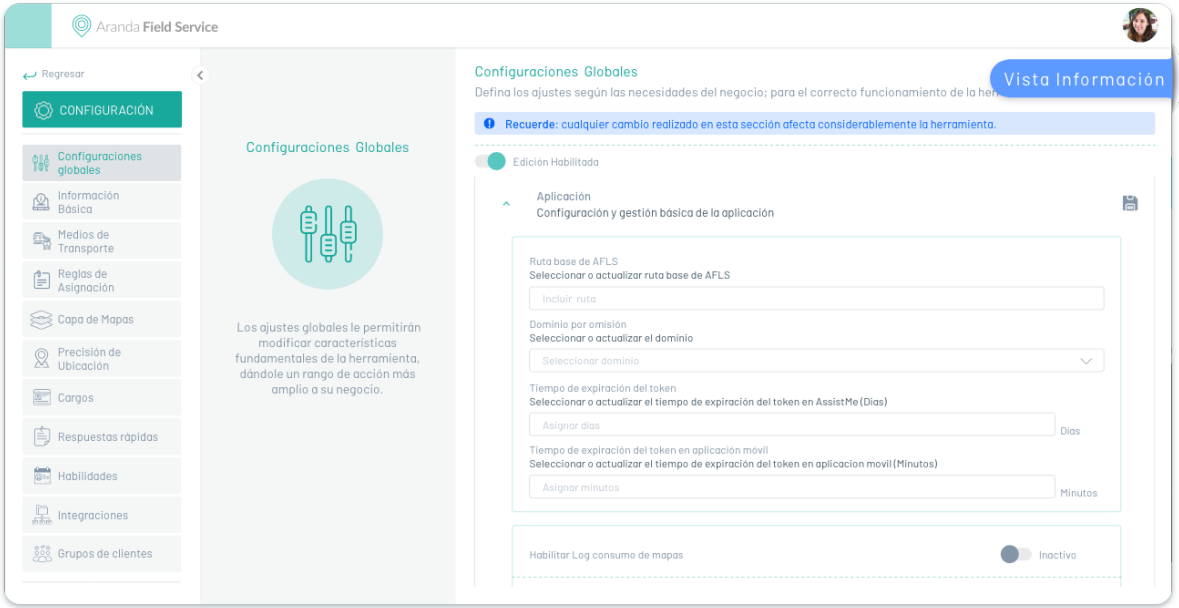
4. The following are the management tasks used by the AFLS CONFIGURATION modules:

Management Tasks	Description	Modules by Section/AFLS
Search	It allows you to search for the records created according to the selected module or concept. You can search by the name of the defined fields of each associated concept. Q Buscar	
Data Listing	This section groups the information from the found records by selected module or item. The information presented is grouped into columns with the data entered. By selecting the record from the available list, you will be able to view and edit the associated data, or delete the record.	
New	This button defines the action to create a record for each Aranda product management concept. Activating this action enables a window to fill in the related information. NUEVO	
Eliminate	This button defines the action for deleting a record that has already been created in the management processes. ELIMINAR	
Pagination	It allows you to navigate between the pages of the list of user records found. 1	
Filter by Status	Allows you to filter by the active or inactive status of users or authentication providers. Estado PUBLICADO SIN PUBLICAR	
Import	This button defines the action to import a file type into the selected concept. Importar	

Management Tasks	Description	Modules by Section/AFLS
Update	This button defines the action to update a file type to the selected concept. 	
Filter	Allows you to filter by the active or inactive status of users or authentication providers. 	
Date Range	Allows you to filter by the active or inactive status of users or authentication providers. 	
Filter by status in Event Management	Allows you to filter the information in the bulk import historical table by taking into account the data in the Status field. 	

5. The information view of modules associated with the **CONFIGURATION** of the AFLS main menu present an alternative environment to management tasks.

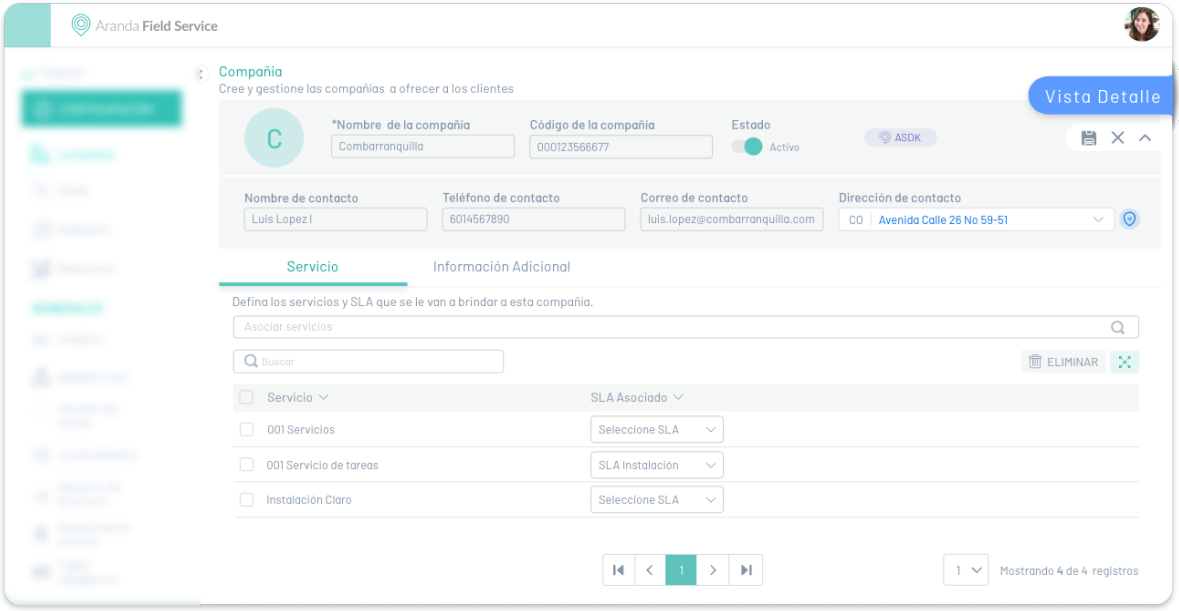
▮ **Example:** In the following images you can identify the information view of **CONFIGURATION** modules such as Location Accuracy and Global Settings:



Detail View

This view presents the detailed information of the reporting concepts in AQM. Example: Details of data entities, dashboards, reports, among others.

➤ **Example:** In the following image you can see the detail view of the companies module.



➤ **Example:** In the following image you can see the detail view of the Skills module.

IS

Nombre

Defina brevemente una aptitud o destreza para ser utilizada según lo requerido en su empresa

Nombre habilidad

Instalación sensores

Descripción de la habilidad

Encargado de la instalación y las áreas de aplicación en las que se utilizará el sensor.

Activar

☒ Activo

Resumen de módulos asociados a esta habilidad

9

SERVICIOS

Con esta habilidad

50

ESPECIALISTAS

Con esta habilidad

0

GRUPOS

Con esta habilidad

Vista Detalle

Roles AFLS

Roles AFLS

Aranda Field Service AFLS has designed specialized user roles to carry out different tasks for the management, attention and monitoring of work orders.



Administrator Role

The user with the administrator role is in charge of configuring the required components prior to the definition of a work order. It defines the users who will manage the work orders from their respective role (administrator, dispatcher or specialist), and establishes guidelines such as availability and skills of the user with the role of field specialist. It delimits the service agreements and response times that will shape the work order according to the business model and manages the supplies or spare parts necessary to fulfill a service.

In AFLS, the administrator is responsible for the following functionalities:

- View, create, update and delete items from the Settings section such as calendars, stopwatches, among others.

- View, create, update and delete items from the Administration section such as services, companies, customers, among others.
- Configure transversal modules in Aranda Common.
- Consult the map consumption report.

The general administrator is the role in charge of managing reports and defining configuration items. In AQM the general administrator is in charge of the following functionalities:

Rol	Módulos	Permisos
	     	    
	     	    
	     	    
		 

📌 **Note:** The Admin User must configure the additional folder permission for the first time.

Dispatcher Role

The Aranda Field Service dispatcher is responsible for the management of a work order, from its creation, planning, scheduling and the assignment of the necessary resources (services, field specialists, order location, spare parts, times, availability) for the attention of a service in the required time and quality.

In AFLS, the dispatcher is responsible for the following functionalities:

- Create, filter, query, update, and assign work orders.

Rol	Módulos	Permisos
	 Nueva orden	
	 Ordenes	   

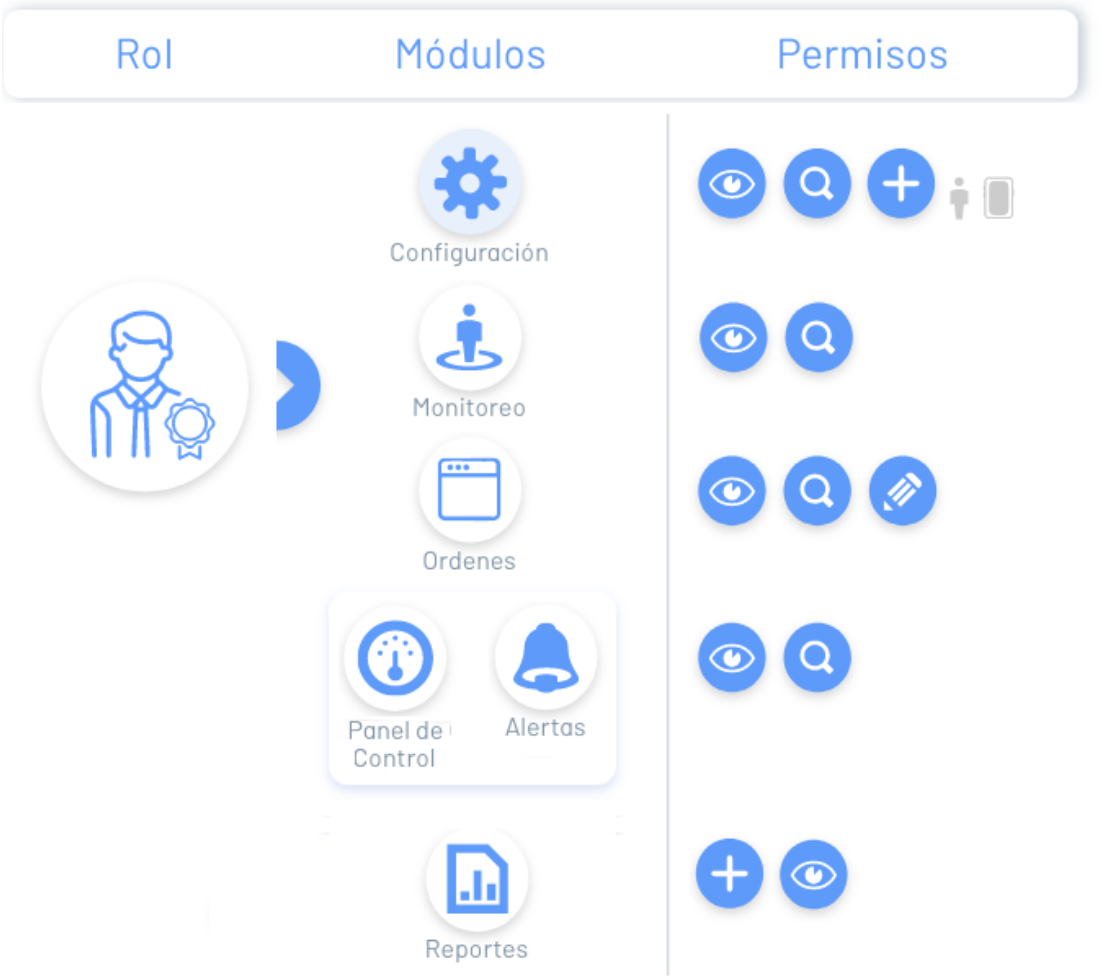
Monitor Role

The user with the role of monitor is in charge of the supervision, global control and evolution of the operation of the service, through the reading and monitoring of the information reported by the system, such as the location of the assigned specialist in real time, the detail of the work order, the status of execution of the work orders assigned by specialist, the proposed routes and the trips made by the field specialist for the service attention.

The monitor in AFLS has the power to reassign work orders due to the unforeseen absence of the responsible specialist and to evaluate a response action in the event of a connection problem of the specialist in charge.

In AFLS, the monitor is responsible for the following functionalities:

- Create and view mobile users and groups in the Settings section.
- Filter, consult and have an overview of the service provision and the progress in the attention of the order by specialists or customers, from the Monitoring section.
- Filter, query, and reassign work orders that have been as such from the workflow.
- View the weekly behavior of specialists and the services provided from the dashboard.
- Filter and view vendor and general alerts used in work order management.
- Generate order, inventory, general and administration reports.



Inventory Manager Role

The user with the role of inventory manager is in charge of carrying out all the movements of physical and technological resources associated with a work order for the attention and solution of a field service. These movements include purchases of items, delivery of material to specialists, returns of material and departure of material from the company.

In AFLS, the Inventory Manager is responsible for the following functionalities:

- Filter, consult, manage movements (inflows and outflows), allocation and return of inventories.
- Filter and view vendor and general alerts used in work order management.
- Generate order, inventory, general and administration reports.



Field Specialist Role

As the person responsible for the attention of a service, the field specialist will be able to view and manage the assigned work orders, know the detail of the order to be executed, identify the location of the service, consult the assigned spare parts that can be used and update the order statuses in real time, in a simple way from their mobile device.

Additionally, you will be able to receive the signature of acceptance from the customer and define exactly the quantity of material and the serial numbers of each inventory item.

In AFLS, the Field Specialist is responsible for the following functionalities:

- Create and query work orders.
- Update and create customers.
- Check assigned inventory.
- Manage and synchronize map layers.
- Verify and synchronize system information and work orders.

Rol	Módulos	Permisos
	 Ordenes	   