



Aranda Field Service

The AFLS Mobile Console facilitates the attention of a service at the scheduled time and place, complying with the established schedule and the tasks assigned in the work order. The field specialist from his mobile device will be responsible for the attention of a service, he 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 and update the status of the order in real time, in a simple and effective way.

An AFLS mobile console user must consider four essential stages for the management and attention of assigned work orders:



1. Installation and Access

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

2. Environment

Identify the AFLS Mobile Council interface with which you will interact in the different work order configuration and management processes.

3. Configuration

Make the basic settings of the Mobile app and sync the app with the system data.

4. Order Management

Carry out the process of consultation, creation, management and monitoring of assigned work orders.

Who is this guide for?

This guide is designed to familiarize the user with the elements required to manage work orders from the AFLS mobile console.

What is our documentation?

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

Mobile Console Installation

Installation Path

Below is an overview of the software installation concepts and the different components used for the proper operation of the AFLS mobile console.

The AFLS Mobile Console installation process should consider the following stages:



⚠ **Important:** The AFLS Mobile Console Installation Process is for OnPremise Environments.

1. Requirements

Validate the minimum requirements for the installation and operation of the mobile console.

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

2. AFLS Mobile Console Installation

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

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

5. AFLS Access and Authentication

The authentication process to the AFLS mobile 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.

For more information, please visit: [Access and Authentication](#).

Mobile Device Requirements

Before starting the installation process of the AFLS mobile app, make sure to uninstall any previous versions and check some additional points to ensure a correct installation.

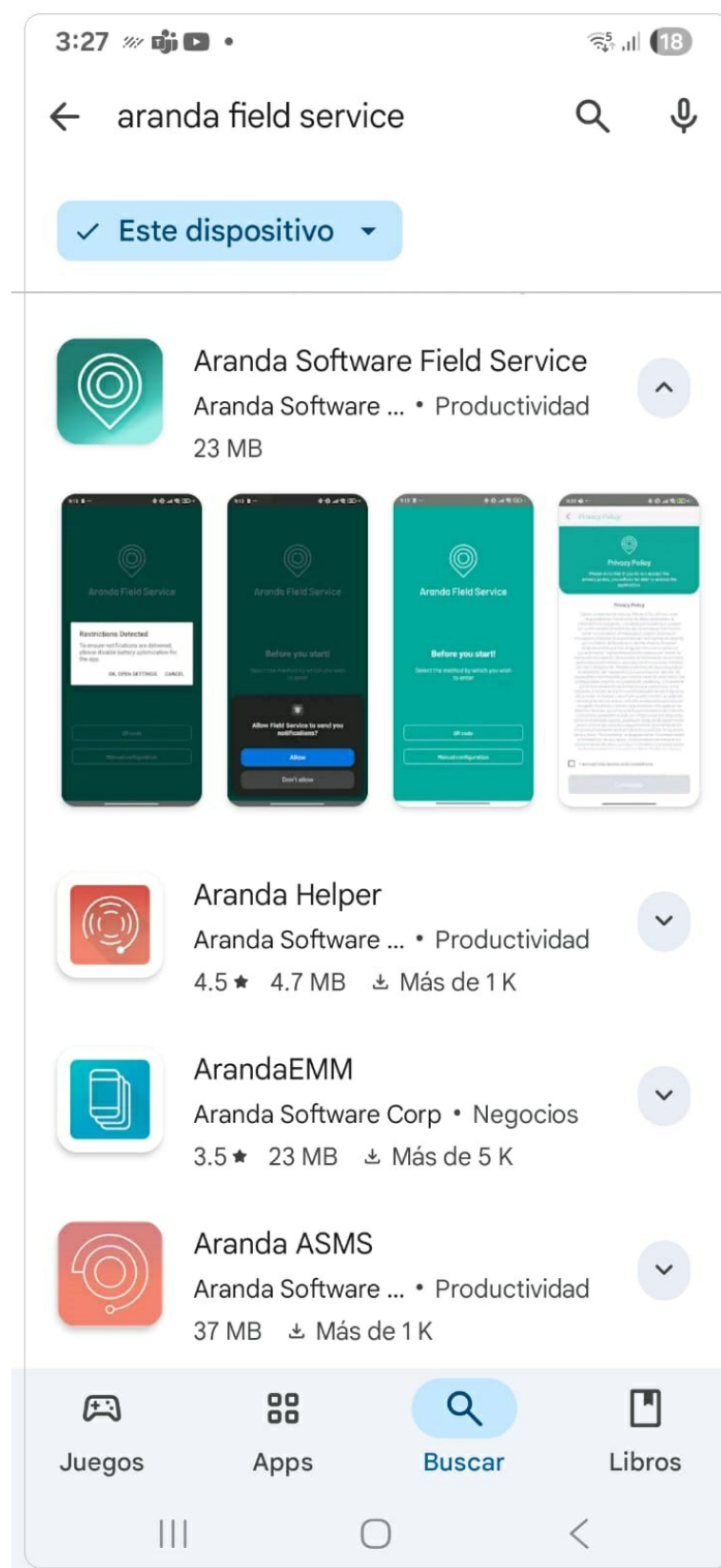
The minimum installation ranges are as follows:

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

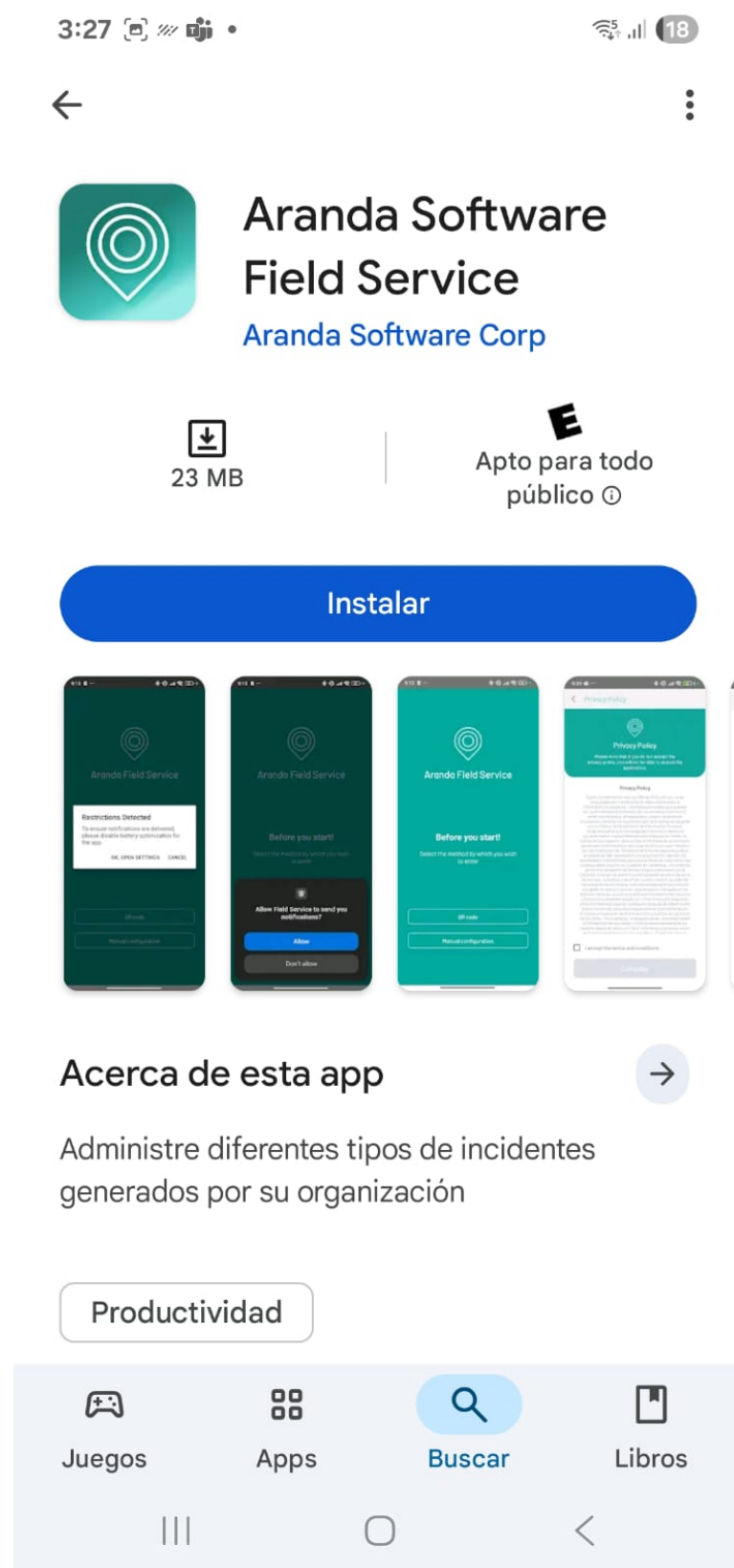
iPad/Iphone iOS 14 or higher Android 11 or higher

Mobile Console Installation

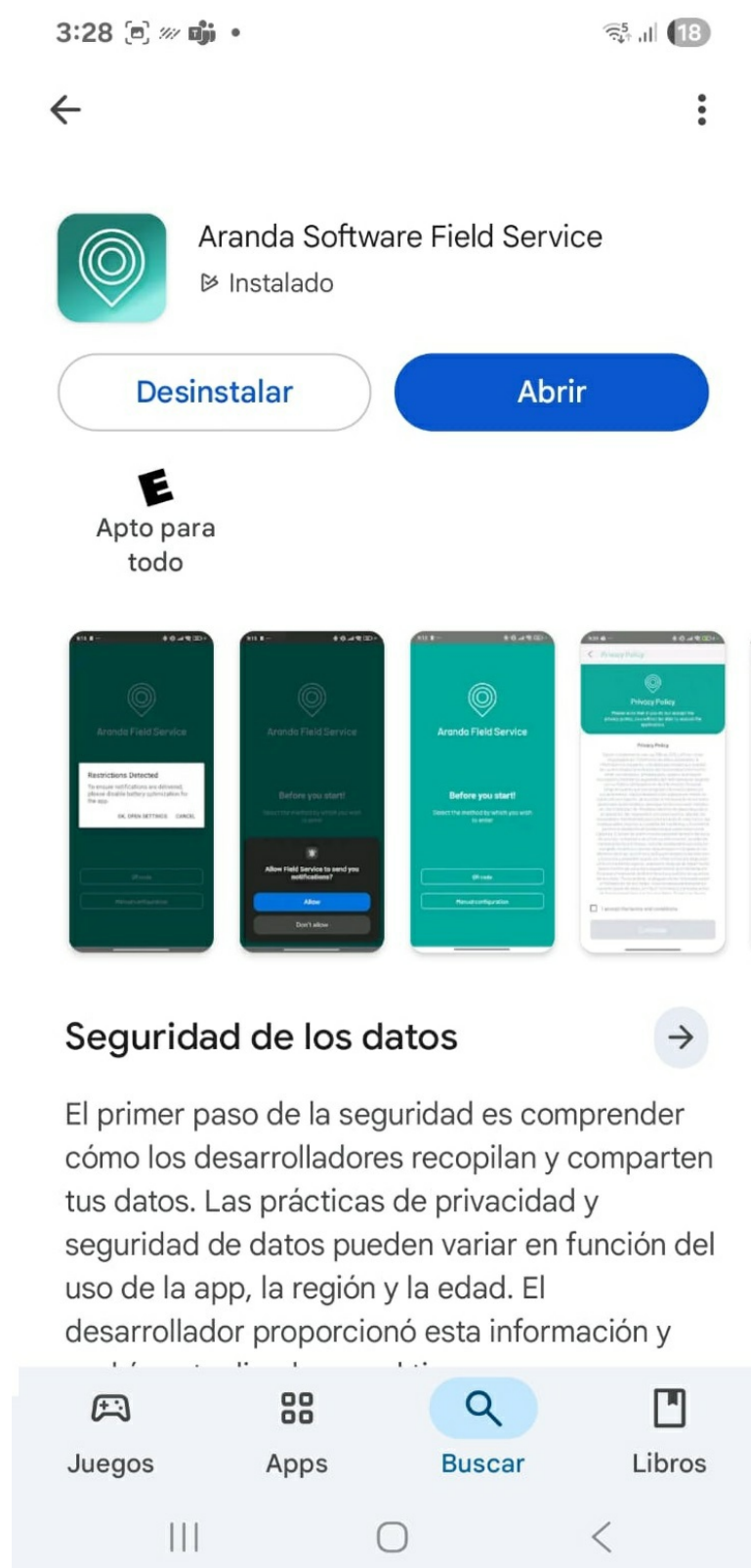
1. In the app store search engine, type Aranda Field Service. In the list of available applications, select the Aranda Software Field Service option.



2. Double-click on the installer file and you will see the welcome screen. Confirm the installation by clicking the Install.

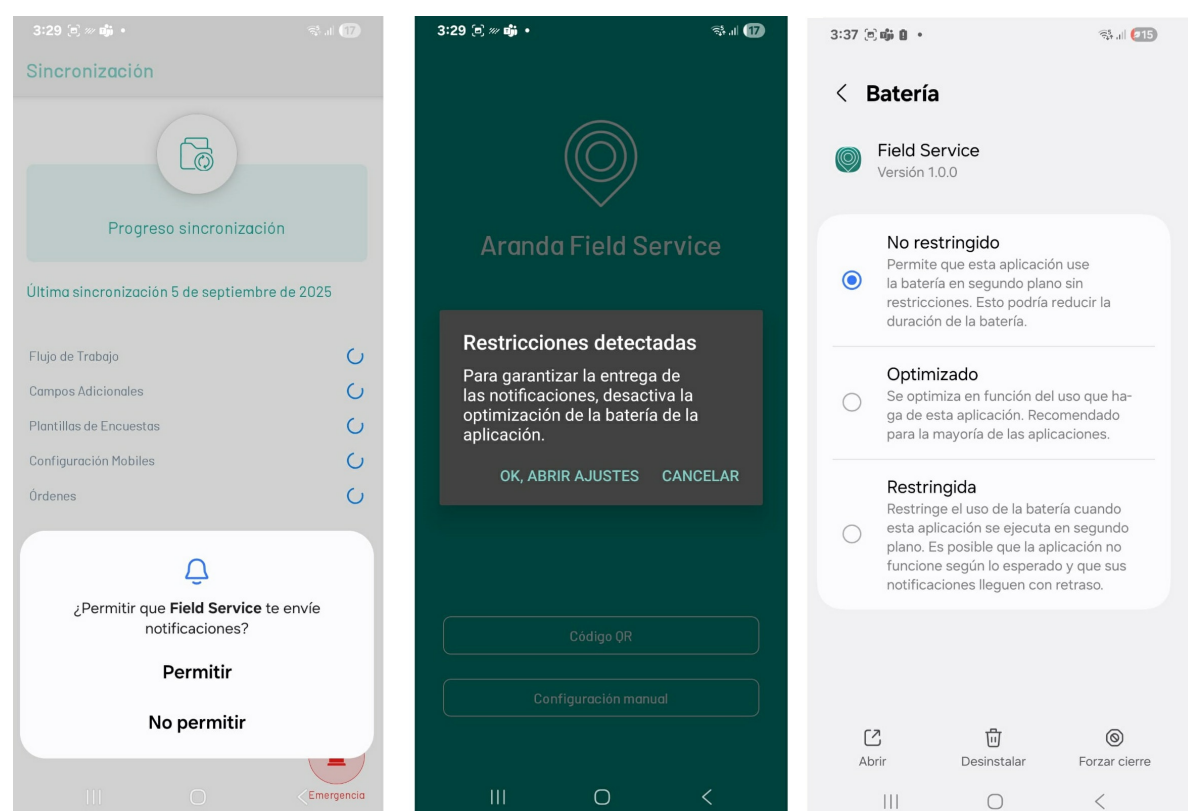


3. Click the Open



⚠ **Important:** For the AFLS mobile application to function properly, it is necessary to assign all the permissions requested by the application.

4. To continue the installation you must allow Notifications to be sent and disable battery optimization on the mobile device.



Access

After the dispatcher creates the work order and schedules the service, the field specialist must validate from the mobile device the work orders that have been assigned to him and the status of their evolution.

Login

1. To enter the mobile console, the specialist must open the Aranda Field Service Mobile application by selecting the corresponding icon



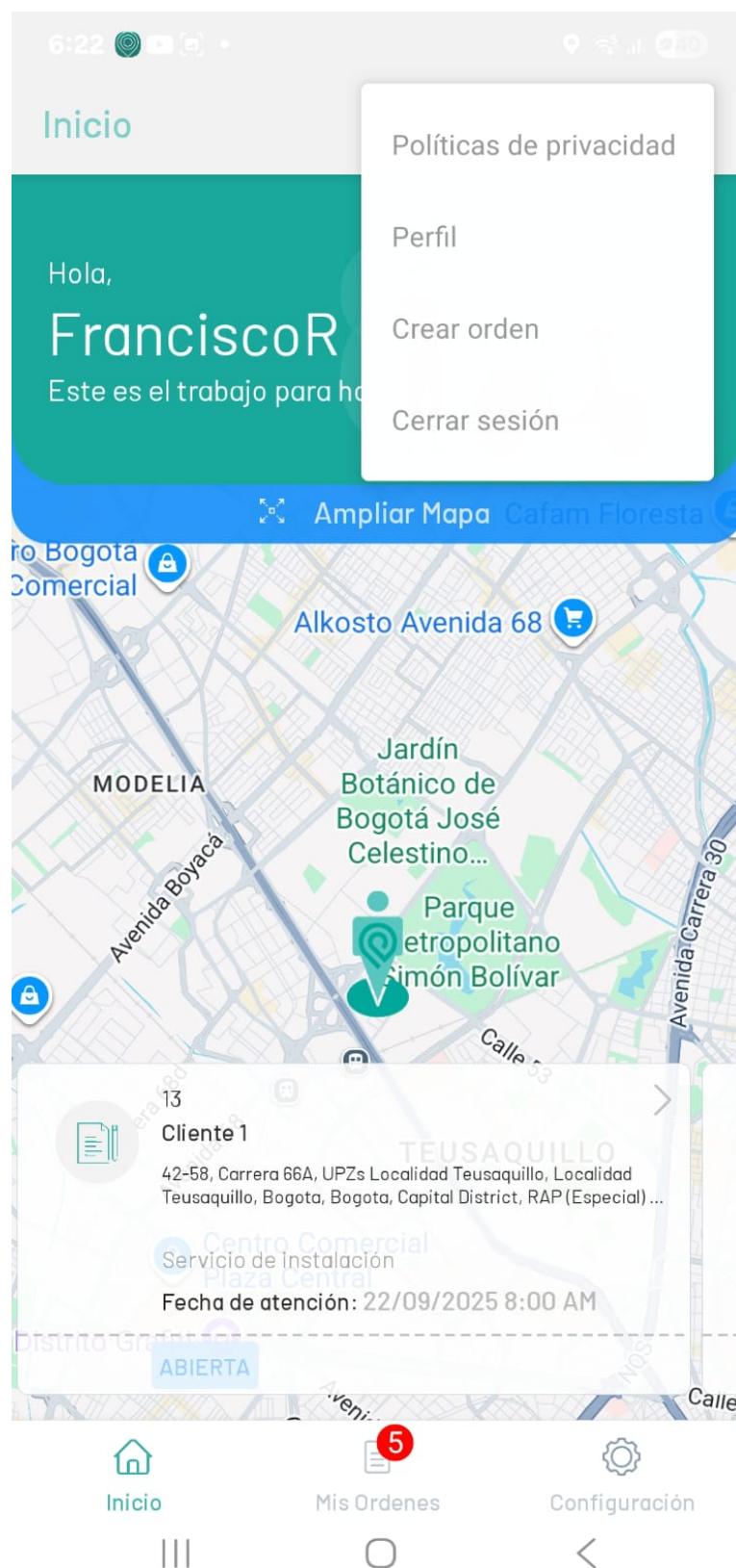
. The authentication process to the AFLS web console will be executed by the field specialist to develop the different tasks of managing, configuring and solving work orders. The three authentication instances are:

- [QR Code Authentication](#): The specialist will be able to log in to AFLS using the QR code.
- [Manual Configuration](#): The specialist will be able to log in by confirming the URL of the connection to the server.
- [Frequent Authentication](#): The specialist will be able to log in on a recurring basis without prior considerations.



Logging Out

1. When a user is in an active session within the mobile console and needs to end the session and exit the application, in the floating menu of the console that is displayed, select the option in **log off**.

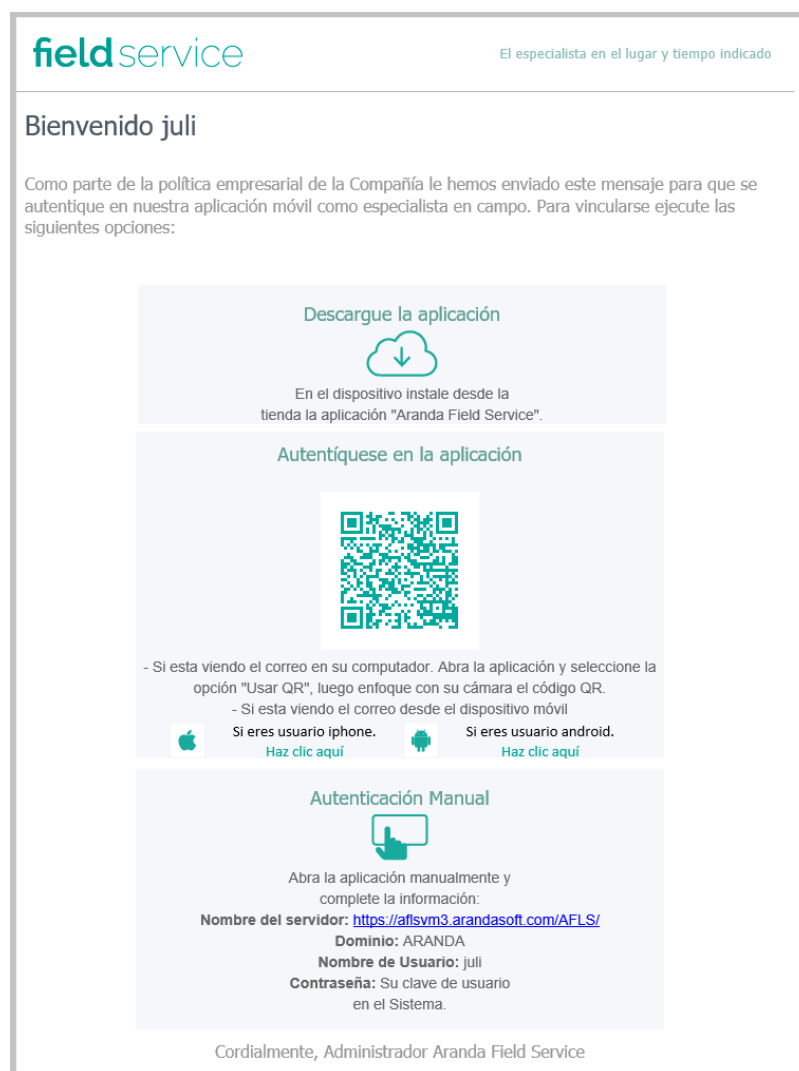


2. Once the session is closed, the user returns to the home screen and the user can enter the console again. Logging out deletes all data saved by the app on your phone, including work orders that failed to sync.

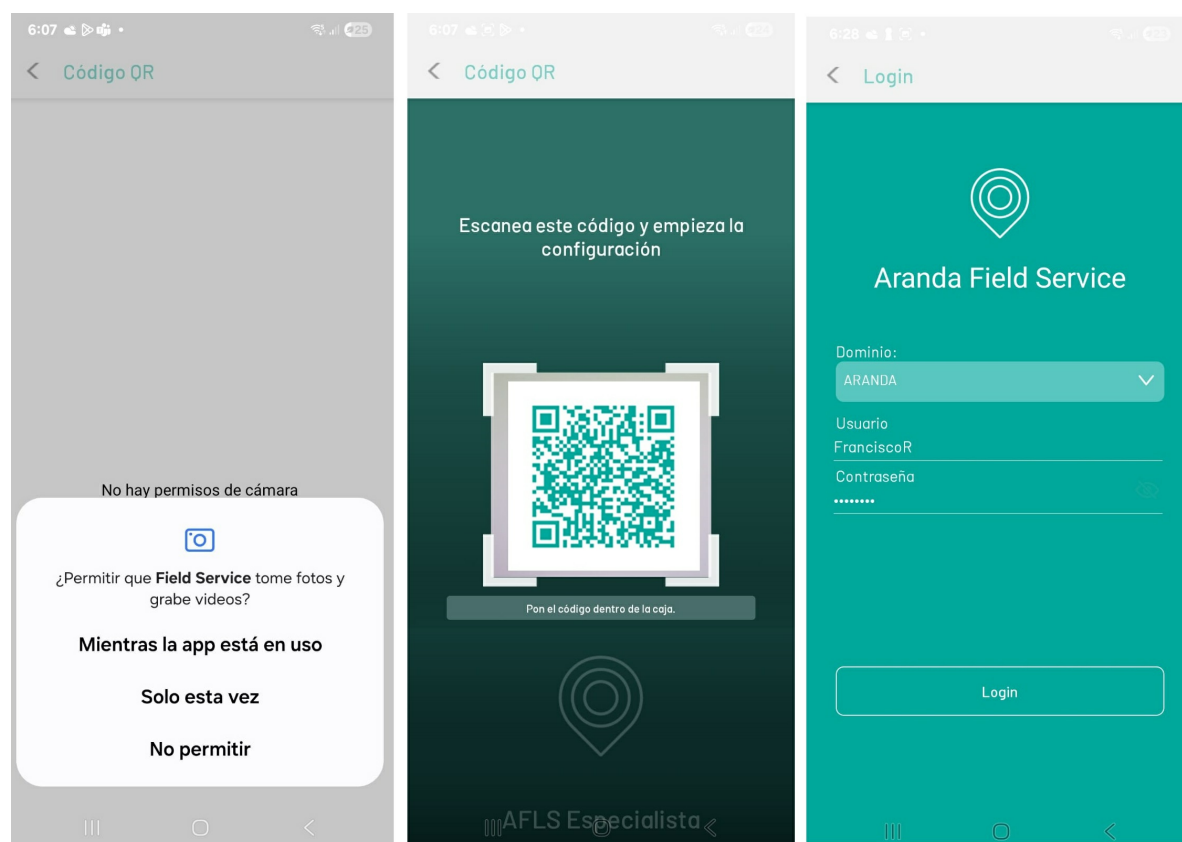
Authentication Instances

QR code authentication

1. When licensing a specialist, they receive an email with the URL, domain and user data and a QR code to scan.



2. To enter by the QR Code option, you must allow AFLS access to the device's camera for photo and video recording.
3. If you have an active privacy policy, please agree to the terms and conditions to continue.
4. The option to scan the code provided is enabled and when doing so, log in to the mobile application by entering information such as the domain, username and password of the assigned specialist.

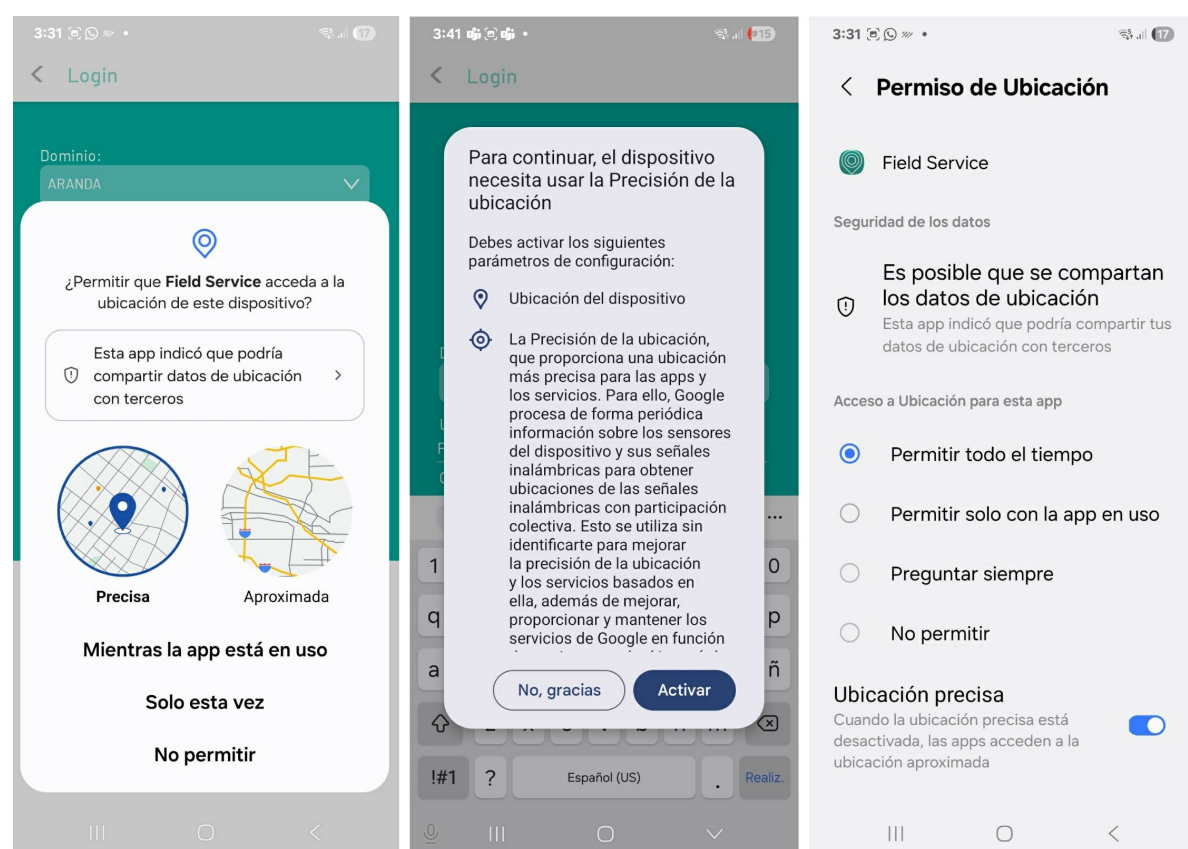


📌 **Note:** The URL to connect to the AFLS server should be sent as follows: EXAMPLE URL: <https://{host}/AFLSAPI/api>.

5. Select the **Login** to enter the application.

6. If your mobile device does not have location enabled, allow AFLS to access location for app use and enable Permission All Time to Share Location Data.

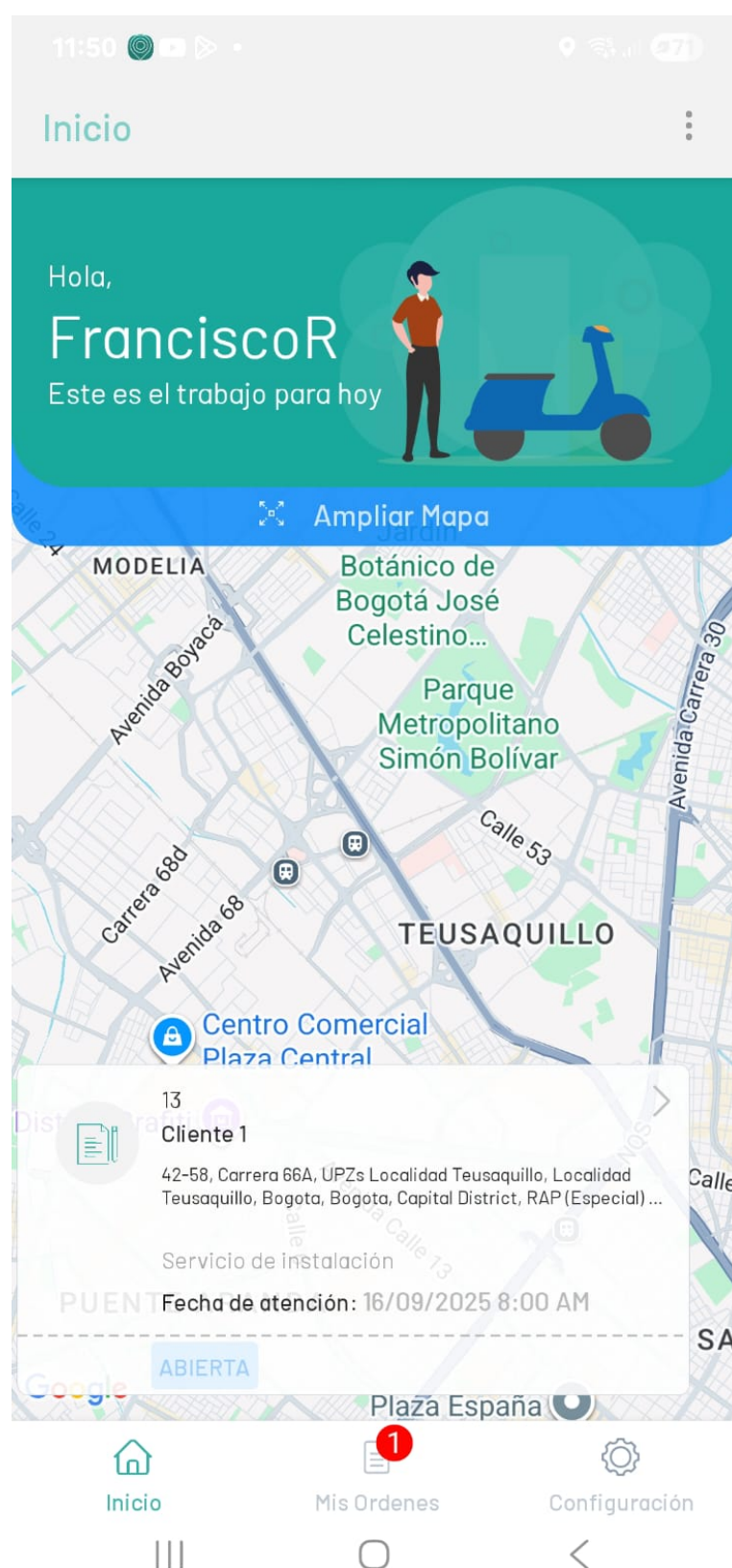
📌 **Note:** These configurations, access and all permissions are essential to avoid interruptions in the service and ensure the correct performance of the application.



7. When logging in, the app will perform a synchronization process where options such as Workflow, Additional Fields, Survey Templates, Mobile Settings, and Orders are checked.



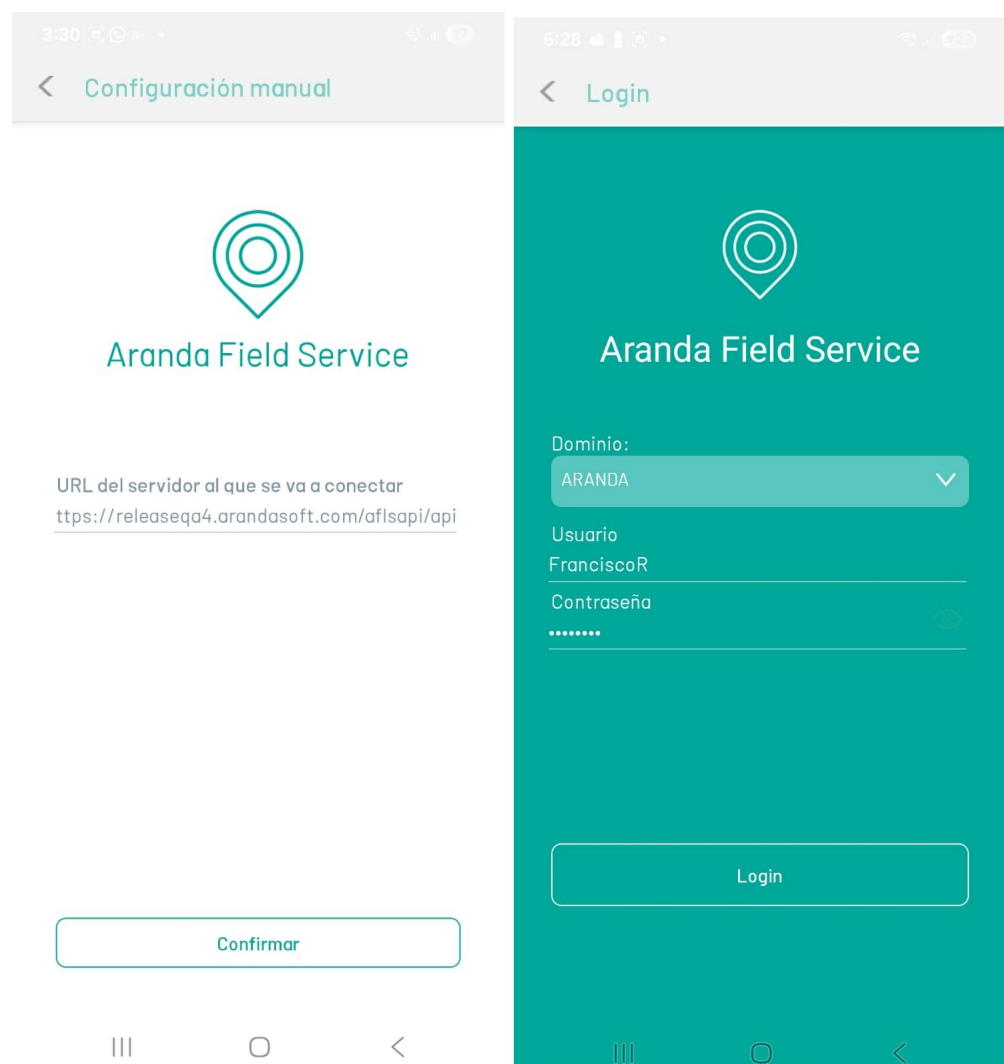
8. The field specialist logs into the AFLS mobile console to manage assigned work orders.



Manual Configuration

If this is the first time the specialist has logged into the AFLS mobile app, please fill out the following information:

1. In the address or URL of the application to be connected, e.g.: `_https://fieldservice.arandasoft.com/AFLSAPI/api`, click the **Confirm** to validate the URL.
2. If you have an active privacy policy, please agree to the terms and conditions to continue.
3. The option to log in to the mobile application is enabled where you can enter information such as the domain, username and password of the assigned specialist.

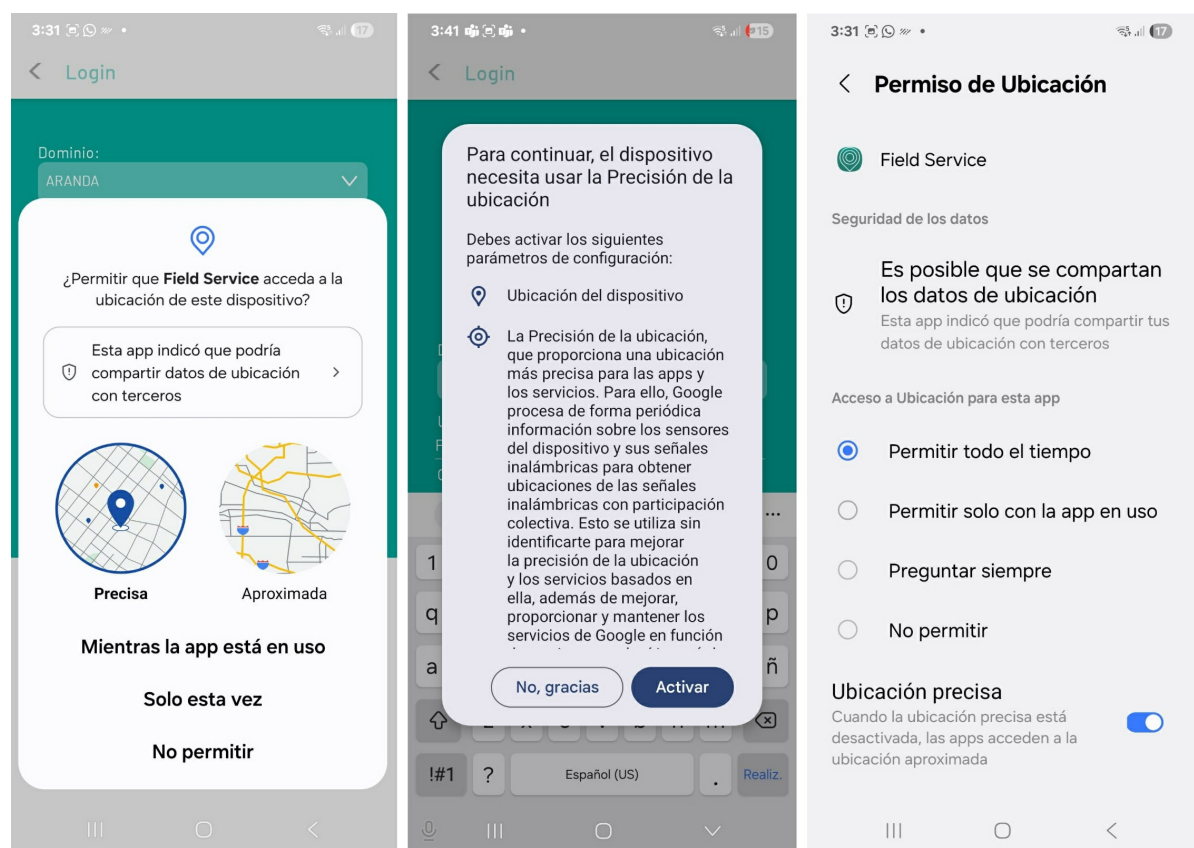


📌 **Note:** The URL to connect to the AFLS server should be sent as follows: EXAMPLE URL: `https://{host}/AFLSAPI/api`.

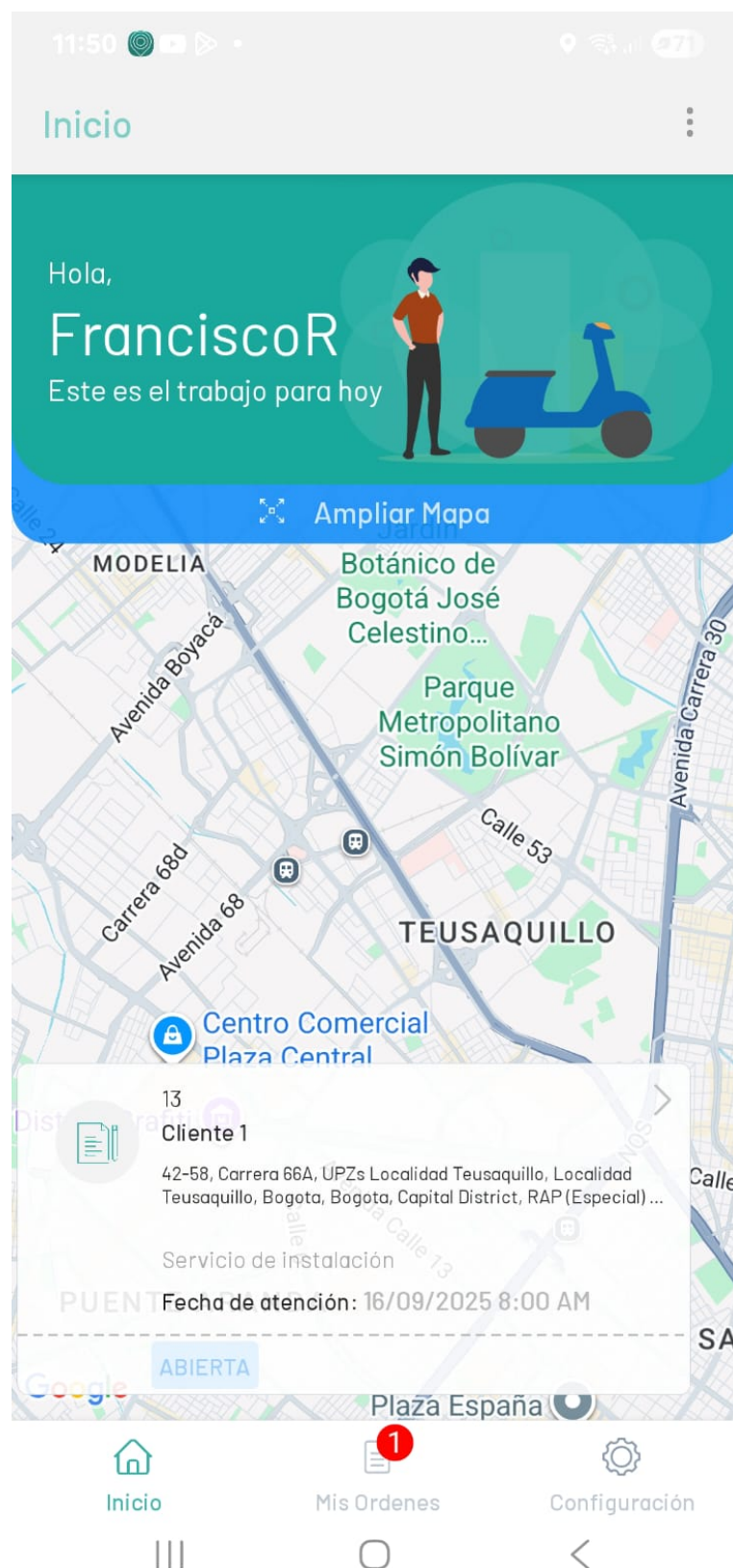
4. Select the **Login** to enter the application.

5. If your mobile device does not have location enabled, you must allow AFLS to access location for app use and enable **Permission All Time to Share Location Data**.

📌 **Note:** These configurations, access and all permissions are essential to avoid interruptions in the service and ensure the correct performance of the application.

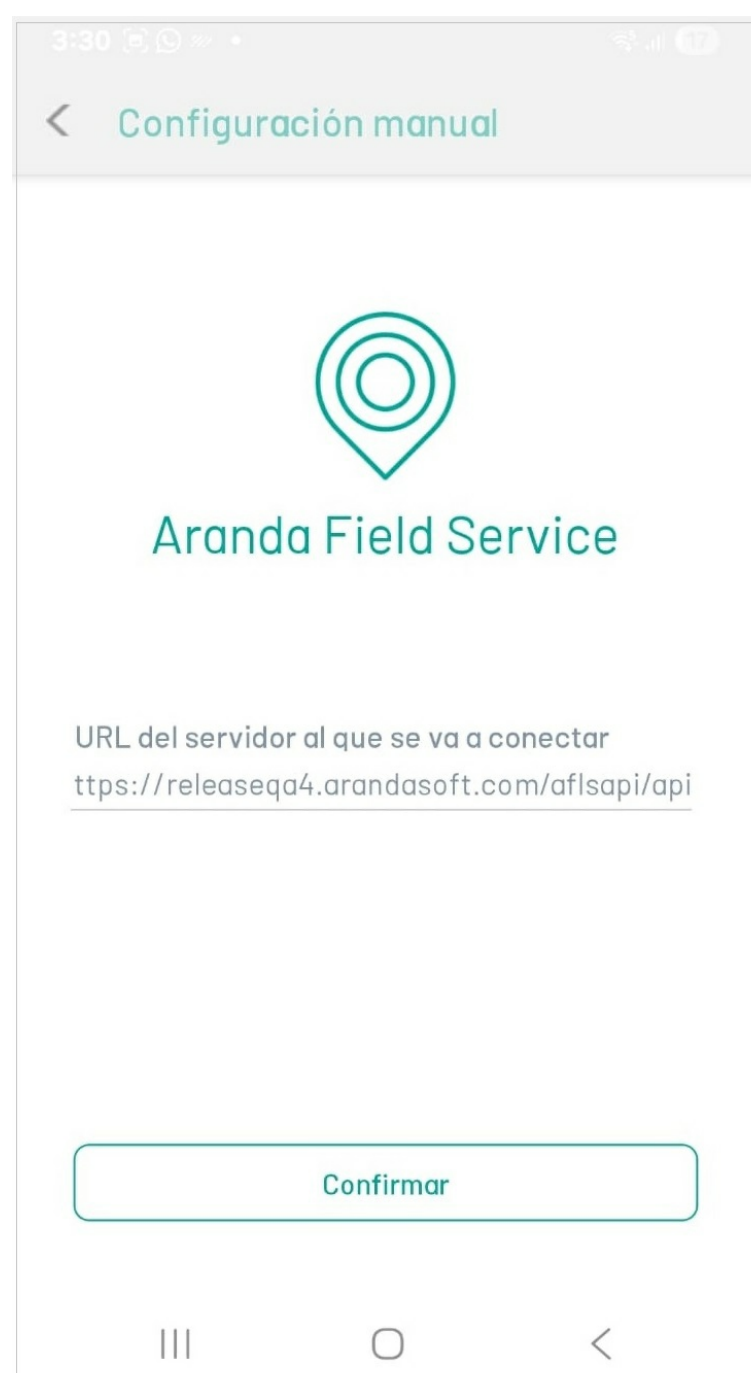


6. The field specialist logs into the AFLS mobile console to manage assigned work orders.



Frequent authentication

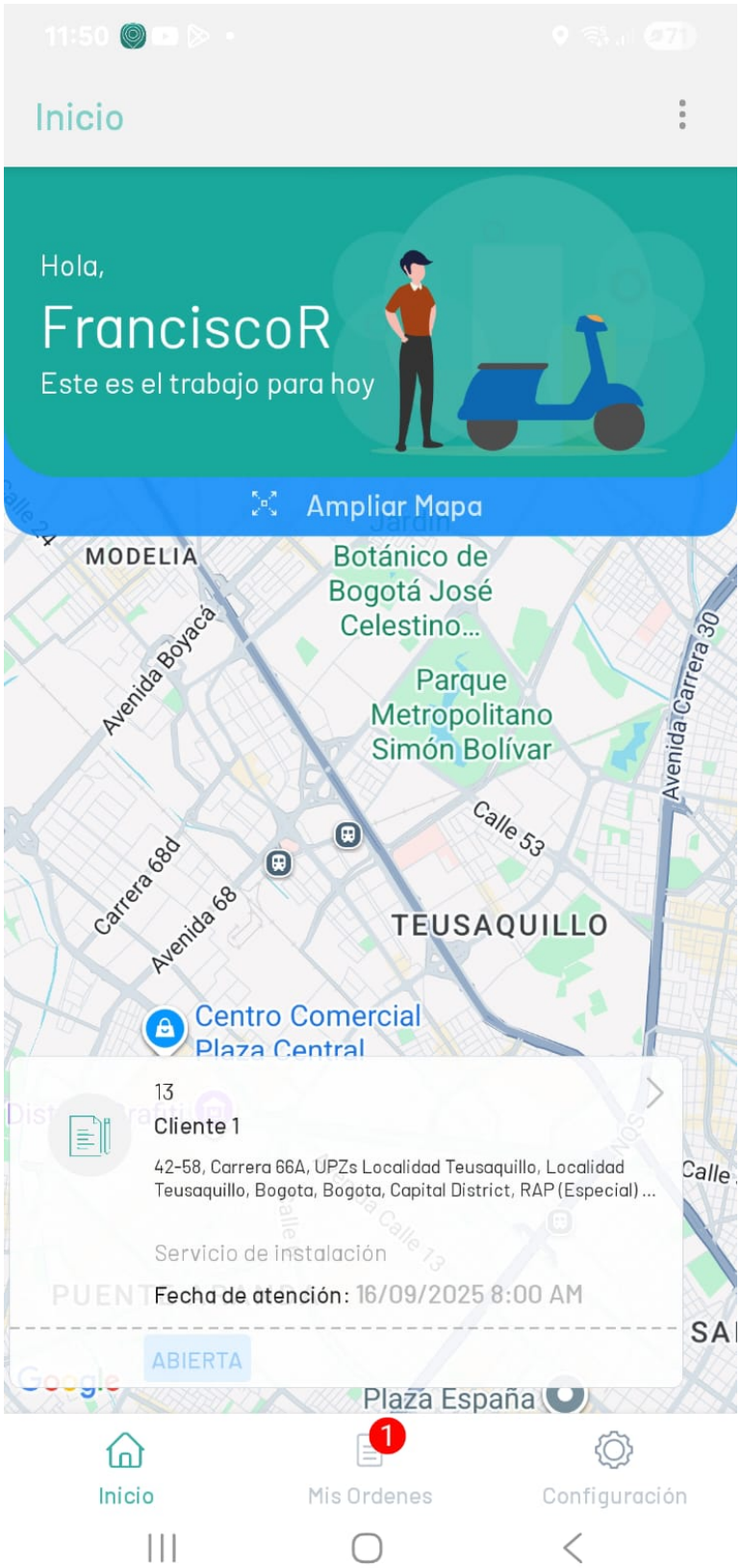
1. If the specialist has previously logged into the AFLS mobile app, the system will not prompt them for the URL data again and if they have agreed to the privacy policy for that server it will no longer be requested again unless the app is uninstalled or the URL is changed.



2. When logging in, the app will perform a synchronization process where options such as Workflow, Additional Fields, Survey Templates, Mobile Settings, and Orders are checked



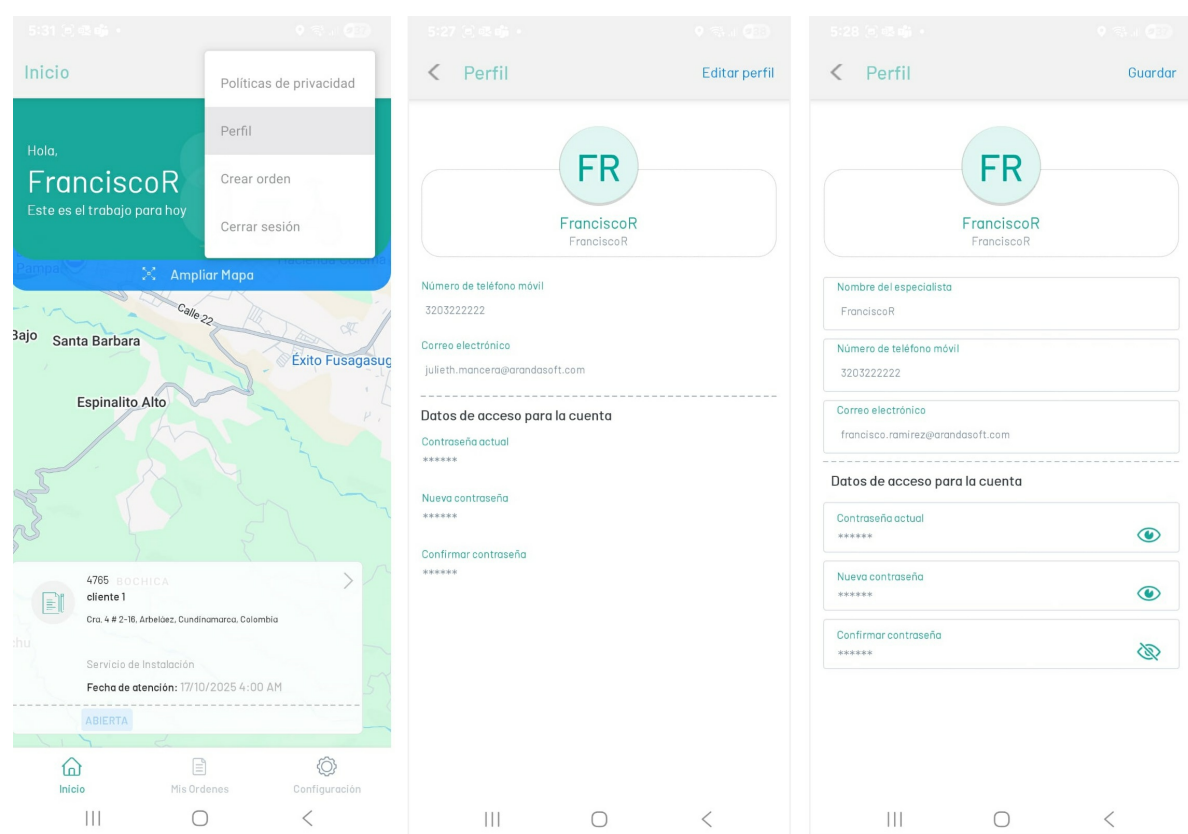
3. The field specialist logs into the AFLS mobile console to manage assigned work orders.



Profile & Security

Profile & Security

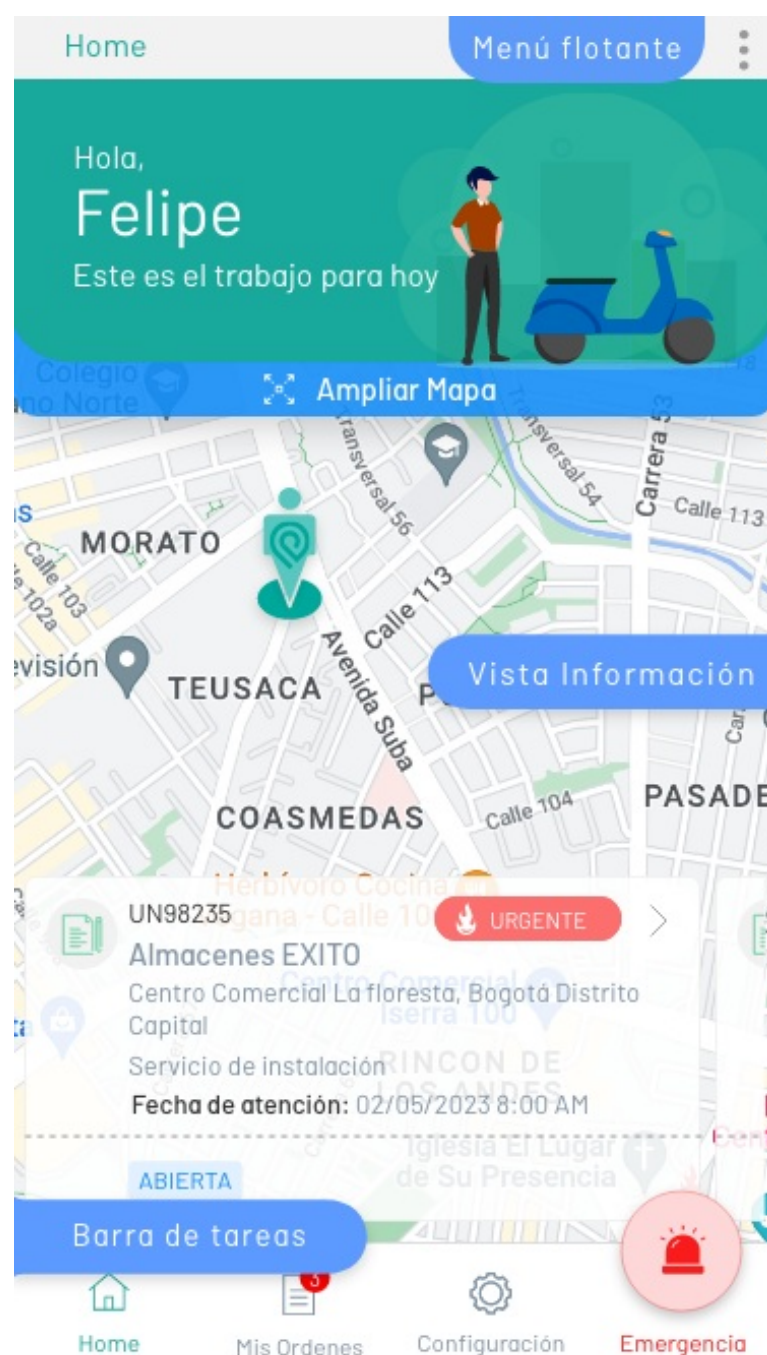
1. In the AFLS mobile console, in the Home workspace, in the floating menu, select the Profile. In the window that is enabled, under the header, select the Edit Profile.
2. The specialist will be able to update information such as the specialist's name, telephone number and email, always complying with the minimum validations of the different fields.
3. In the login details you can change the current password information.



Mobile Console Environment

Mobile Console Environment

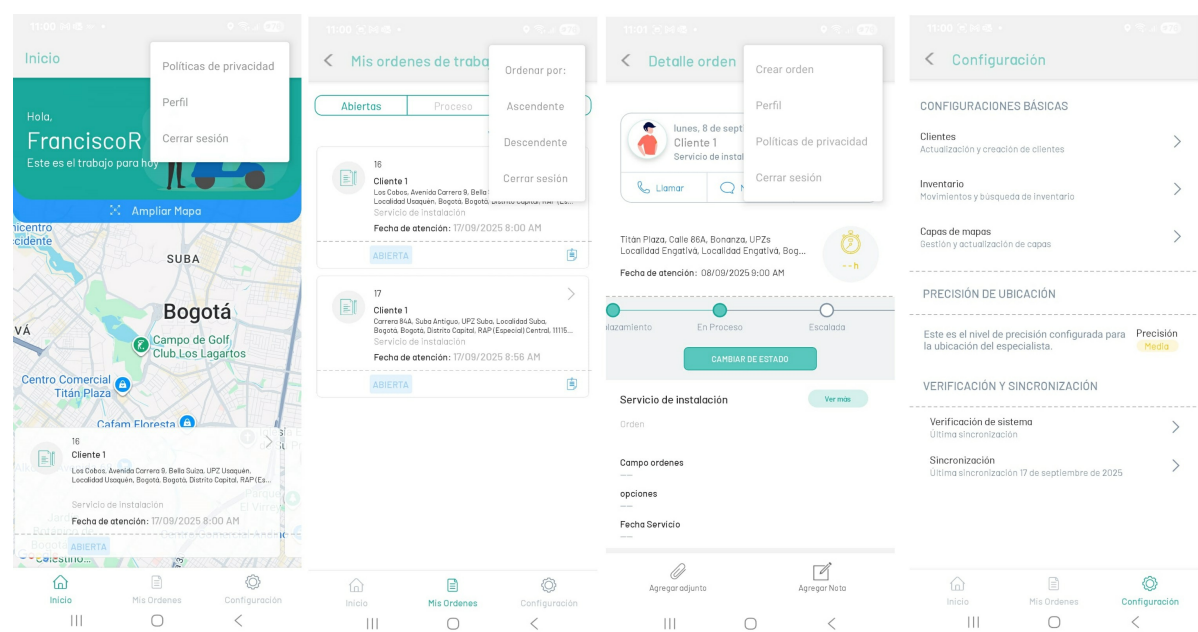
By installing the AFLS mobile console, you will be able to access a work environment where the field specialist will be able to perform work order management tasks:



The AFLS Mobile Console unifies work order viewing, configuring, and managing tasks. The mobile environment can be divided into three areas of work:

Areas of Work	Description
Floating menu	This area displays a floating menu of options for the Home, Order Listing, and Order Detail sections. The options per section are: - <i>Beginning</i>: Allows access to options such as Privacy Policies, User Profile, Create Order, and Log Out Currently. - <i>Order List</i>: Allows you to access options such as Sort by (ascending, descending, and logging out). - <i>Order Detail</i>: Allows access to options such as Create Order, User Profile, Privacy Policies, and Current Logout.
Information View	In this view, the information related to the chosen concept is displayed in the work area or in the taskbar and you can consult information or perform administrative tasks. This area presents the tasks by section available for the management of a work order. The tasks per section are: - <i>Beginning</i>: Allows you to view the work order on the map, the list of active work orders. - <i>My Orders</i>: This section allows you to view a list of the generated work orders and organized according to their execution status (open, processed, closed) - <i>Configuration</i>: In this section you can define basic configurations (customers, inventory, map layer), consult the specialist's location accuracy and synchronize the device. - <i>Add Attachment</i>: Allows you to view the work order on the map, the list of active work orders. - <i>Add Note</i>: Allows you to view the work order on the map, the list of active work orders.

➤ **Example:** In the following image, you can see elements of the AFLS mobile console environment such as the floating menu by section or the taskbar options for work order management.



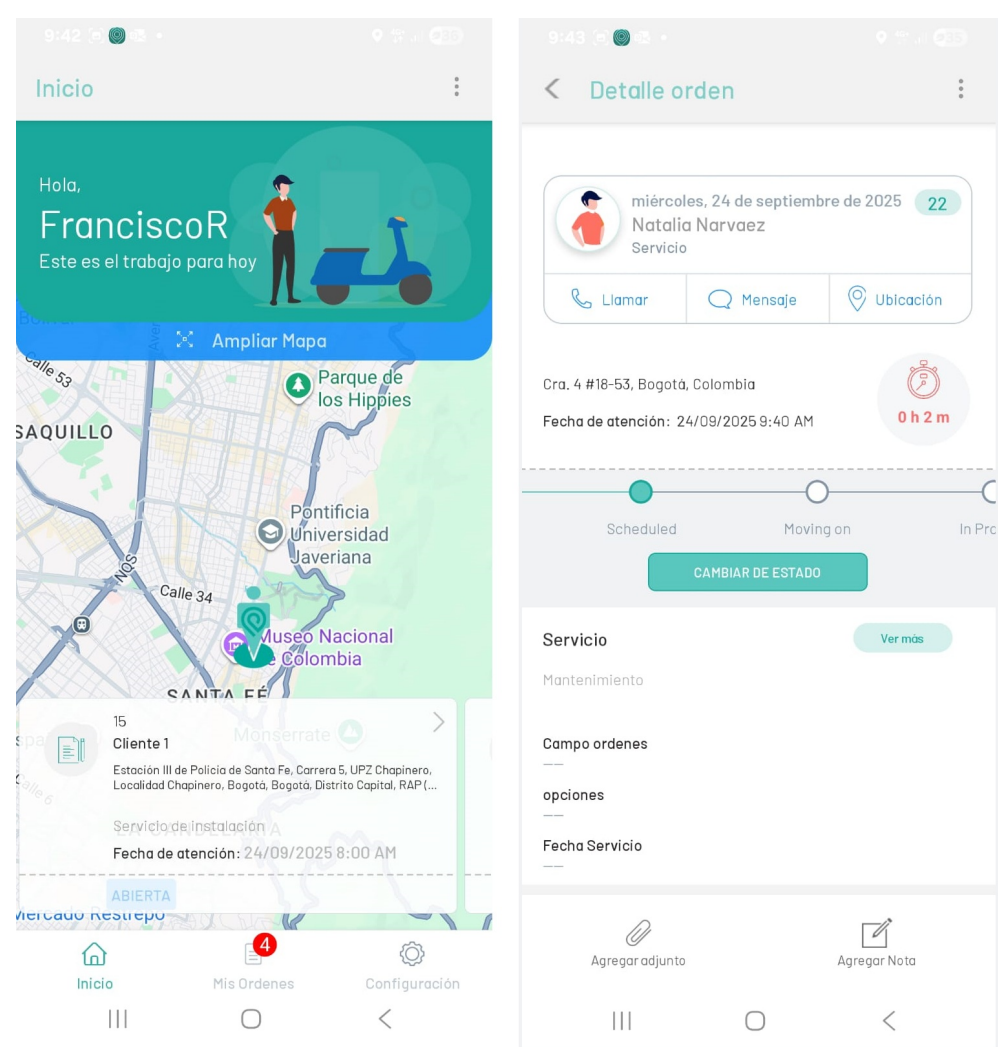
Work Order Management

Consult work orders

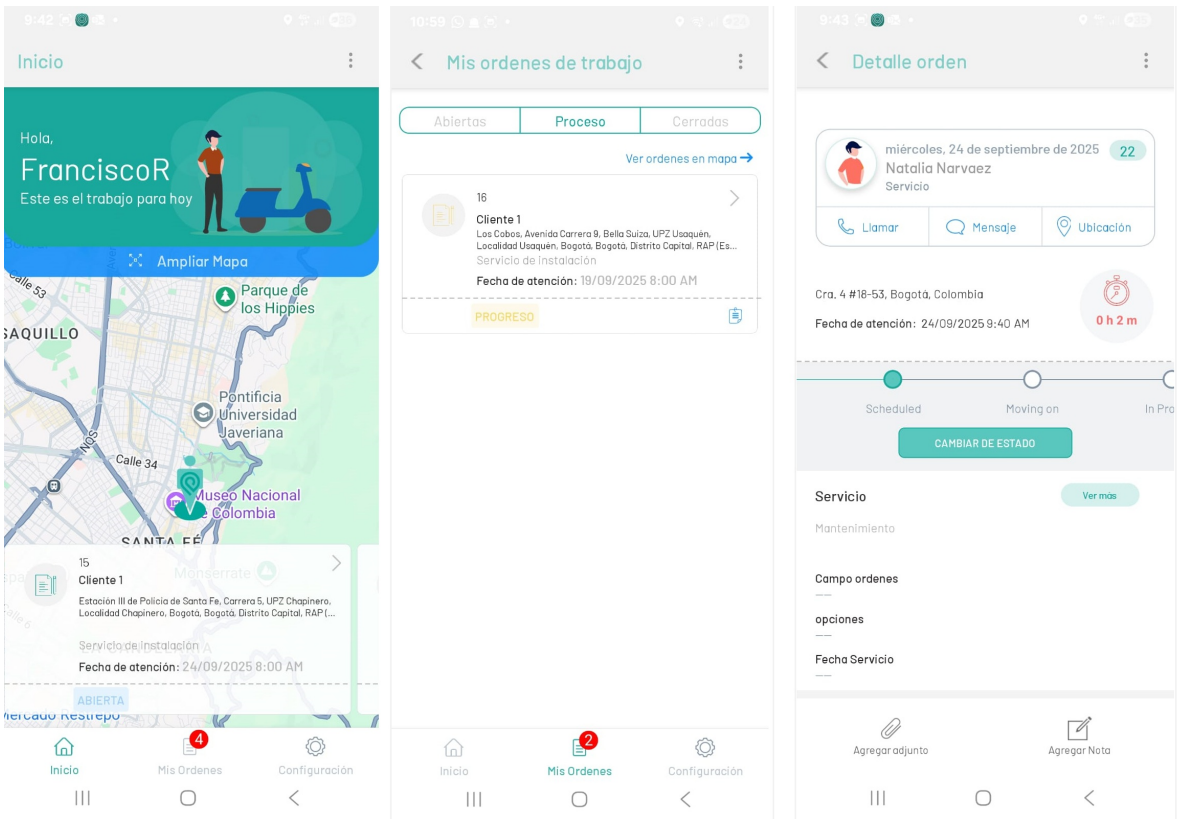
The field specialist will be able to view from the mobile console, the work orders generated to follow up or process them until the service is completed.

View Work Order

1. In the AFLS mobile console, in the information view of the home workspace, you can view the first three orders scheduled for the day of the consultation.
2. Selecting a work order record enables the [Order Detail](#) where you can consult basic order information (customer, date and place of operation), contact the customer, add time and change order statuses.

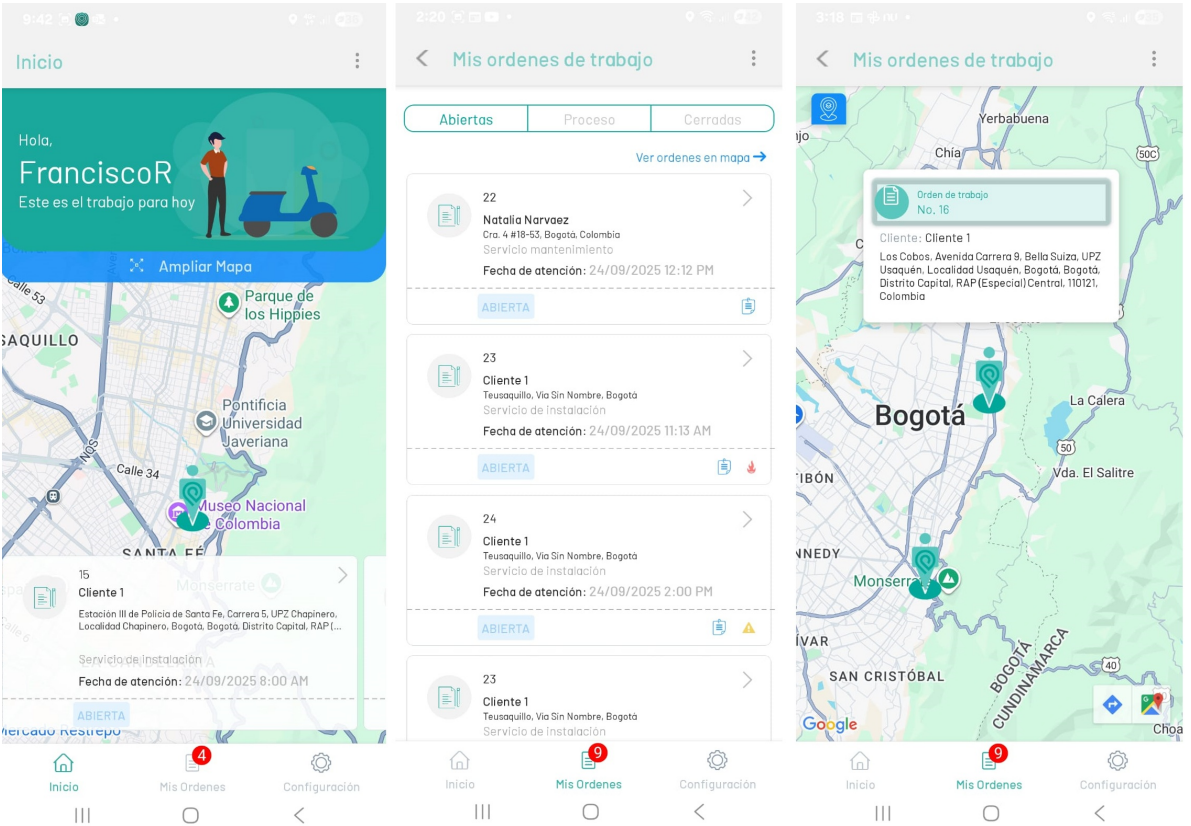


3. Alternatively, to view orders, in the AFLS Mobile Console, in the Home workspace, select the **My Orders** on the Taskbar, where you can validate all the assigned orders according to their execution status (Open, In Process and Closed).
4. Selecting a work order record enables the [Order Detail](#) where you can consult basic order information (customer, date and place of operation), contact the customer, add time and change order statuses.



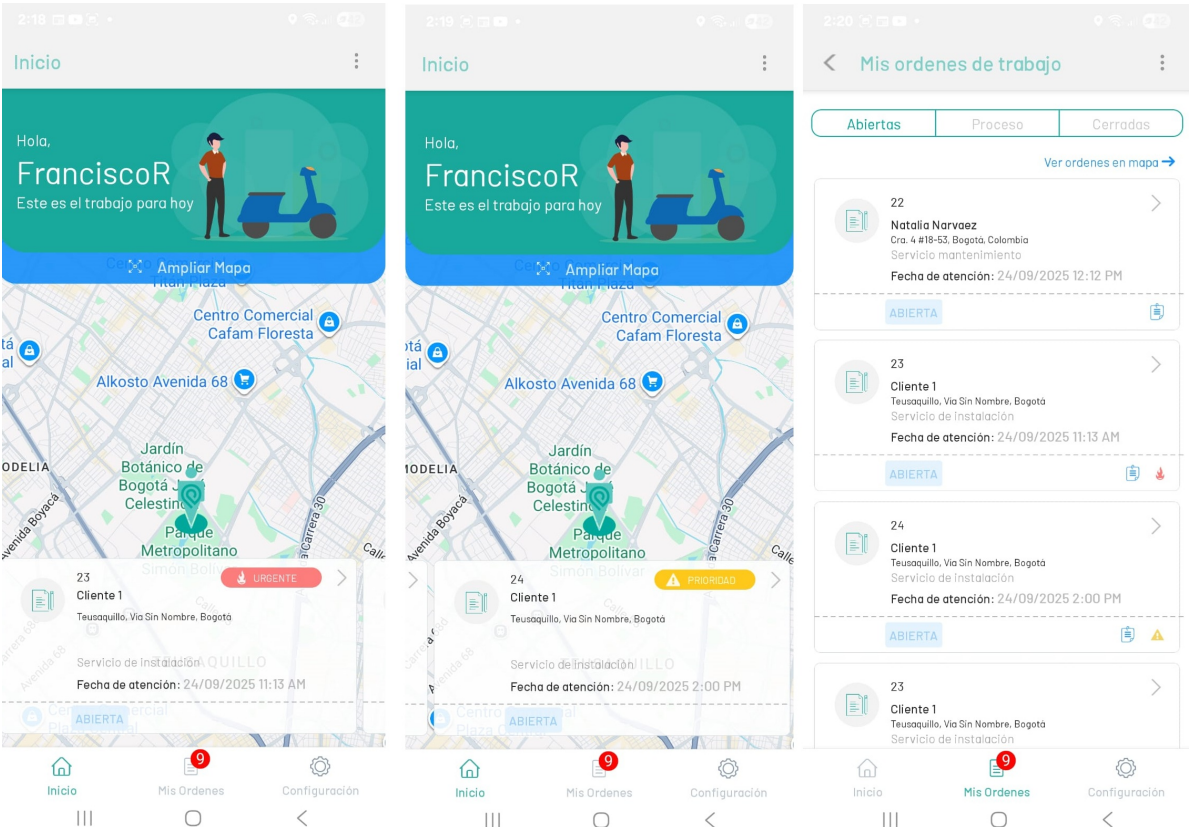
Display work orders on the map

1. In the AFLS Mobile Console, in the Home workspace, select the **My Orders** on the Taskbar. In the information view, select the **View orders on map**
2. The field specialist will be able to view the work orders that have been assigned to them on the map. Selecting the customer's location pin expands the basic information of the assigned work order.



View Emergency or Priority Orders

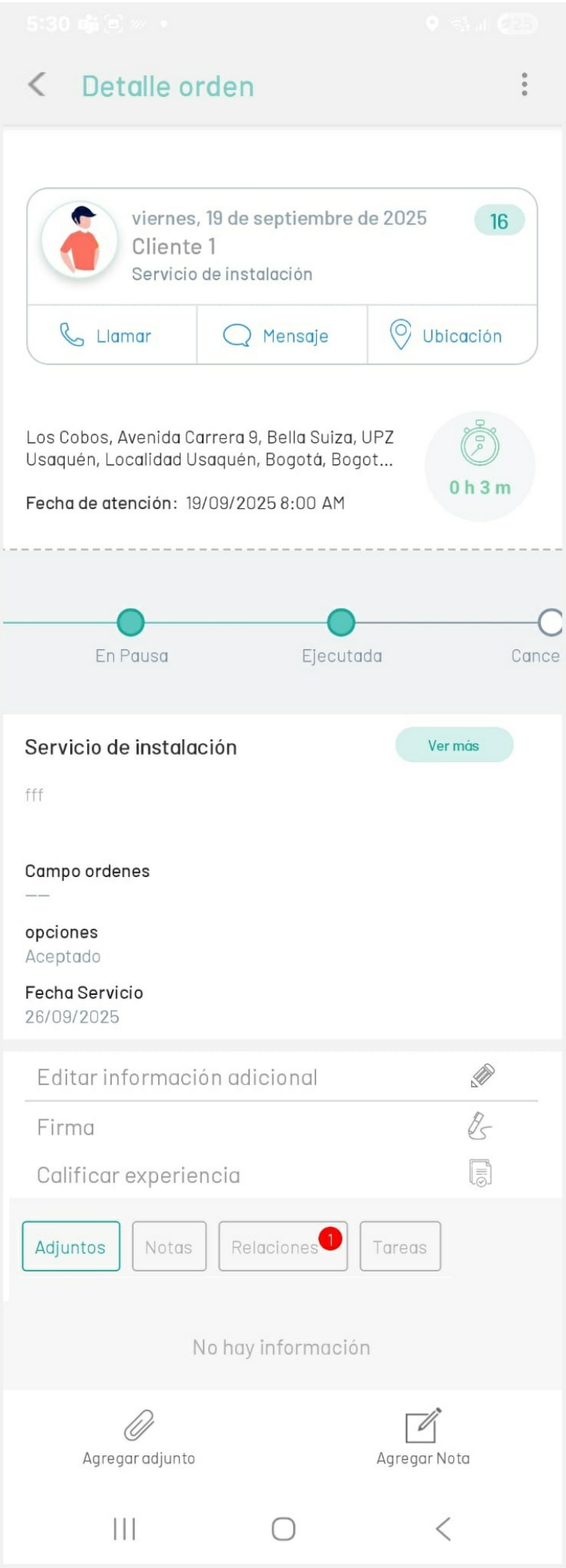
- ⚠ **Note:** When you assign a specialist to handle an emergency or priority order, it is automatically synchronized with the mobile console and the new order is included at the top of that specialist's order list. This will modify the schedule for the rest of the day according to the preset settings.
1. In the AFLS mobile console, in the Home Workspace Information View, you can view emergency (red label) or priority (yellow label) orders. The field specialist must always attend to them starting with the first order.
 2. Selecting the record of a work order (Emergency or Priority) enables the [Order Detail](#) where you can consult basic order information (customer, date and place of operation), contact the customer, add time and change order statuses.



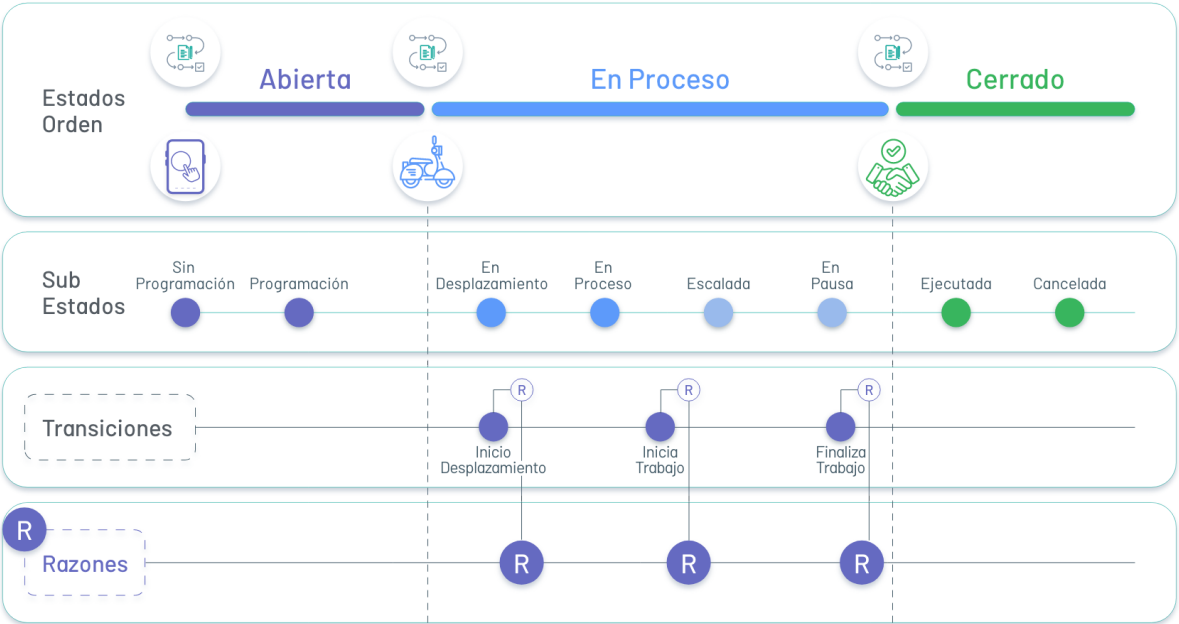
Order Detail

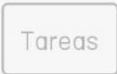
Order Detail

1. By selecting a work order record, on the start of the mobile console or from My Orders, the specialist accesses the **Order Detail** where you can consult basic information about the order (customer, date and place of service) and will have tasks and actions available to manage, monitor and attend to the assigned work order.



Depending on the stage in which the service is located, in the detail view of the order, the following actions will be enabled from the mobile console for the specialist to execute according to the case:

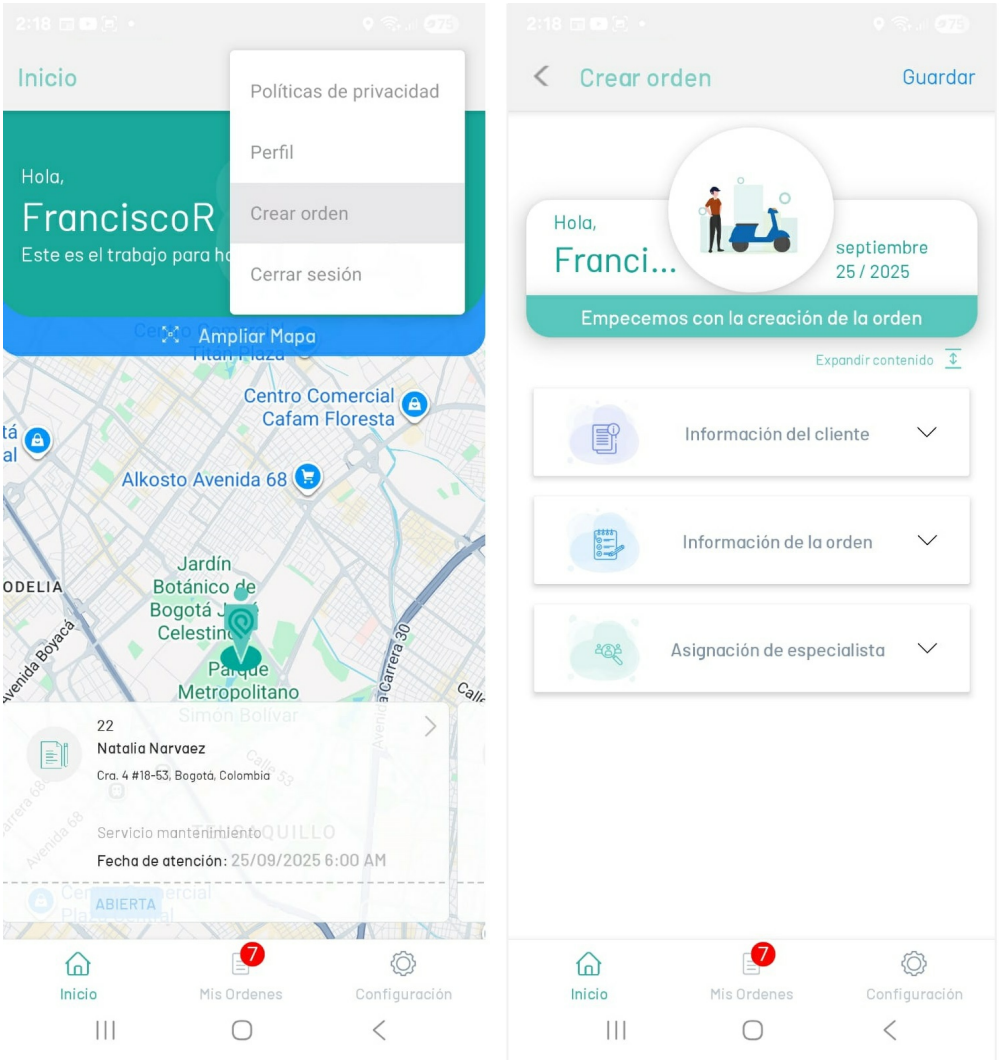


Action	Description	Stage in which is enabled
Contact the customer 	This option allows the specialist to contact the customer by phone, text message, or visualize the customer's location to attend to the work order. See Action Contact Customer	Order Status: <i>In Process</i>
Add Time 	This option allows the specialist to request additional time to finish a pending task of the assigned work order. See Action Add Time	Transition: <i>Start Work</i>
Change States: 	This option allows the specialist to change service statuses, report service times, service breaks, and order closure. See Change States Action	Order Status: <i>In Process</i>
Additional Fields: 	This option allows the specialist to view and fill in the additional fields that are active for the model and for the work orders. See Additional Fields Action	Order Status: <i>In Process</i> (after configuring fields in the AFLS web console)
Signatures: 	This option allows the customer to sign the work order after it has been served. View Action Signatures	Transition: <i>Finish Work</i>
Surveys: 	This option allows the customer to answer the satisfaction survey at the end of the order process. View Action Surveys	Transition: <i>Finish Work</i>
Tasks: 	This option allows the specialist to view and manage the tasks assigned to attend to a work order. View Action Tasks	Order Status: <i>In Process</i> (after configuring fields in the AFLS web console)
Relations:	This option allows the specialist to visualize the orders with which a relationship was established, either succession or	Order Status: <i>In Process</i> (after configuring

Relaciones Action	bond. See Action Relationships Description	(after configuring fields in the AFLS web console) Stage in which is enabled
Attach Files:	 This option allows the specialist to attach the required files during the work order service See Attach Files Action	Order Status: In Process
Add Notes:	 This option allows you to enter comments related to the assignment or attention of the work order, and also to consult previous comments. See Action Add Notes	Order Status: In Process

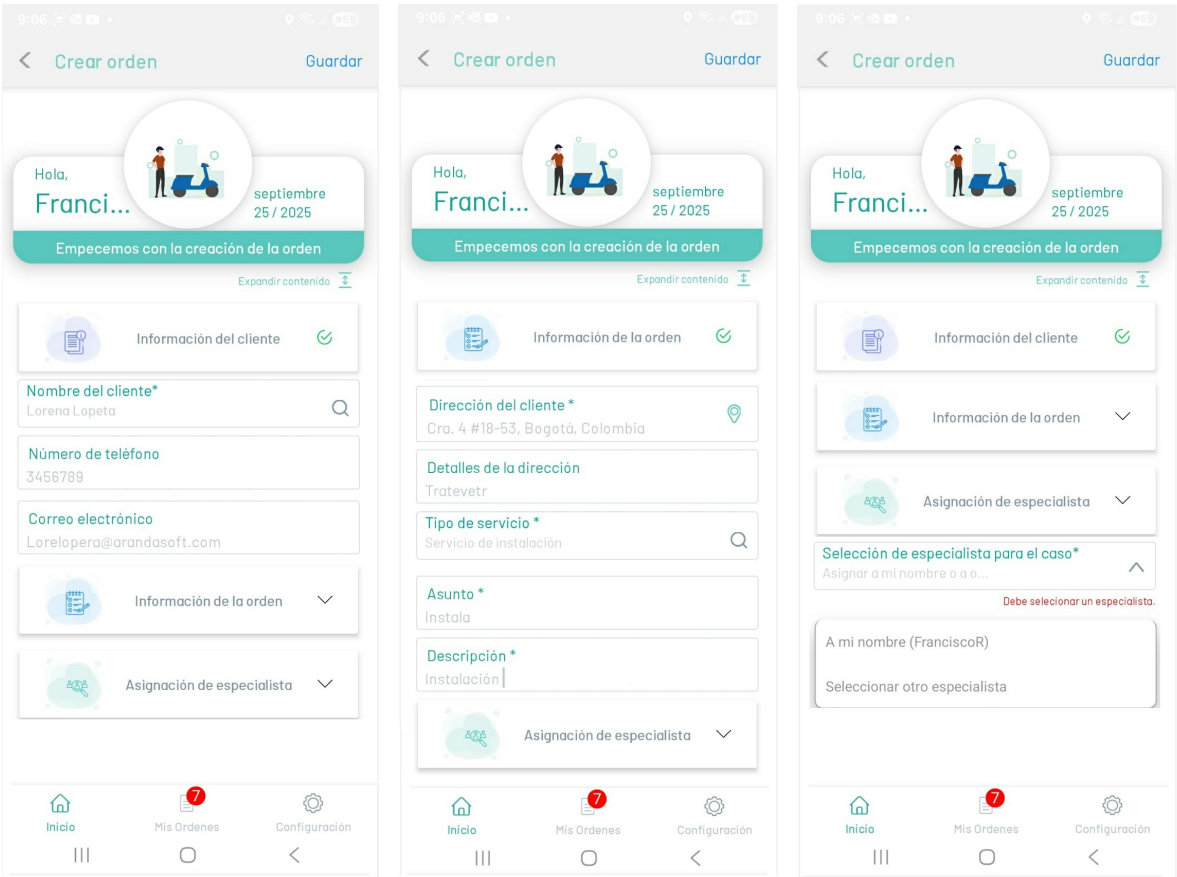
Create Order

1. In the AFLS Mobile Console, in the Home Workspace, in the Floating Menu, select the **Create Order**. The specialist will be able to fill in client information, order information, and assign the specialist for your care.



- 📌 **Note:** The specialist will only be able to view this functionality if it is previously enabled from the web console on the **Global Settings**.
2. In the information view of the order creation, the specialist will be able to complete the following categories:
- **Customer Information:** The previously created client is loaded into the AFLS web or mobile console with data such as name, phone, and email.
 - **Order Information:** The customer’s address is entered, the previously enabled service is loaded into the AFLS web console, and the subject and description of the order is entered.
 - **Specialist Assignment:** The specialist who will attend to the work order is assigned. The assignment engine will be able to validate whether the session specialist can attend to the created work order; otherwise, you can

search for specialists who belong to the user’s vendor in session, to attend to the work order.



⚠ **Note:** The services that are displayed for the creation of a new order must have been enabled by the administrator in the **Services** in the AFSL web console.

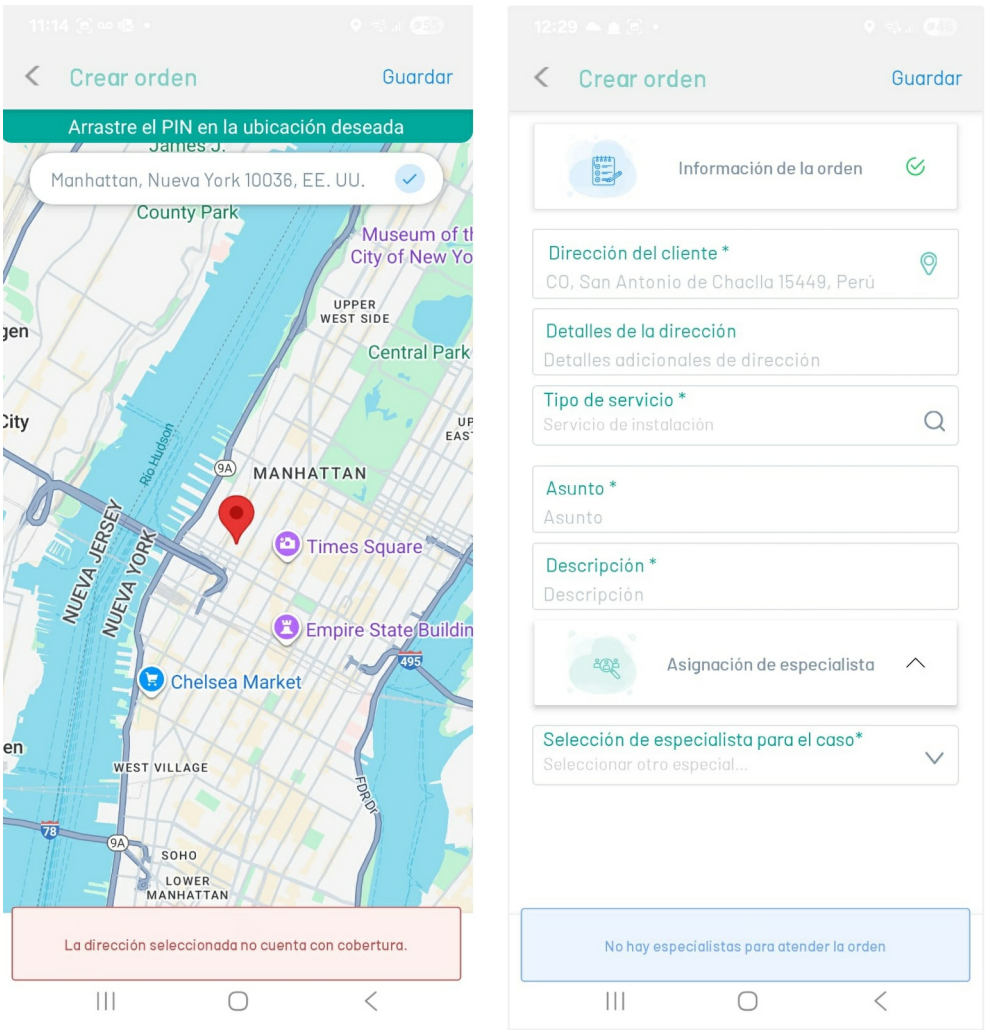
3. When you complete the work order information and assignment, in the workspace header, click**Save**.

4. As the specialist attends to the work order, the status may change, until the assigned service is concluded. See [Change of States](#) from the AFSL mobile console.

When you create a new order, the system checks for any of the following situations:

⚠ **Warning:** If the address entered in the order information is not within the coverage area for the specialist’s care, the message is displayed *“The selected address does not have coverage”*.

⚠ **Warning:** If the specialist assigned to handle the order is not licensed, available, qualified, inactive, or the mobile user settings are not correct, the message is displayed *“There are no specialists to attend to the order”*.



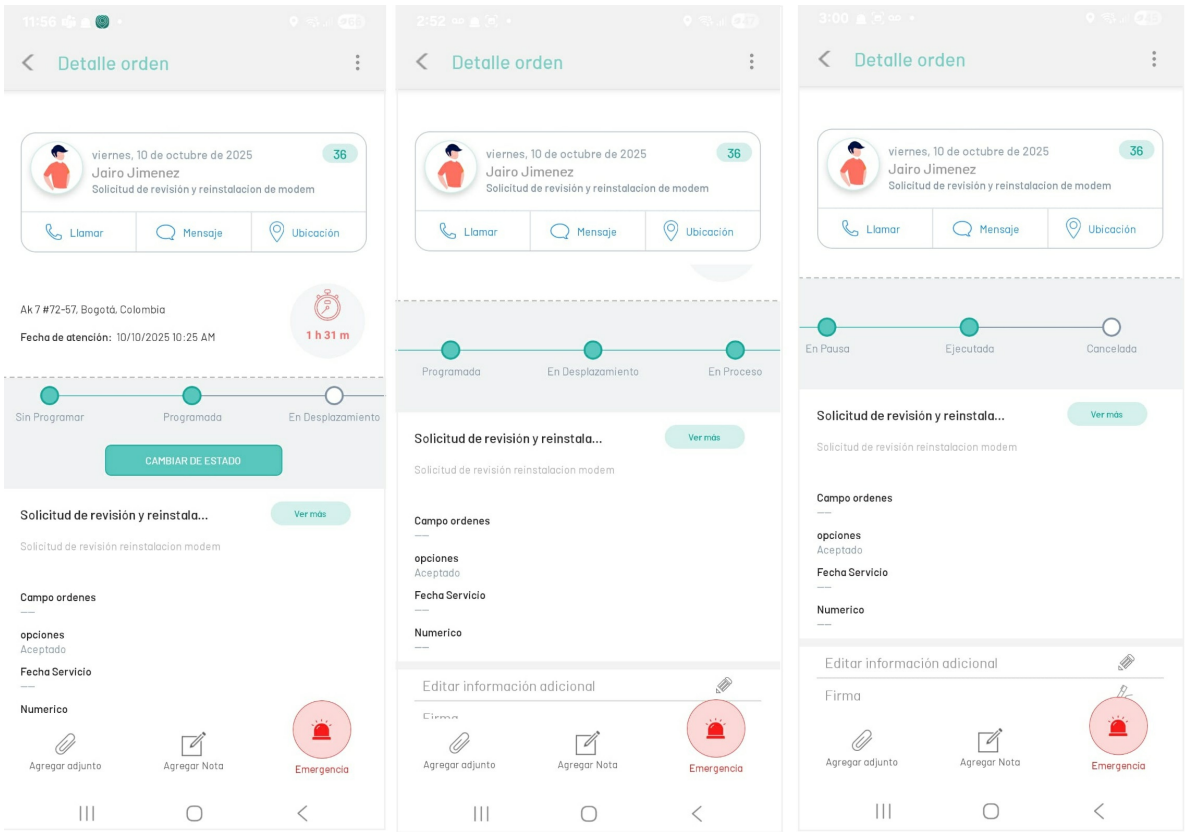
⚠ **Note:** This functionality is only available online.

Change of States

1. By selecting the record of a work order, in the home of the mobile console or from My Orders, the specialist accesses the Order Detail, can continue with the process of management and attention of the work order and by selecting the

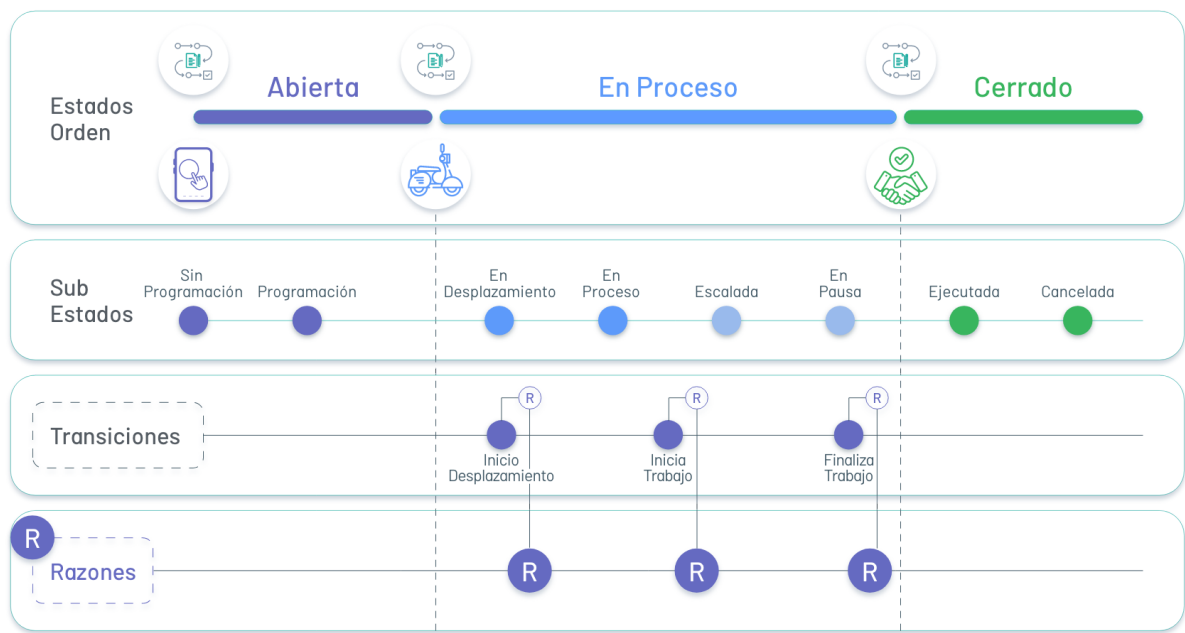


You will be able to change service statuses, report service times, service breaks, and order closing.



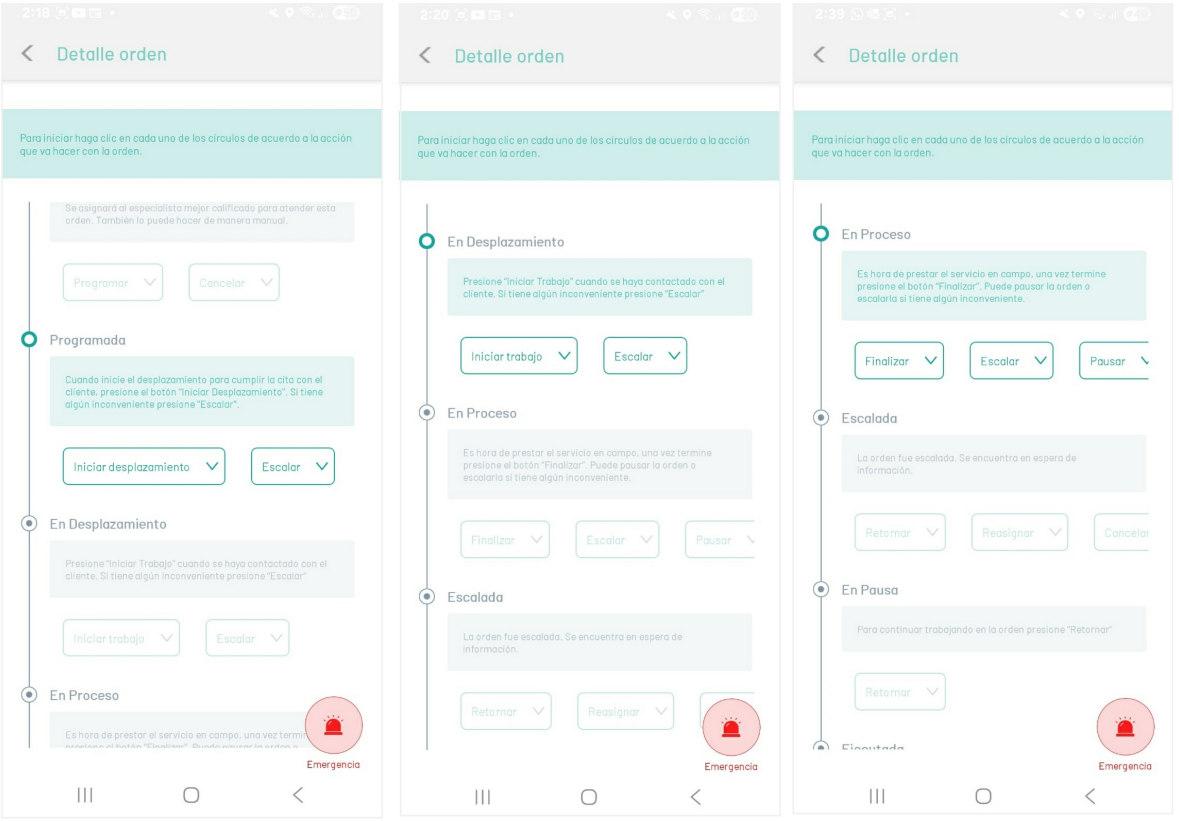
2. The management of the work order by the field specialist is developed in the Service Care stage, following the workflow statuses (Open, In Process and Closed) of the model designed by the organization. 3. The field specialist receives the commands in the “Open” state, and at this point the sub-statuses serve as a guide for the execution of a work order. When you enable the Status Change You will be able to view all available state transitions previously configured in the workflow model.

The main model that comes in AFLS defines the workflow that is made up of states, substates, activities, transitions, and reasons that define the procedure.



⚠ **Note:** - The main states of the model (Open, In Process, Closed) are set by default.
- The proposed sub-statuses, transitions and reasons are configured by default from the AFLS web console and can be customized according to the customer’s needs.

4. When selecting the transition with which the order status will be changed, it will be asked to choose a reason (from those previously configured in the model workflow), then it will be asked to confirm the status change action for the selected order, by selecting “yes” in the confirmation message the view is displayed to fill in the additional fields if necessary and then save:



Sub State	Transition	Reasons
Unscheduled	<i>Program</i> : sub-state of the system.	- Manual assignment - Automatic assignment
Scheduled	<i>Start Scrolling</i> : Reports the moment when the specialist starts the journey to the work order location. <i>Climb</i> : Reports when the field specialist is unable to attend to the work order for some reason. Escalated to AFLS dispatcher and order passed to substate <i>Climbing</i> .	-I’m going to start scrolling - Inventory problem - Inconvenience for execution. - Customer inconvenience. -other.
On the go	<i>Start Work</i> : Reports the moment when the specialist initiates the specific activities of the service. <i>Climb</i> : Reports when the field specialist is unable to attend to the work order for some reason. Escalated to AFLS dispatcher and order passed to substate <i>Climbing</i> .	- Work starts - Address not found. - Cancellation Request. - Customer inconvenience. -Other
In Process	<i>Finish Work</i> : Reports when the specialist completes the service and the order passes to the substate <i>Executed</i> . <i>Climb</i> : Reports when the field specialist is unable to attend to the work order for some reason. Escalated to AFLS dispatcher and order passed to substate <i>Climbing</i> . <i>Pause</i> : Reports when the specialist pauses activities. Order execution time information is not recorded until the activity is restarted and the order is passed to the sub-state <i>Paused</i> . <i>Cancel</i> : Reports when the specialist cancels the service and the order goes to the substate <i>Cancelled</i> .	- Completion of the work - Completion with observations - Inventory problem. -Unforeseen. - Customer inconvenience. -Other -Rest. - Customer request. -Other

Sub State	<i>Return:</i> The order is reassigned to the specialist to continue with its transition execution.	Reasons - Customer request. - No service required - Problem fixed
Climbing	<i>Reassign:</i> Reports when the dispatcher from the web console reassigns the work order and the order goes to the sub-status <i>Unscheduled</i> . <i>Cancel:</i> Reports when the specialist cancels the service and the order goes to the substate <i>Cancelled</i> .	- Inventory problem. - Unforeseen. - Customer inconvenience. - Request for cancellation - Unable to finish
Paused	<i>Return:</i> Reports when the specialist returns from the break to restart work and the order goes to the In Process sub-status.	Work resumes
Executed	NA	NA
Cancelled	NA	NA

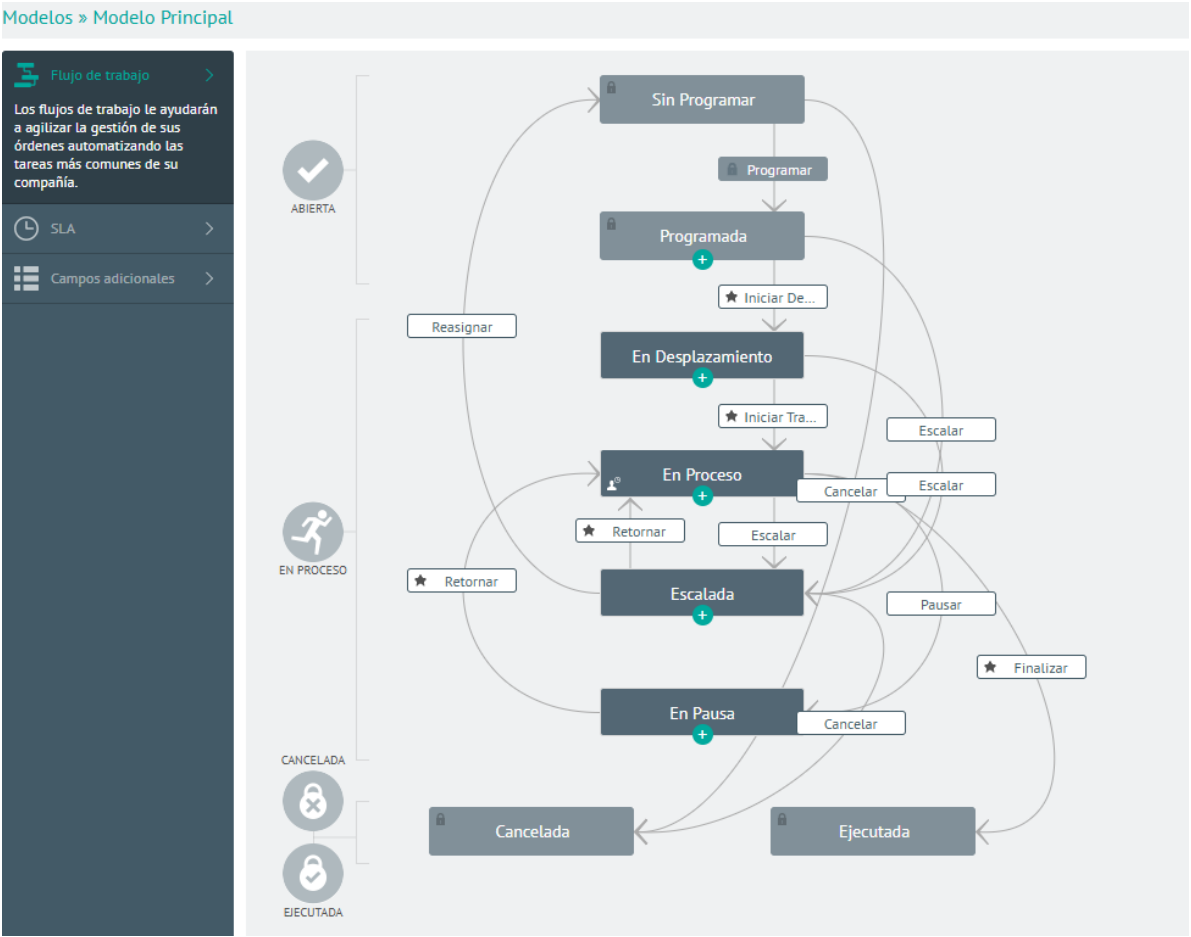
📌 **Note:** All changes will be visible to the monitor so that you can track and make any necessary modifications.

Order Flow

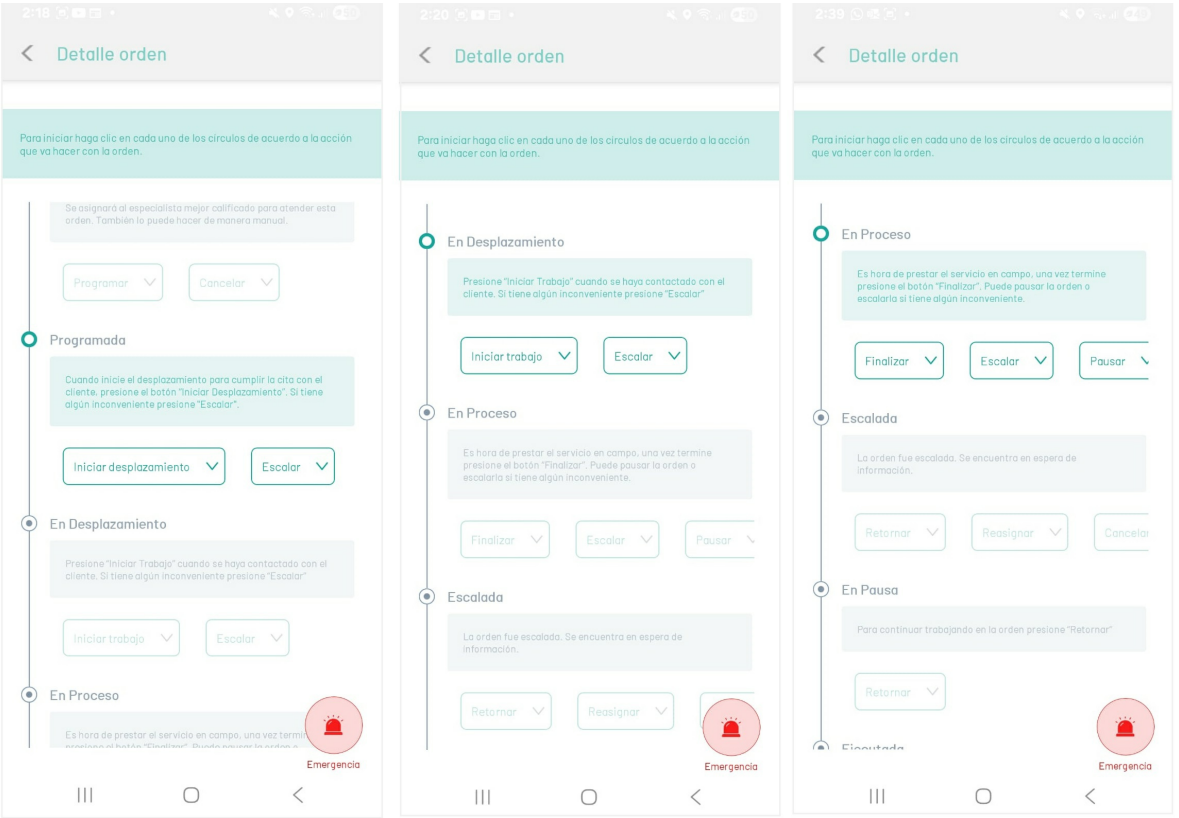
Workflow

The customer-designed model for the management and service of work orders from the AFLS web console, configures the workflow and determines the life cycle of work orders. Each activity in the workflow will be a step that the field specialist from the mobile console must carry out until a job is completed.

A workflow is made up of states, sub-states, activities, transitions that define the procedure.



From the AFLS Mobile console, the field specialist will attend to the work order following the previously designed flow.



Below you can expand on the most relevant concepts:

Model

Grouping of characteristics common to various services. Generally within organizations, services are provided under a similar parameterization in terms of workflow and additional fields for orders.

States

Stages for the execution of the order. In the configuration of the Aranda FIELD SERVICE workflow there are three main phases or states that summarize the steps of order execution:

- **Open:** This status corresponds to orders that have not yet been assigned to a specialist, they are rescheduled or newly created orders, and orders assigned to a specialist but that have not yet started their execution.
- **In process:** This status includes all the steps that the field specialist must execute to perform a task. The sub-states defined within this state will guide the specialist step by step. Within this state you can create any sub-states you want, however, it is important to keep the process simple.
- **Executed:** The work order ends in this state, with two possible sub-statuses: executed or canceled.

Sub-states

The field specialist receives orders in the “In Process” status and at this point the sub-statuses serve as a guide for the execution of an order. The order lifecycle is governed by sub-statuses and their transitions. When creating a sub-state, the administrator can configure different options that allow the model to be adapted to the business process.

Sub State	Description
Unscheduled	This sub-state is typical of the system. Any transition that comes to this sub-state will cause the engine to automatically take care of selecting a new date and time, as well as a new specialist who can handle the order.
Scheduled:	This sub-state is typical of the system. An order can go from “unscheduled” to “scheduled” status through two events: through the assignment engine, where the tool schedules the order, or through manual scheduling.
Canceled:	This sub-state is specific to the system. It corresponds to a terminal state. When the order reaches this status, it indicates that the work was not performed.
Executed:	This sub-state is specific to the system. It is a terminal status that indicates that the order was successfully completed.

Transitions

Transitions are represented by arrows or paths that go from one substate to another. Transitions have an additional context and that is that they become “buttons” that can be used by field specialists or agents on the web to move a work order from one state to another.

Reasons

The reasons will be requested from the field specialist when the status of a work order changes.

Configuration

Mobile Console Settings

1. In the AFLS Mobile Console, in the Home workspace, select the **Configuration** on the Taskbar.



1. In the window that is enabled, you can consult or configure the following items:
 - **BASIC CONFIGURATIONS:** In this option, the specialist will be able to configure the following concepts:
 - [Clients](#): Updating and Creating Clients.
 - [Inventory](#): Inventory movements and searches.
 - [Map Layers](#): Layer management and updating.
 - **LOCATION ACCURACY:** In this option, the specialist will be able to see the level of accuracy configured for the specialist’s location.
 - **VERIFICATION AND SYNCHRONIZATION:** Allows you to perform sync checks in the app.
 - [Verification and Synchronization](#)

Instances Configuration

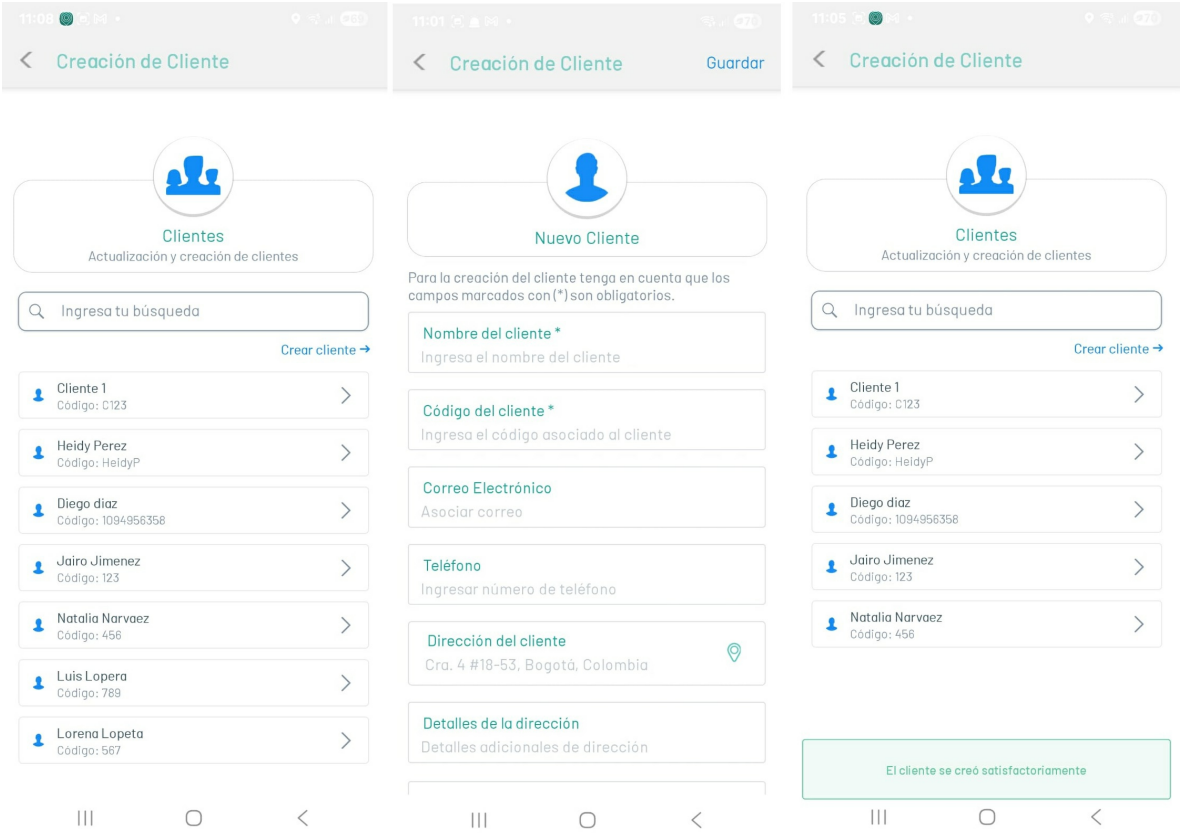
Clients

Create Customer

1. In the AFLS Mobile Console, under In the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the Basic Settings section, select the **Clients**, click the **Create Customer**, where the specialist will be able to enter data such as name, email, telephone, address and additional fields.

📌 **Note:** The specialist will only be able to view the Customer functionality if the administrator from the AFLS web console settings, activates the functional capabilities of create, edit customers or create work orders to all field specialists.

📌 **Note:** The system verifies that the user has not been created previously (validates the existence of the unique code). The customer’s unique name and code can only be updated from the Web Console.

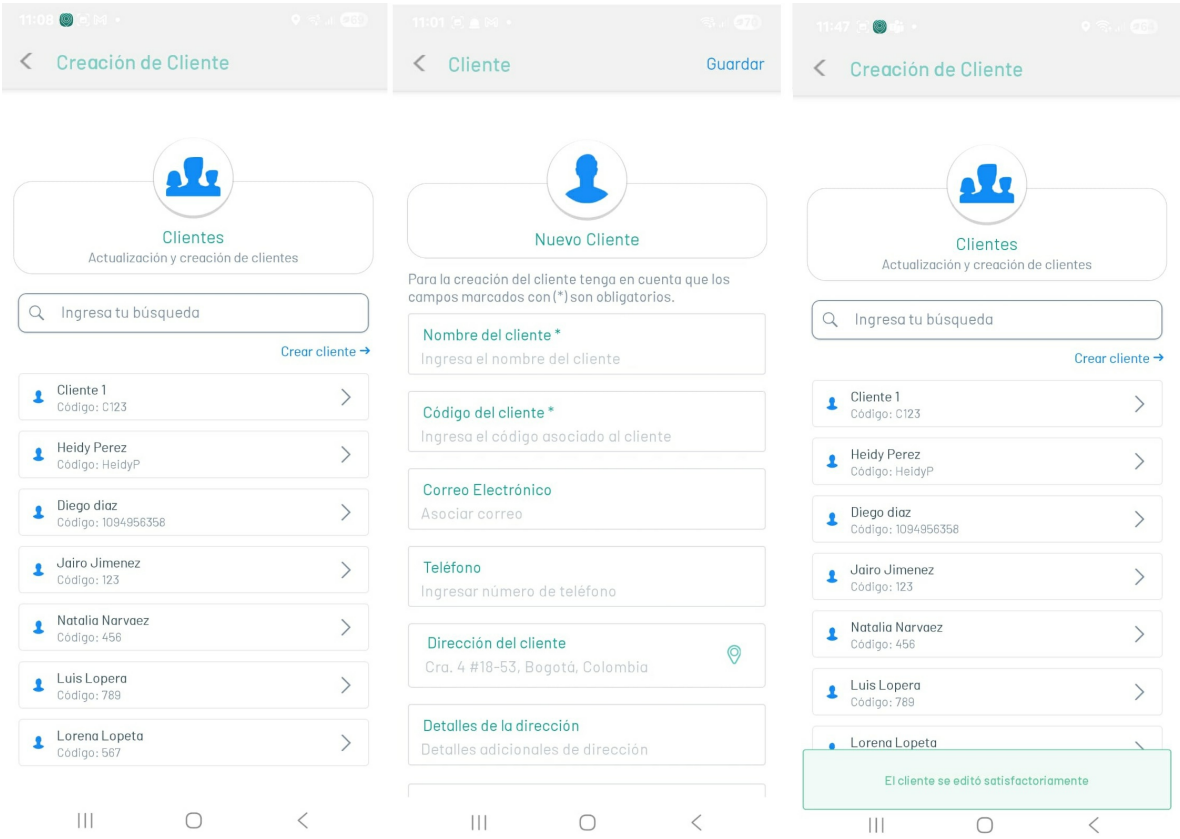


3. When filling in the Customer information in the workspace header, click **Save** and you can display the message Customer was successfully created.

Update Client

1. In the AFLS Mobile Console, in the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the Basic Settings section, select the **Clients**, To update or edit a customer, in the workspace select a record from the list of existing customers.

Field specialists will be able to update basic customer information (email, phone, address, and additional fields).



3. When you complete the Client upgrade, in the workspace header, click **Save** and you will be able to display the message Customer was successfully edited.

📌 **Note:** These functionalities are only available online.

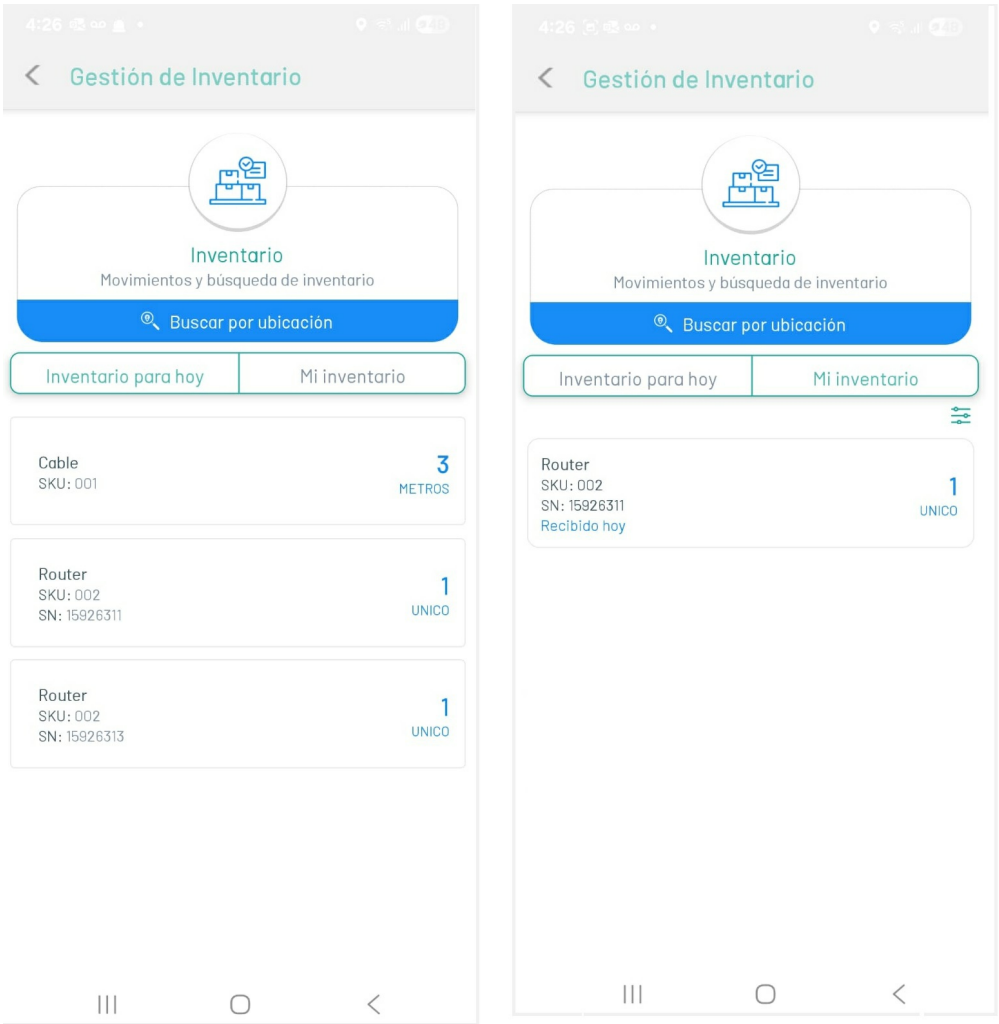
Inventory

► INNVENTARIO: >

View Inventories

1. In the AFLS Mobile Console, in the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the Basic Settings section, select the **Inventory**, in the tabs *Today's Inventory* and *My Inventory* of the work area, the specialist will be able to view and consult the inventory available and required for the execution of work orders.

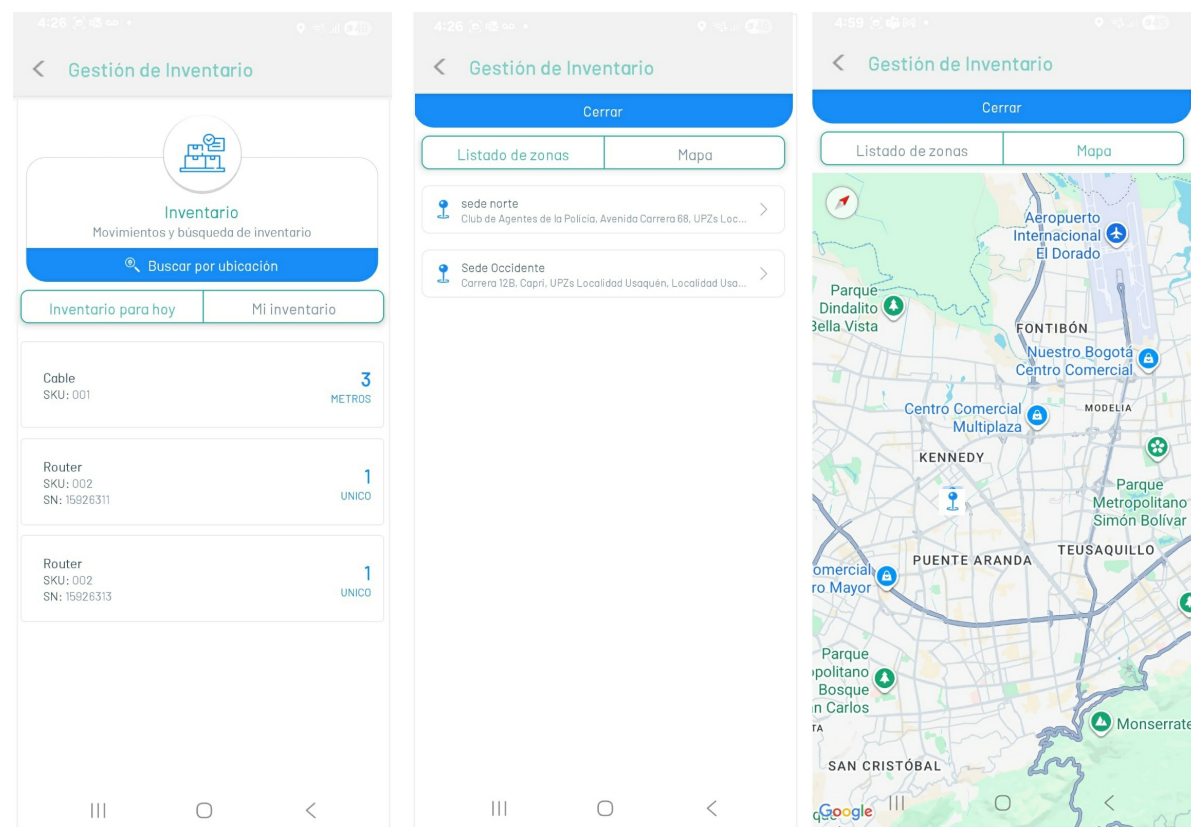
📌 **Note:** The specialist will only be able to view the inventory resources if the administrator or inventory manager from the Inventory section of the AFLS web console, enters and assigns the spare parts and locations required to fulfill the work order.



Search by Location

3. In the Inventory Management workspace, select the **Search by Location**, where the specialist will be able to view the list of zones or venues Defined to store the available inventory, closest to the specialist assigned to the work order

- On the **List of Zones**, the specialist will find the defined inventory zones from the AFLS web console.
- On the **Map**, the specialist will find the exact location of the area or headquarters where the inventory is housed.



4. By selecting a site record, in the Zone List tab, the specialist will be able to search for specific inventory resources at each site.

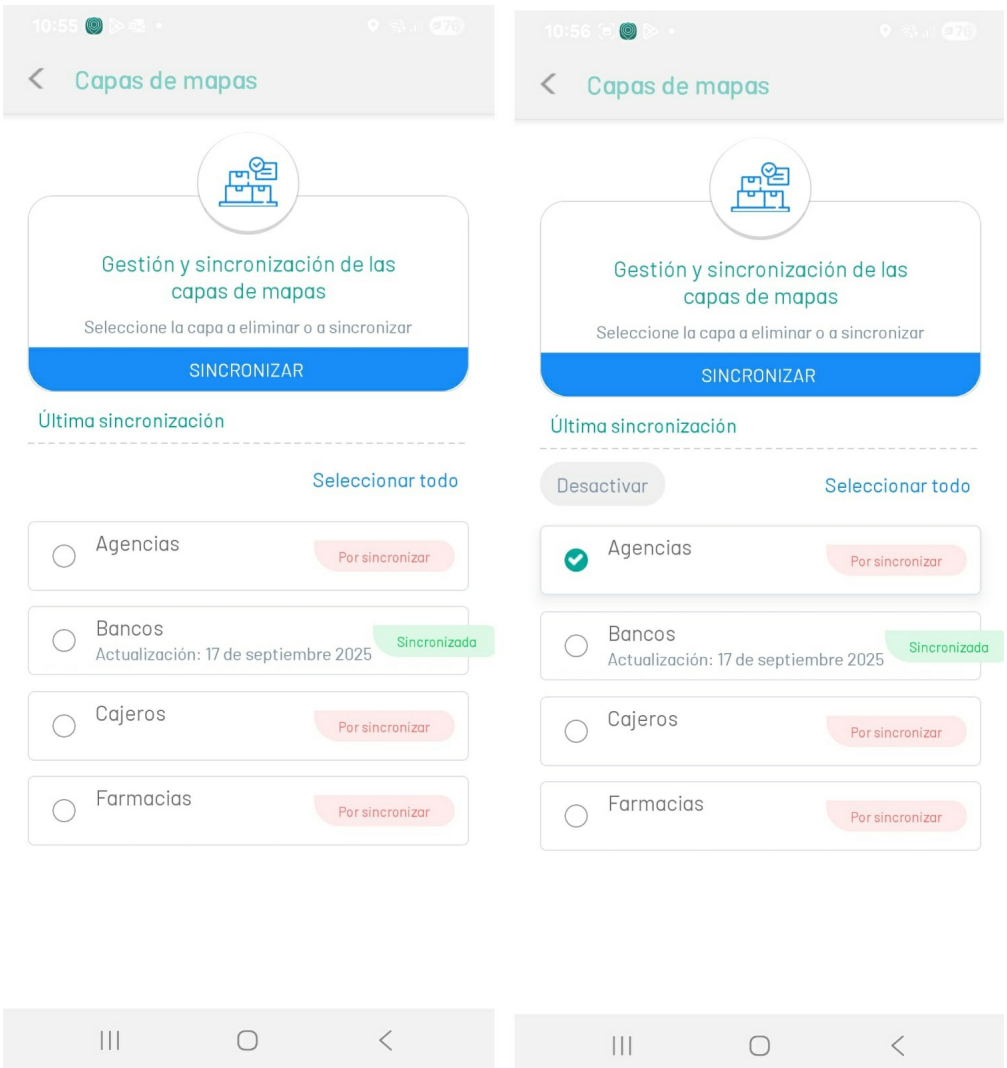


Map Layers

Viewing Map Layers

1. In the AFLS Mobile Console, in the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the Basic Settings section, select the **Map Layers**, where the specialist will be able to view the defined list of layers and select the record(s) to download to their mobile device.

📌 **Note:** The specialist will only be able to view the map layers if the administrator or from the AFLS web console settings, enters and adds the map layers required for the operation.



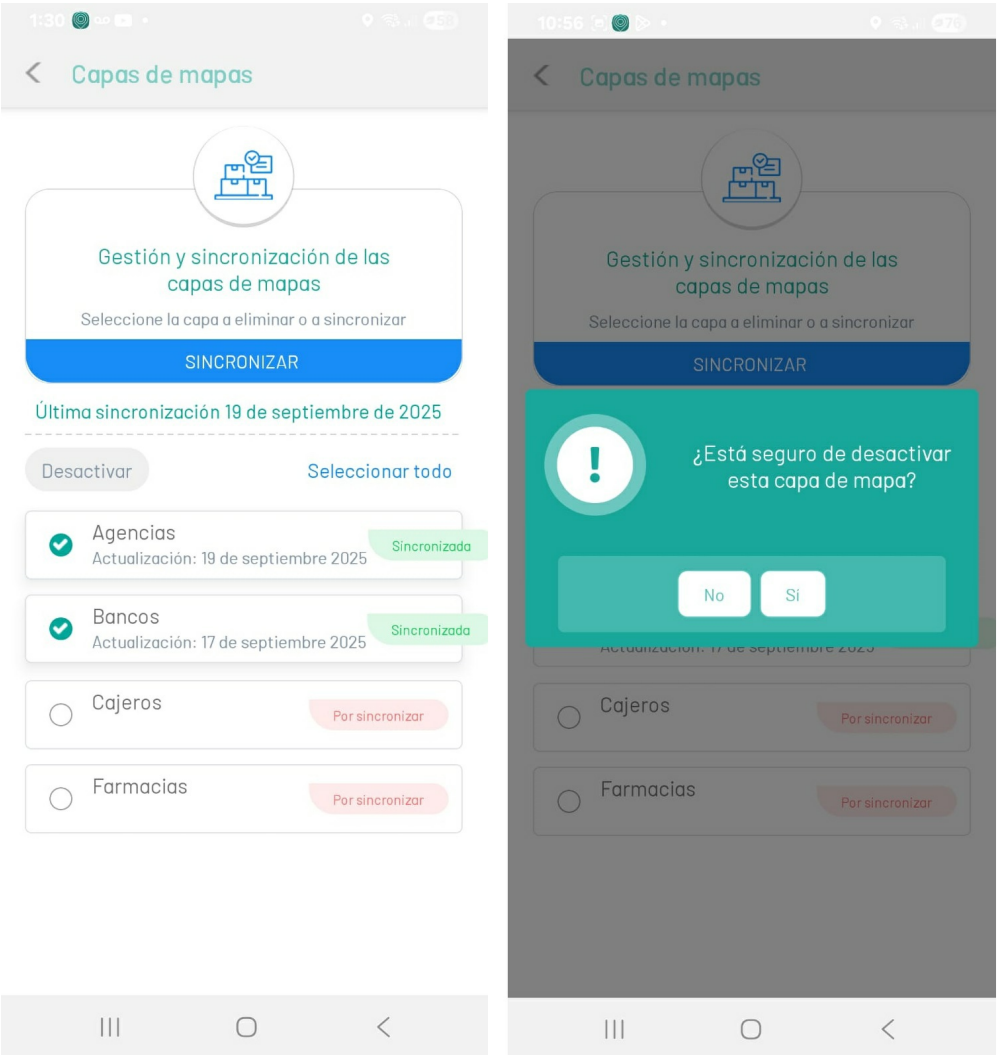
Synchronize Map Layers

3. In the Map Layers workspace, the specialist will be able to see the date of the last synchronization of the mobile device. Select one or more records from the existing layers and click the **SYNCHRONIZE** to upload the location points that were created on the AFLS website and view them on the map from the mobile device.

Disable map layers

4. In the Map Layers workspace, select one or more records from the existing layers and click the **Deactivate**. The specialist must confirm the action of deactivating the layer.

When viewing the map, the specialist will not be able to view the deactivated layer.



Viewing Map Layers

- 5. In the AFLS Mobile Console, in the Home workspace, select the **My Orders** on the Task bar and a work order execution status (Open, In Process, Closed).
- 6. Select the option **View Orders on Map**. In the window that is enabled, you will be able to view the location of the field specialist and the map layer icon

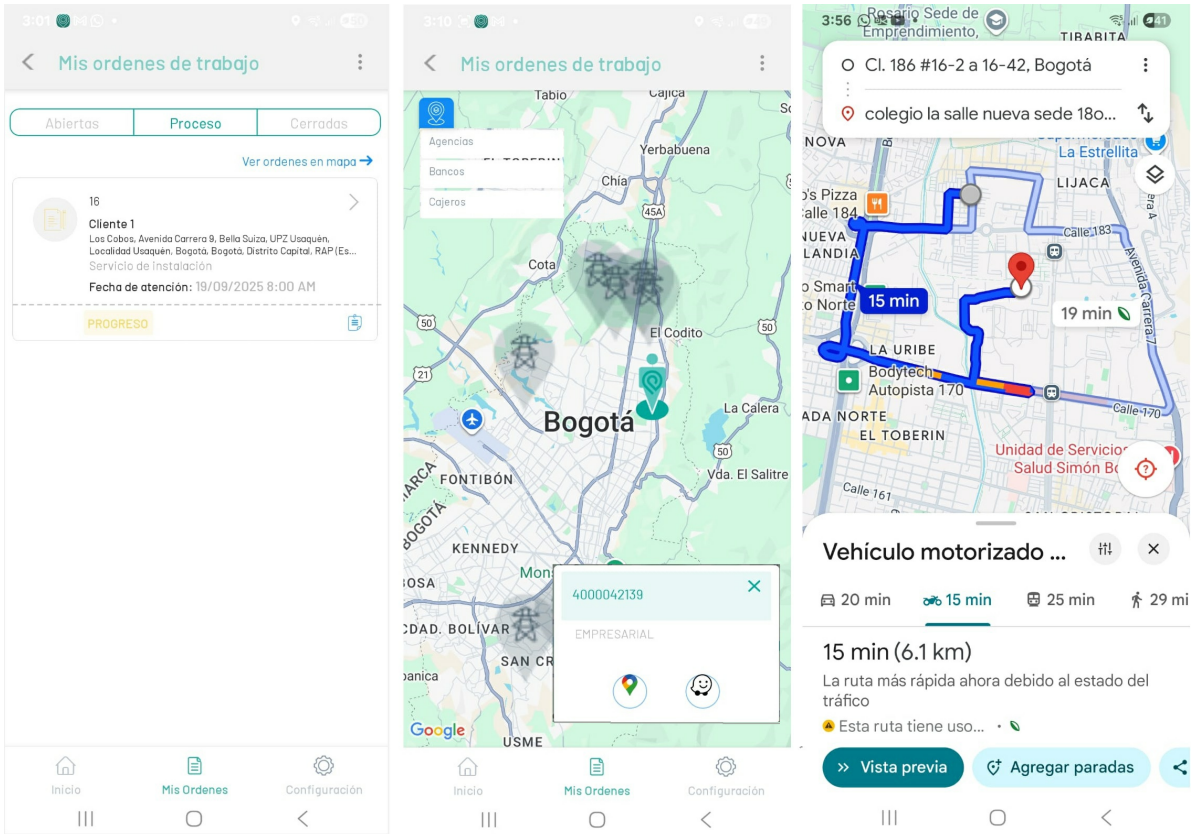


, with the generated logs.

- 7. Selecting a map layer record displays the active points in the geographic location. By tapping the dot



the specialist will be able to select a maps and navigation application (Google Maps or Waze) to consult the fastest route to get to the required point.



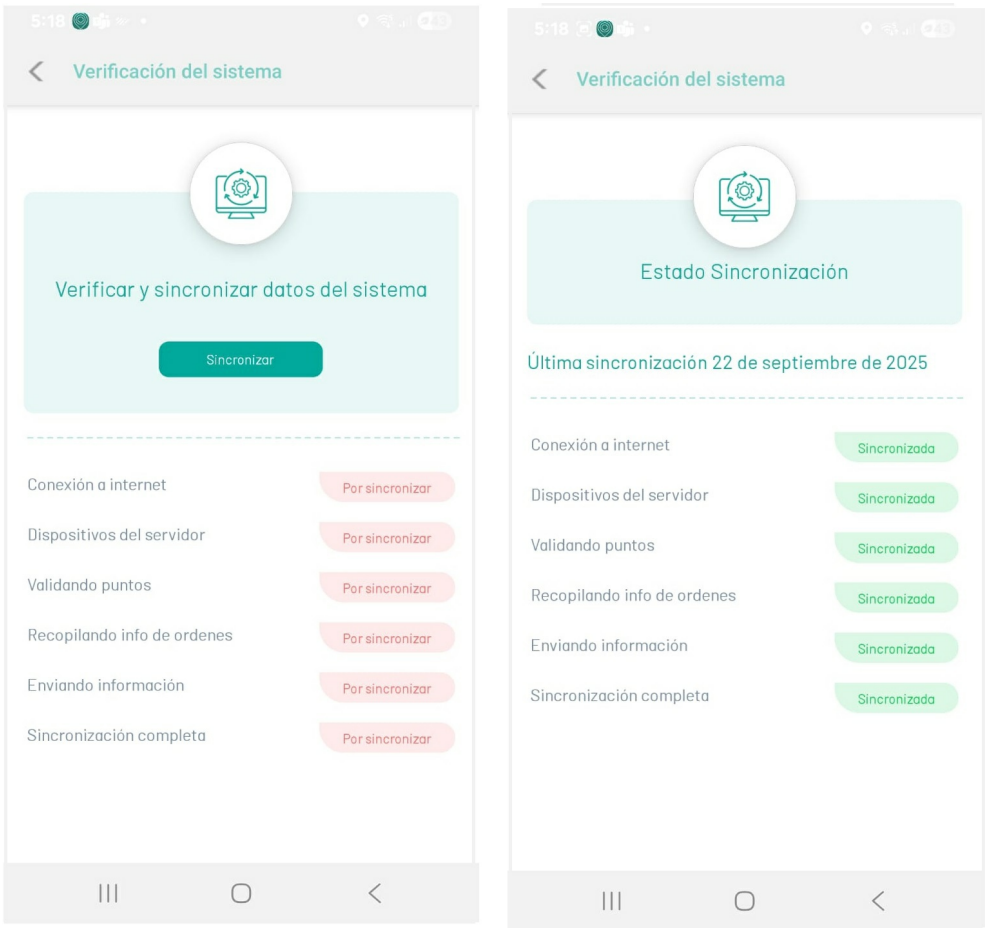
Verification and Synchronization

System Verification

1. In the AFLS Mobile Console, in the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the VERIFICATION & SYNC section, select the **System Verification**, the specialist allows you to verify the connection and synchronize the application with AFLS web.

This validation is useful in case the mobile console has an error that does not allow you to log out, or if the specialist wants to do a manual synchronization. When synchronizing, the following system data is validated:

- Internet connection.
- Server devices.
- Validating points.
- Collecting order information.
- Sending information.
- Full synchronization

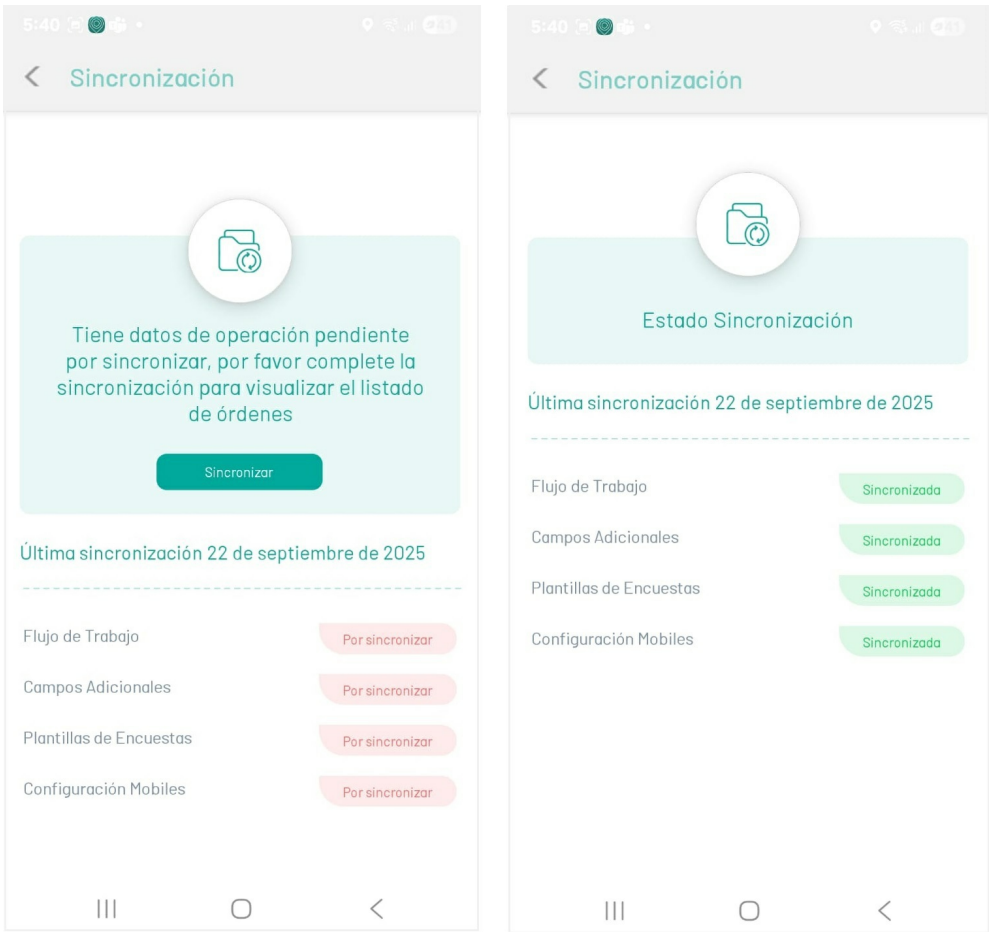


2. To perform the system check, click the **Synchronize**.

Synchronization

1. In the AFLS Mobile Console, under In the Home workspace, select the **Configuration** on the Taskbar.
2. In the window that is enabled in the VERIFICATION & SYNC section, select the **Synchronization**, the specialist can manually sync when one or more of these syncs were not done automatically during mobile console login. The operation data that can be synchronized are:

- Workflows.
- Additional Fields.
- Survey Templates.
- Mobile Configurations

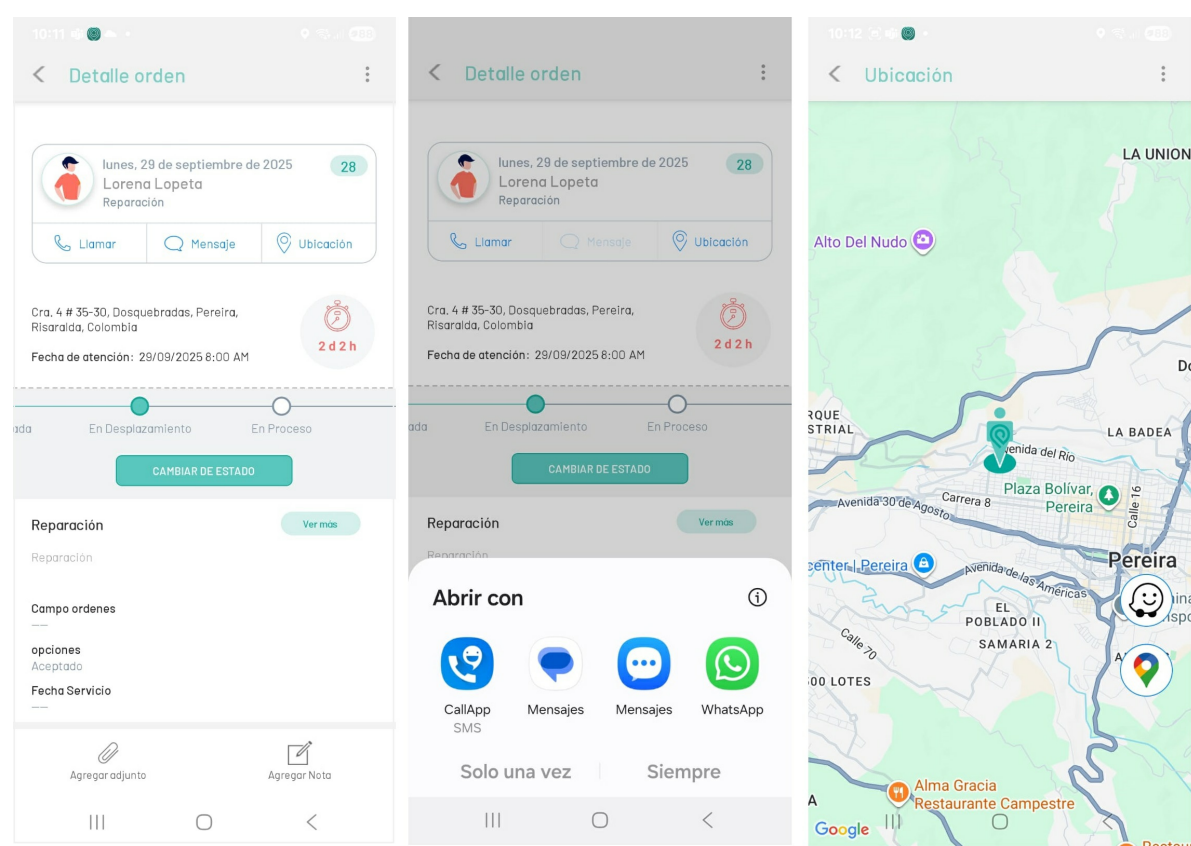


Work Order Actions

Contact the customer

1. Selecting a work order record enables the **Order Detail** where they can consult basic information about the order (customer, date and place of service) and the specialist can contact the customer to report any news or confirm a piece of information about the assigned order.

Contact is made from the following instances of information about the Applicant:



Fields	Description
Call:	It allows you to contact the customer using the contact telephone number.
Message:	It allows you to send a text message to the customer using the contact phone, using the available messaging options.
Location:	It allows you to visualize the location of the specialist and if necessary calculate the travel route.

📌 **Note:** The action of contacting the customer will be enabled in the mobile console for the specialist, when the order status is found *In Process*.

Add Time

1. Selecting a work order record enables the **Order Detail** where the specialist may request additional time to finish a pending task in case of eventualities such as unscheduled activities, inconveniences in the process, or defects in any of the spare parts.

2. To request additional time, the specialist selects the Add Time icon

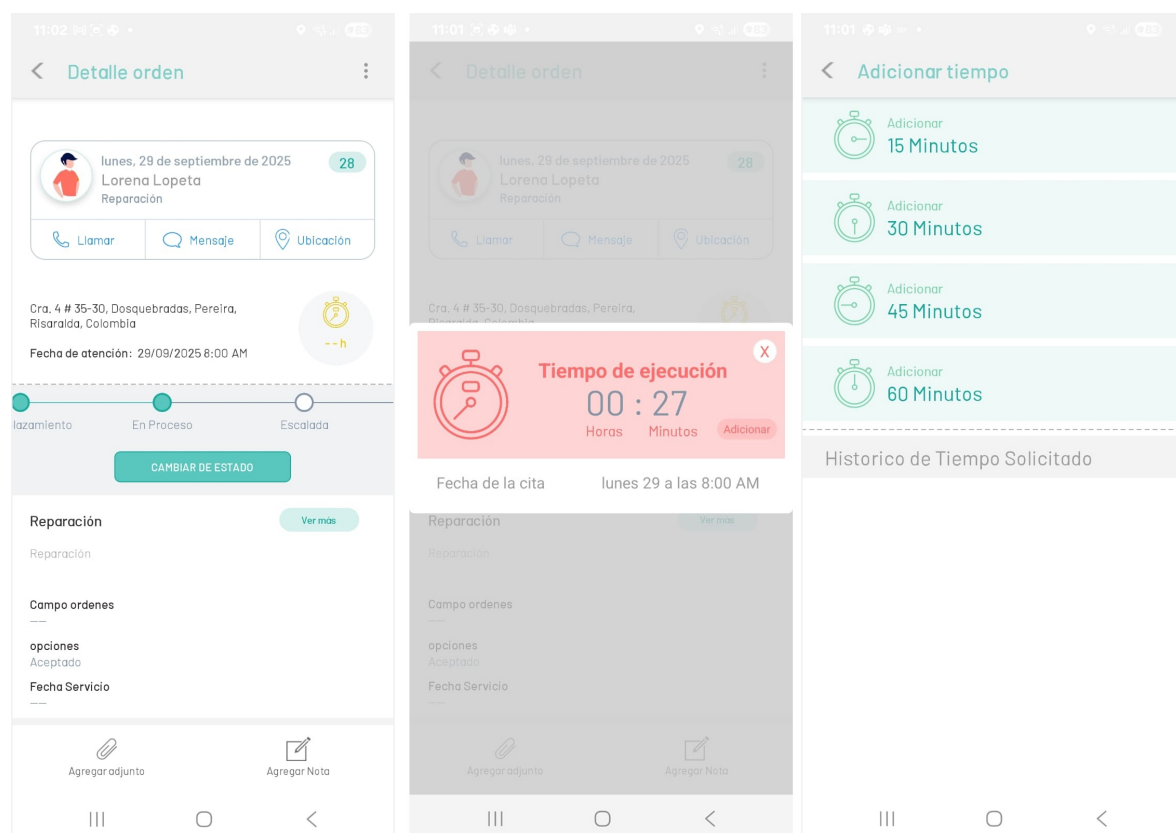


and in the Runtime option select the **Add**.

📌 **Notes:**

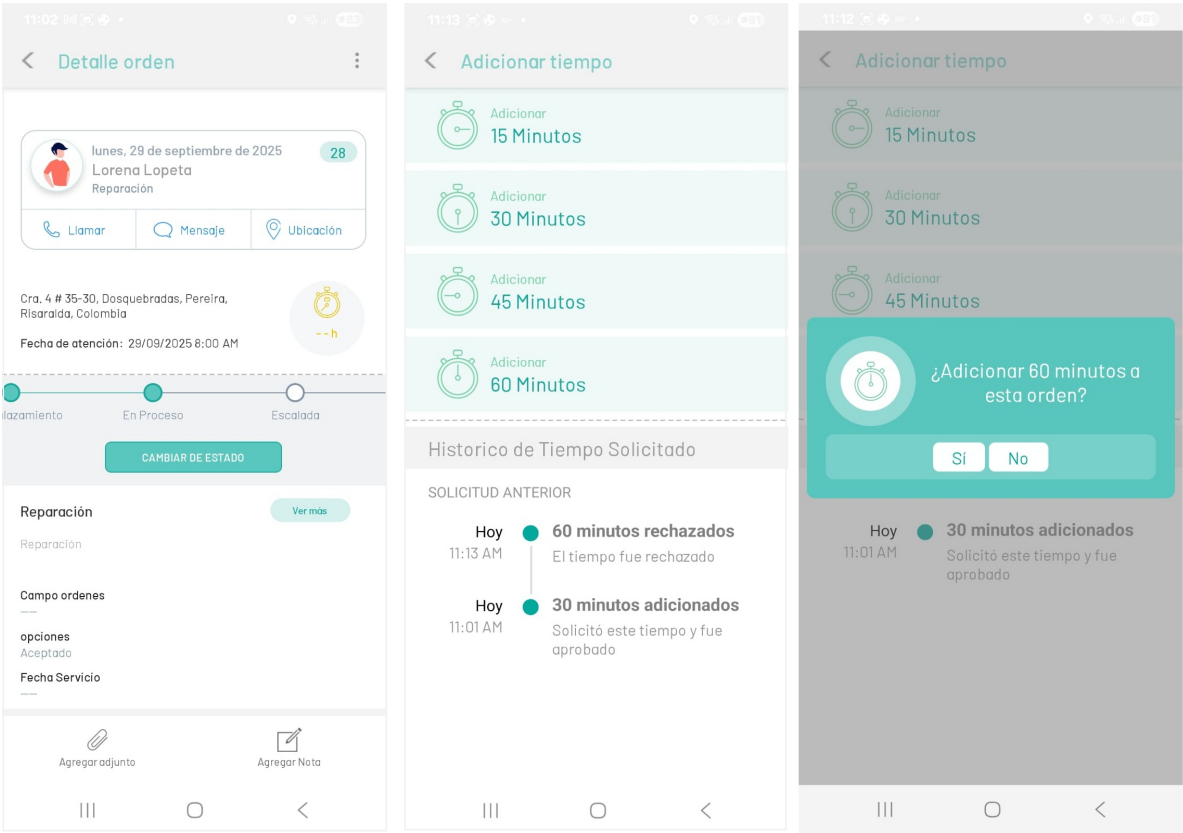
- The Add Time action will be enabled in the mobile console for the specialist, when the order status is *In Process* and the Transition is in *Start of Work*.

- If you try to add time to the order in a previous state, you will be able to display the message *To add time to the work order, the work order must be in the "in process" status*.



3. In the Add Time window, you can add the required time: Add 15 minutes, 30 minutes, 45 minutes, or 60 minutes. When you select the time, you can display a confirmation message of the addition of time to the work order.

📌 **Note:** Requests for additional time generate a notification that will be visible by the monitor, who will be in charge of approving or rejecting the time requested by the specialist.



Time Consultation

When the field specialist consults the detail of the work order, he will be able to visualize the effective time for the attention of the work order. Weather indicators serve as a reference for effective monitoring. The indicators are;

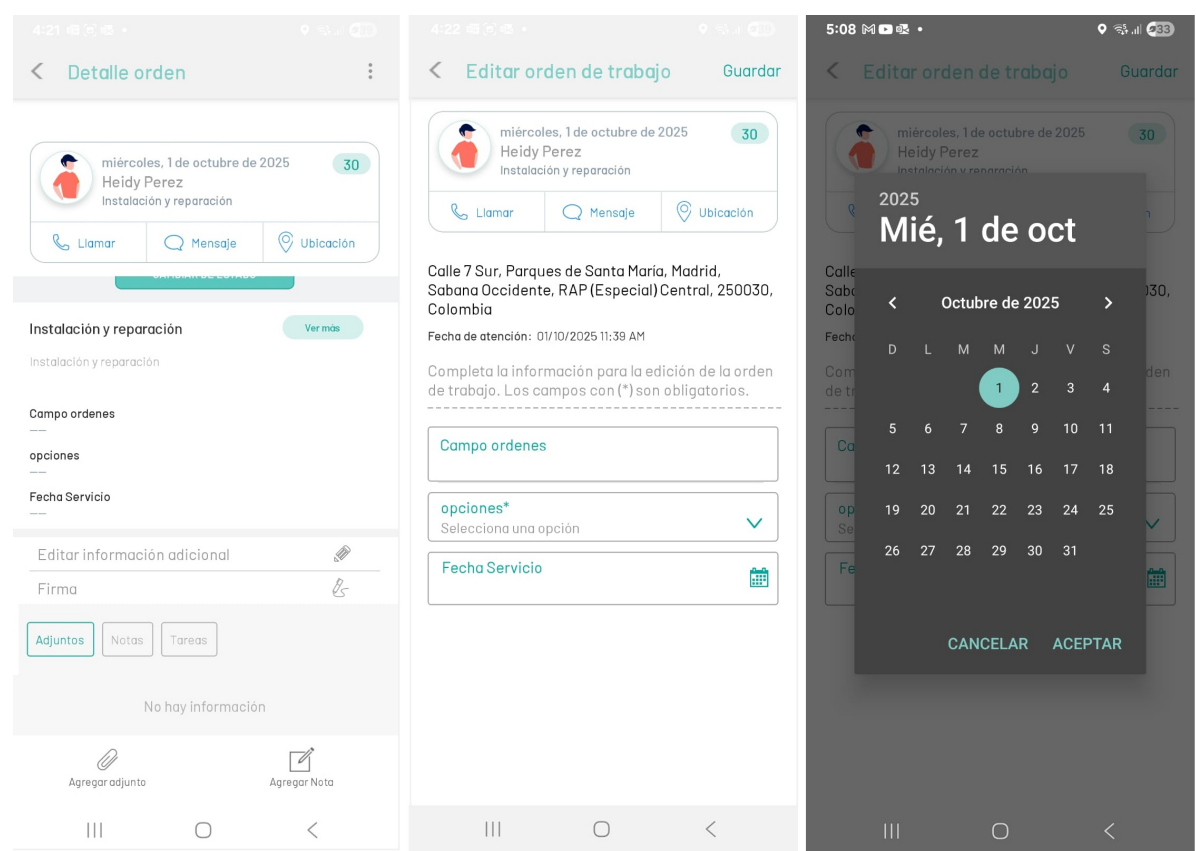
Time Indicator	icon	Description	Add Time
Green		This indicator presents the execution time (on time) to attend to the work order.	NOT Enabled
Red		This indicator shows the (delayed) execution time to serve the work order	NOT Enabled
Yellow		This indicator presents the execution time (Not running) to serve the work order	Enabled

Additional fields

1. Selecting a work order record enables the **Order Detail** where the specialist will be able to view and fill in the additional fields that are active for the model and for the work orders. There you will be able to collect the additional information required for the process.
2. When selecting the **Edit additional information**



or when making changes to order statuses, you can update additional fields.



- ✎ **Note:** The Additional Fields action will be enabled in the mobile console for the specialist, when the order status is found *In Process*, after configuring fields in the AFLS web console.
- ✎ **Note:** Depending on the configuration of the additional fields for the work order defined in the AFLS web console, the additional fields can be of the following types:
- Text field
 - Paragraph-type field
 - Numeric type field
 - Date type field
 - Listed type field.

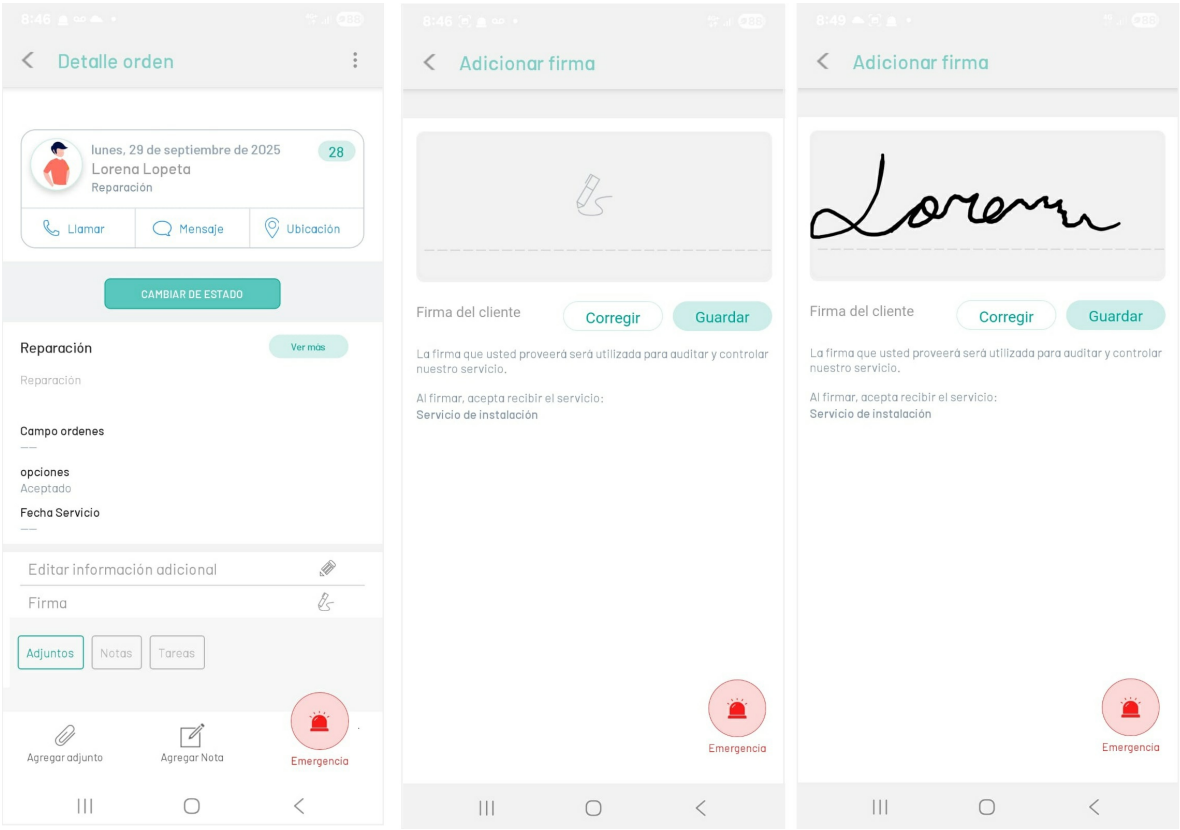
Signatures

1. Selecting a work order record enables the **Order Detail** where the specialist will be able to add the client’s signature, after the work order has been attended.
2. When selecting the **Signature**



The field is enabled to include the required signature. The client will be able to correct the signature attempt if necessary. When finished, click on the **Save**.

The signature is compared with the one that has been previously configured for that client in AFLS, and in this way it is possible to corroborate the client’s satisfaction and also audit and control the attention of the services.



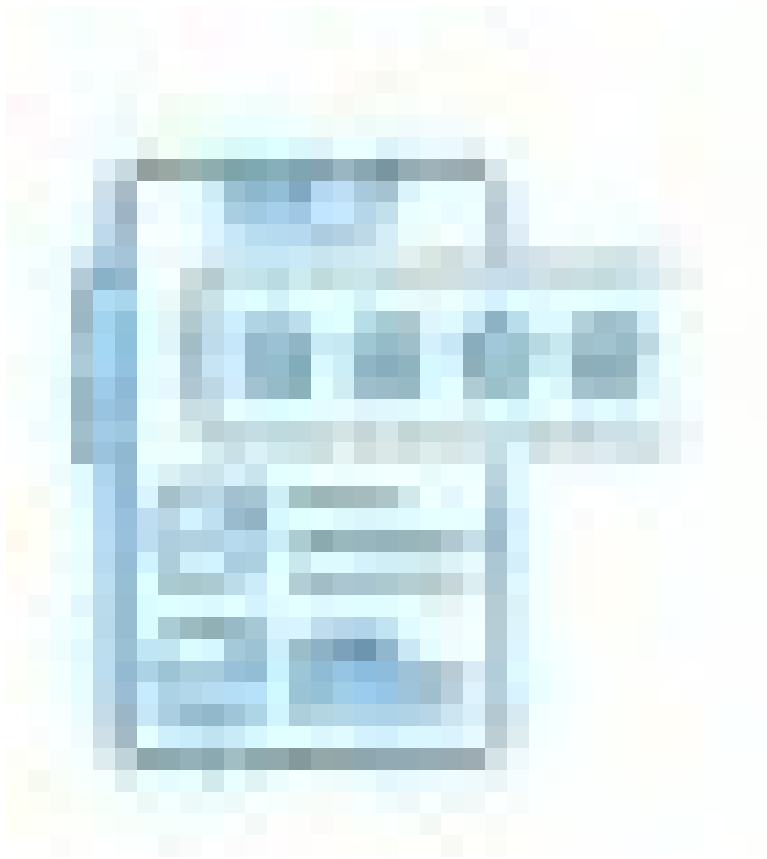
📌 **Note:** The Signature action will be enabled on the mobile console for the specialist, when the order is being closed; It is not mandatory and can only be stored once per order.

Survey

1. Selecting a work order record enables the **Order Detail** and at the end of the order process, the customer will be able to answer the satisfaction survey, if the model has it configured.
2. When selecting the **Rate Experience**

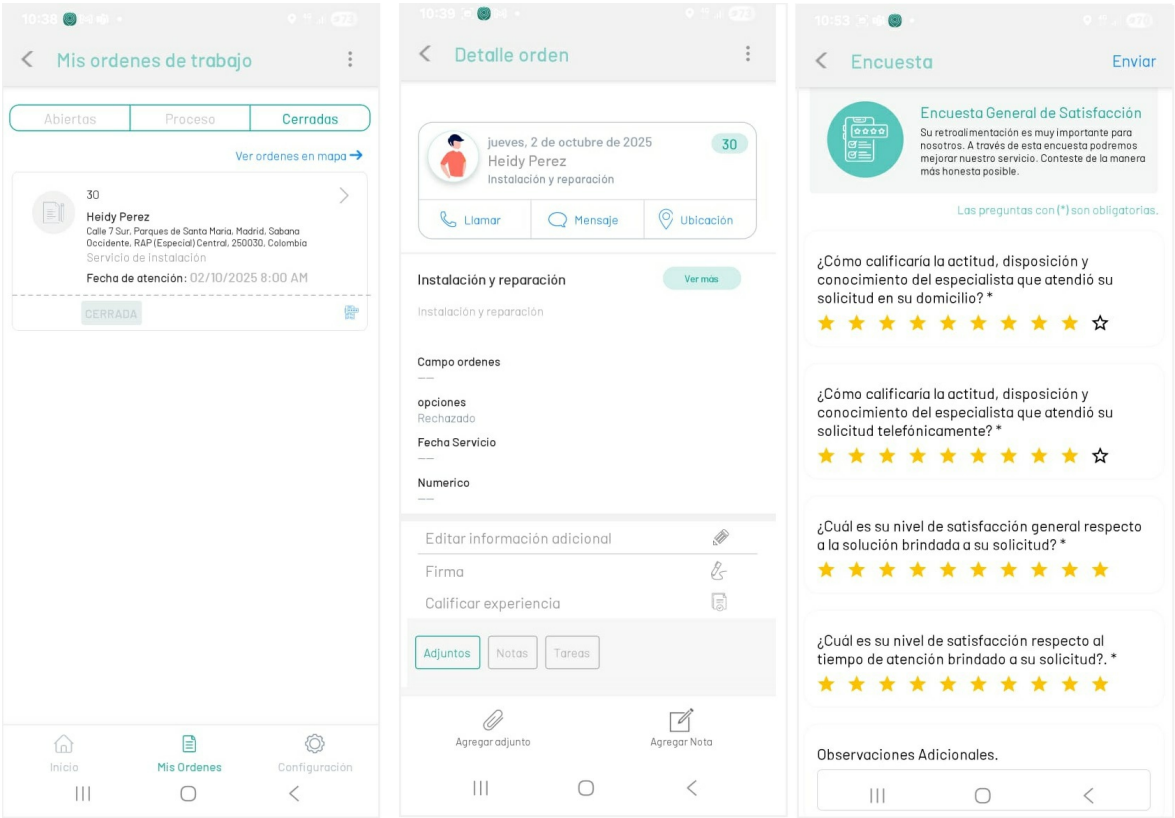


or from the order list select the



The window with the questions that the customer will be able to answer is enabled.

3. When you finish the survey, click **Send** so that this information is sent to the customer’s email with the registered data.



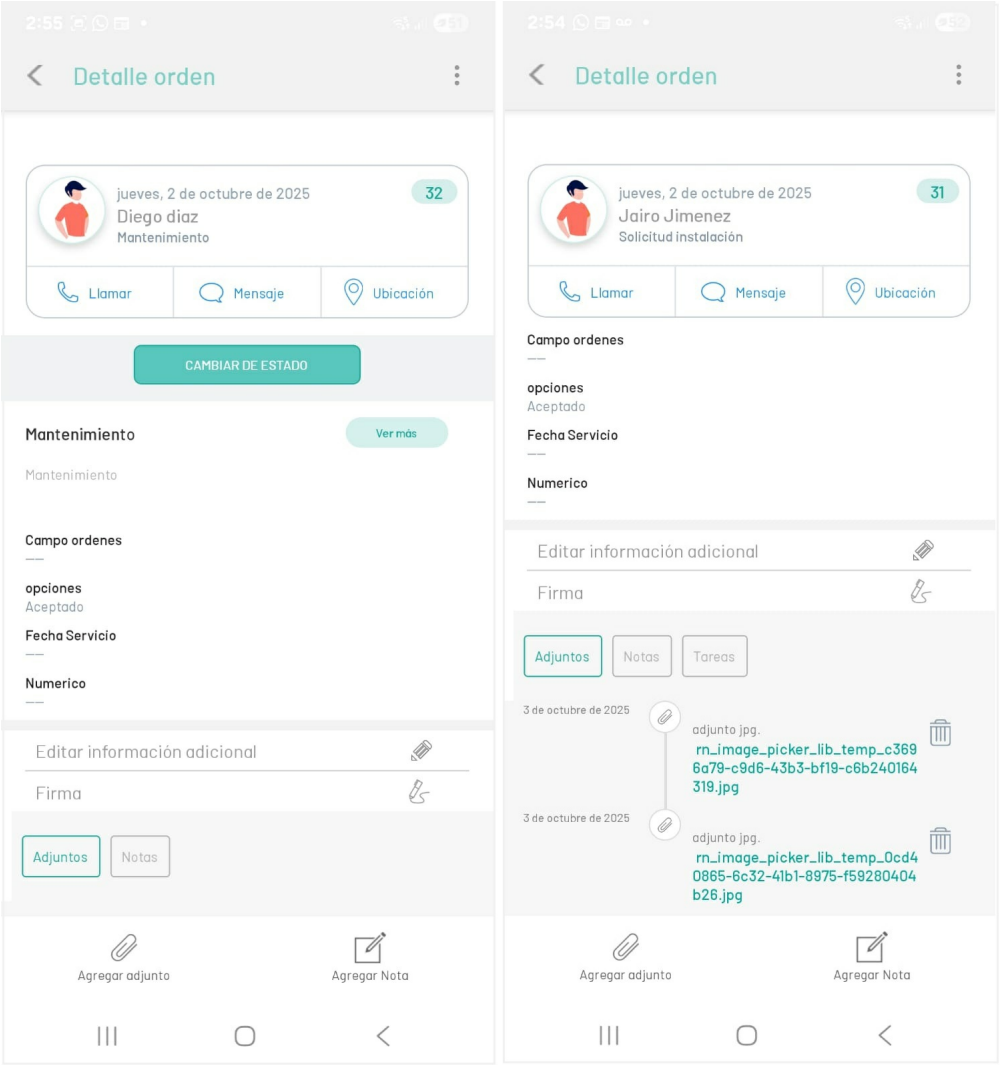
📌 **Note:** The Rate Experience or Survey action will be enabled in the mobile console for the specialist, when the order status is found *Closed*, in the substate *Executed*, after configuring the model in the AFLS web console.

Attachments

View attachments

1. To view the attachments of a work order, enter the detail of an order and select the option **Attachments**. In the list of attachments you will be able to see the date, name and type of file added.

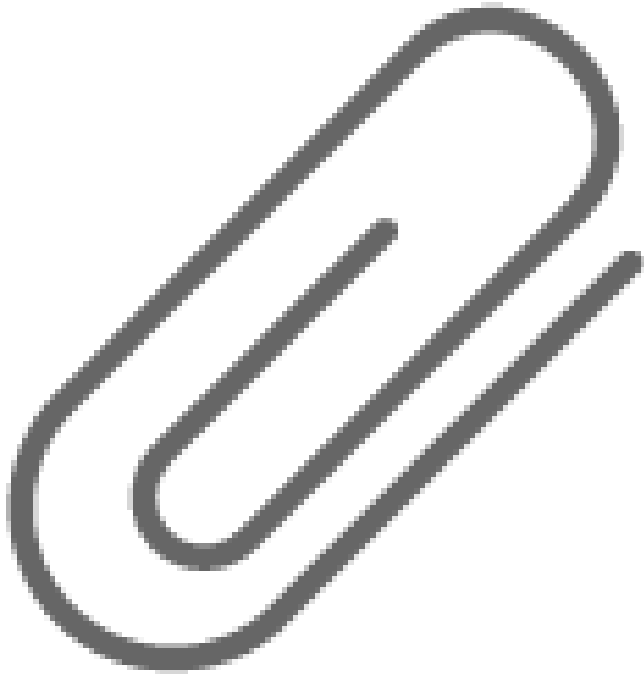
The files correspond to documents, images, videos, among others.



Add Attachments Notes

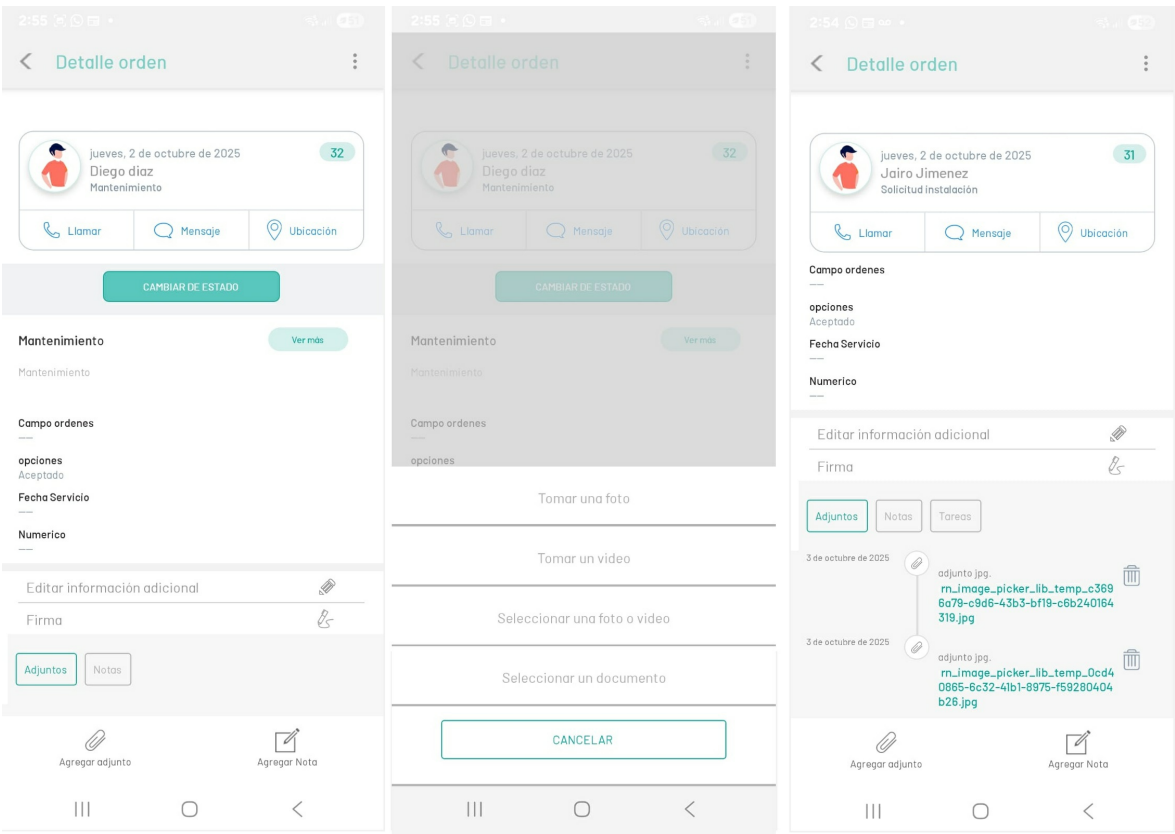
1. Selecting a work order record enables the **Order Detail** where the specialist may attach the files required during the attention of the work order such as photographs, videos or audios of evidence of the evolution of the service.

2. When selecting the **Add Attachment**



on the mobile console taskbar and select the file type to upload to the work order.

The file types you can add to the order can be of formats with text, images, photography, videos, or audio content such as: .jpg, .jpeg, .mp4, .mp3, .doc, .xls, .ppt, .PDF, files that have a maximum size of 10MB (except for .exe).



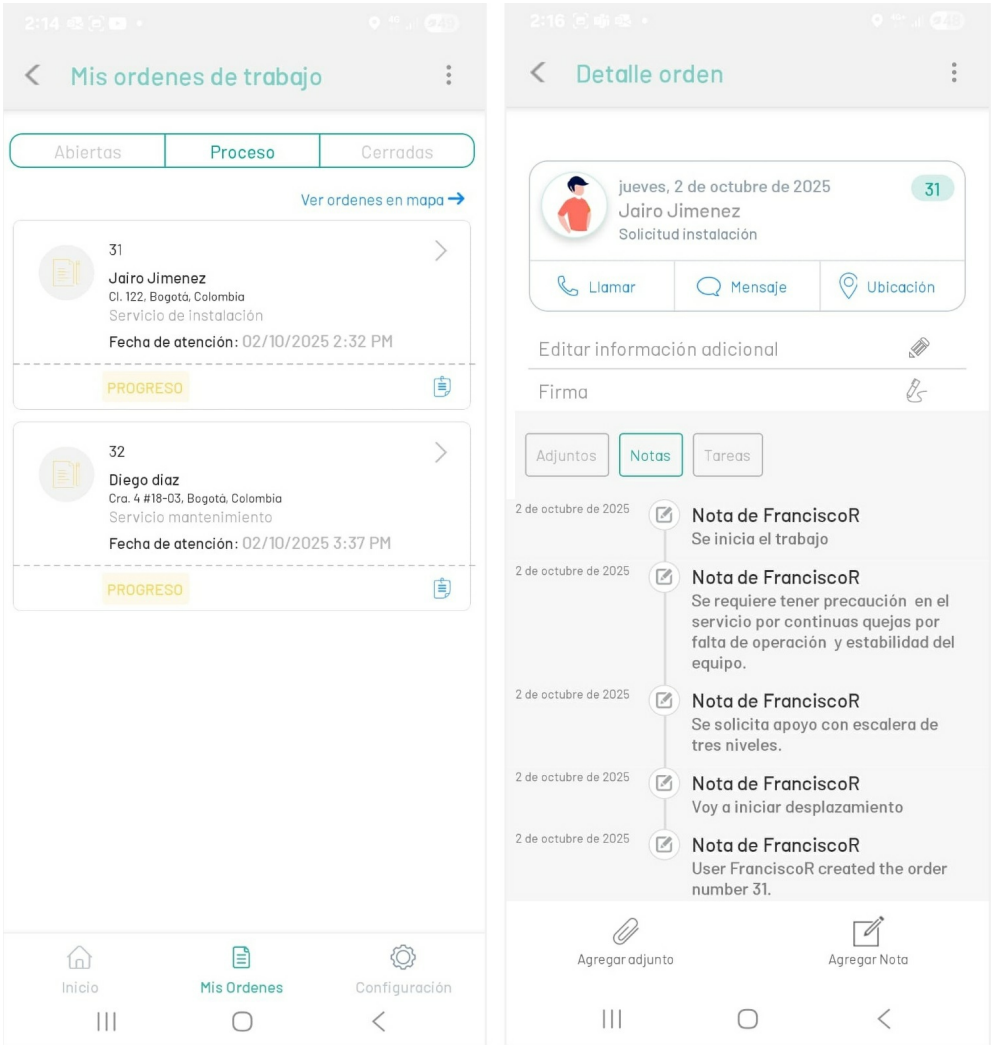
⚠ Note: The Add Attachment action will be enabled in the mobile console for the specialist, when the order status is found *In Process*.

Notes

View Notes

1. To view the notes of a work order, enter the detail of an order and select the option **Notes**. In the list of notes you can see the date of creation, the author of the note and the related comments.

The notes consulted correspond to the automatic records for status changes in the work order, to the notes entered by the specialist during the operation through the **Add Notes** and to previous comments made by the dispatcher, monitor, or end user.

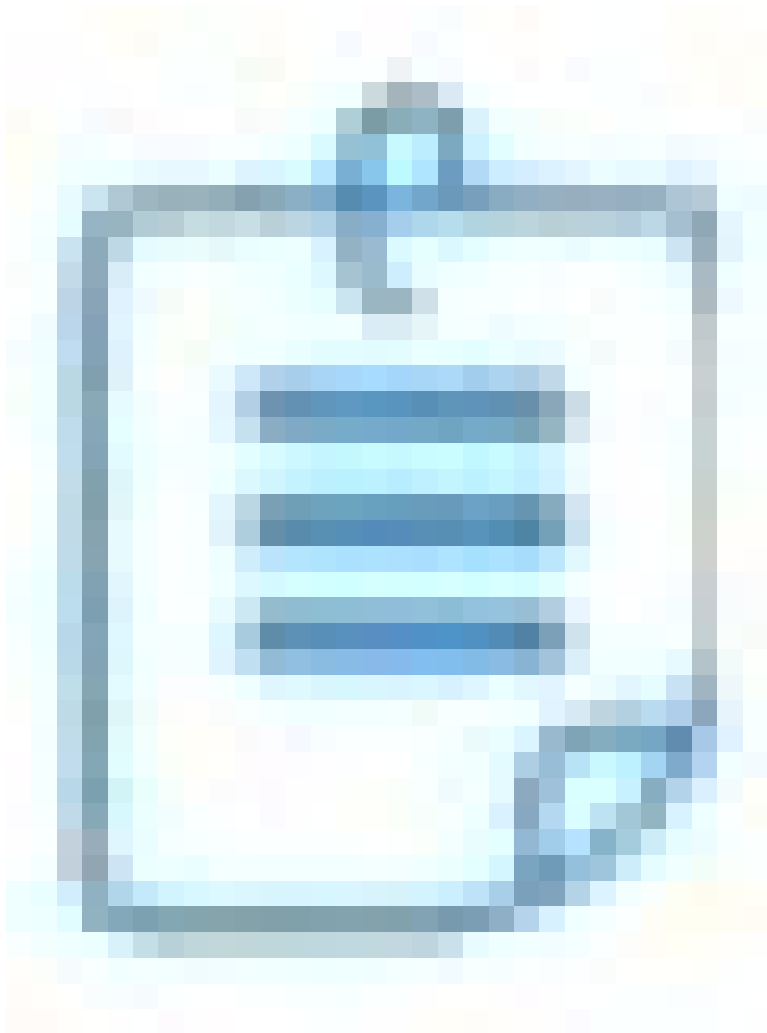


Create Notes

- 1. Selecting a work order record enables the **Order Detail** where the specialist will be able to enter comments related to the assignment or attention of the work order,
- 2. When selecting the **Add Note**



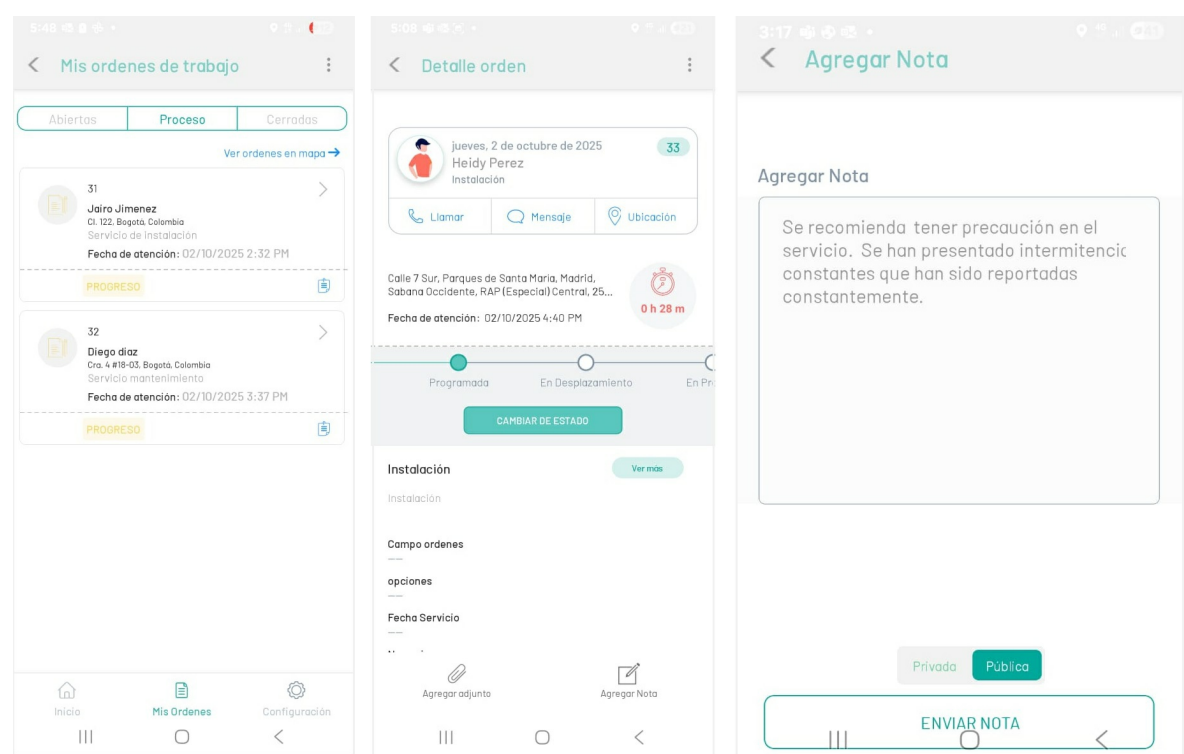
On the mobile console taskbar or from the order list, select the



The space needed to write the note is enabled, and the option to mark the note as public or private.

📌 **Note:** If a public note is created, whether from a dispatcher, monitor, or specialist, an email is sent to the end user, who will be able to view it from the AssistMe console.

- 2. When filling in the text of the note, click the **Send Note**. Notes written by the Field Specialist will be recorded in the feedback instance of the mobile console and will be visible in the Dispatcher console.



Notes are useful for adding relevant information to the order, such as changes to the registration request, parts confirmation, follow-up to the field specialist, recommendations and suggestions, among other messages.

🚩 **Note:** The Notes action will be enabled in the mobile console for the specialist, when the order status is found *In Process*.

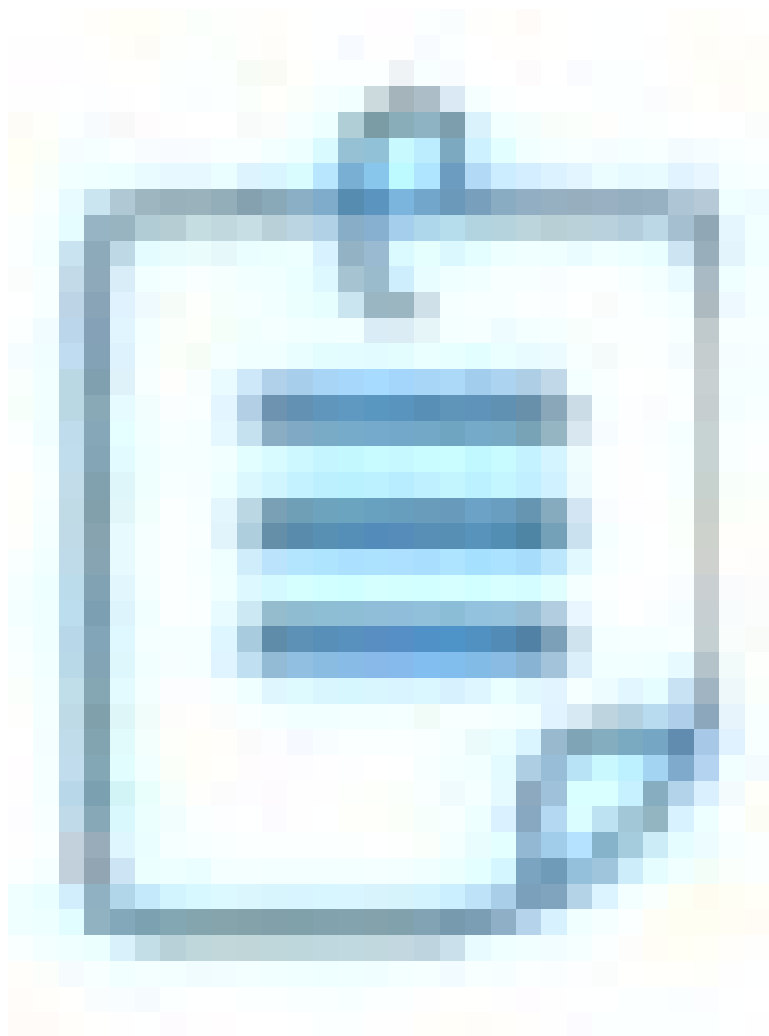
Notes as Quick Replies

🚩 **Note:** The field specialist will be able to create notes using the quick replies previously created and enabled from the AFLS web console by the admin users.

2. To create notes with quick replies, enter the detail of a work order select the option **Add Note**

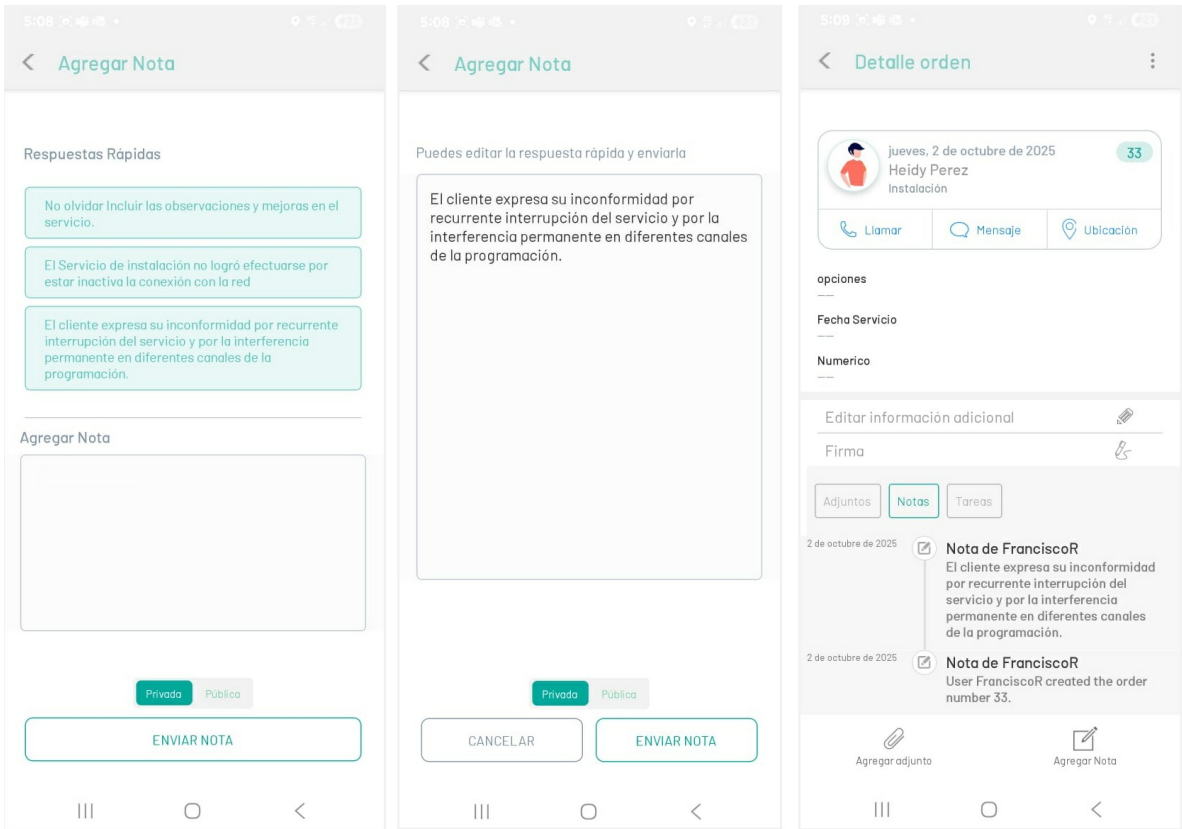


On the mobile console taskbar or from the order list, select the respective icon.



The necessary space is enabled to write the note or choose a quick reply; and the option to mark the note as public or private.

Quick replies can also be viewed and selected for use as a note within the work order.



Tasks

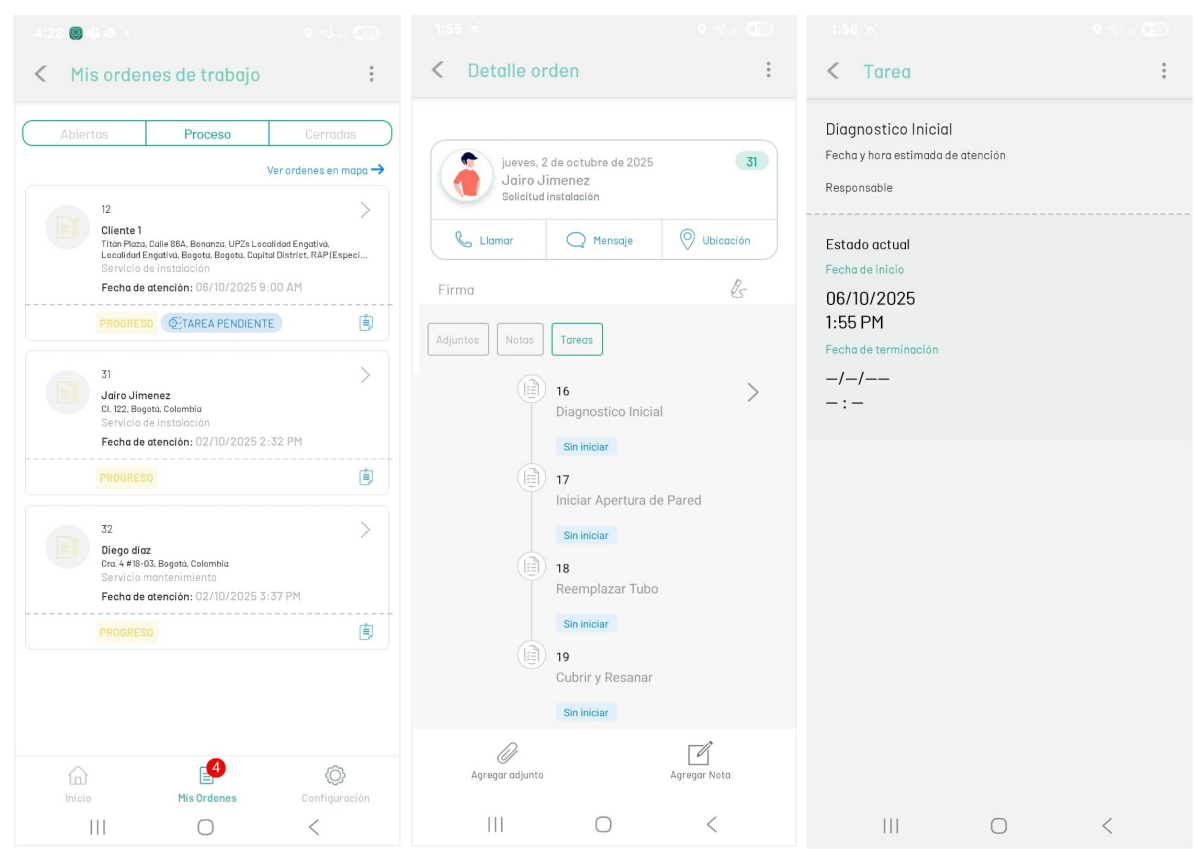
View Tasks

1. To display the tasks of a work order, enter the detail of an order and select the option **Tasks**. In the tasks list, the tasks configured for the work order, by the administrator user, will be available from the AFLS web console.
2. Alternatively, from the list of work orders you can see an informative notice that the work order has a



. By selecting the button you will be able to enter the order detail.

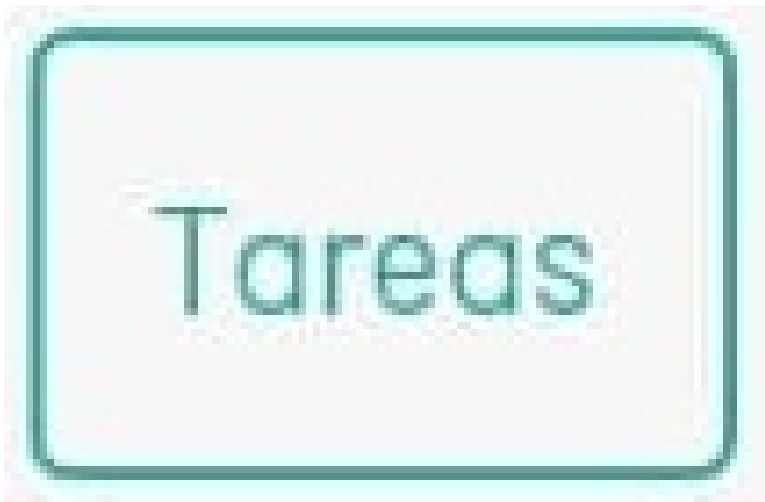
The tasks will have the status **Not Started** and the specialist will only be able to work on them, when the administrator assigns the specialist(s) to develop each configured task.



- 📌 **Note:**
- A work order can have one or more tasks associated with it and these can have different specialists in charge.
 - A work order can have a lead specialist and other collaborating specialists.
 - Only the lead specialist can move forward in the workflow once the tasks in the order are completed.
 - A lead specialist may be responsible for one or more tasks of his own order, and also be a collaborator of tasks of other orders.

Manage Tasks

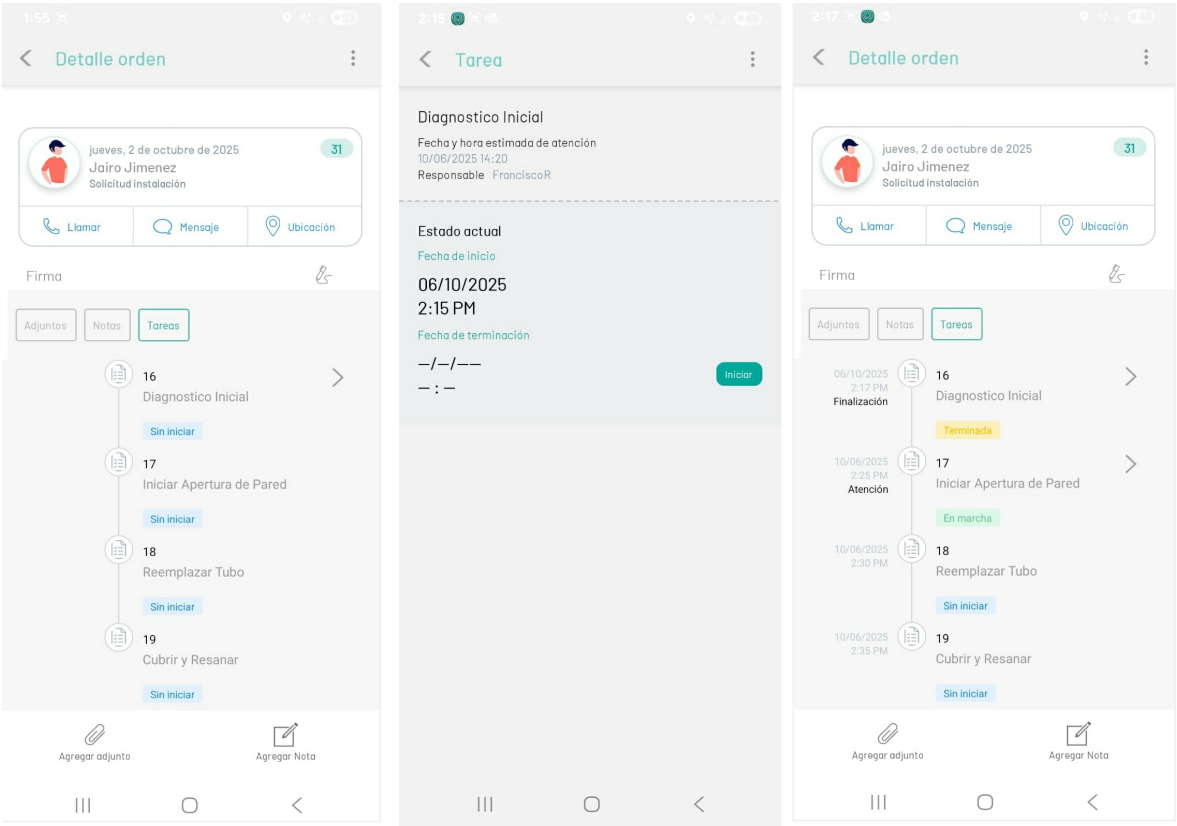
1. Selecting a work order record enables the **Order Detail** where the specialist will be able to manage the tasks of a work order.
2. When selecting the



You will be able to view the list of tasks and the management status of each one.

- 📌 **Note:** The tasks will have the status of Not Started and the specialist will only be able to work on them, when the administrator assigns the specialist(s) to develop each configured task.

3. By selecting each task you will be able to manage it (Start/Finish) and advance to the next state.

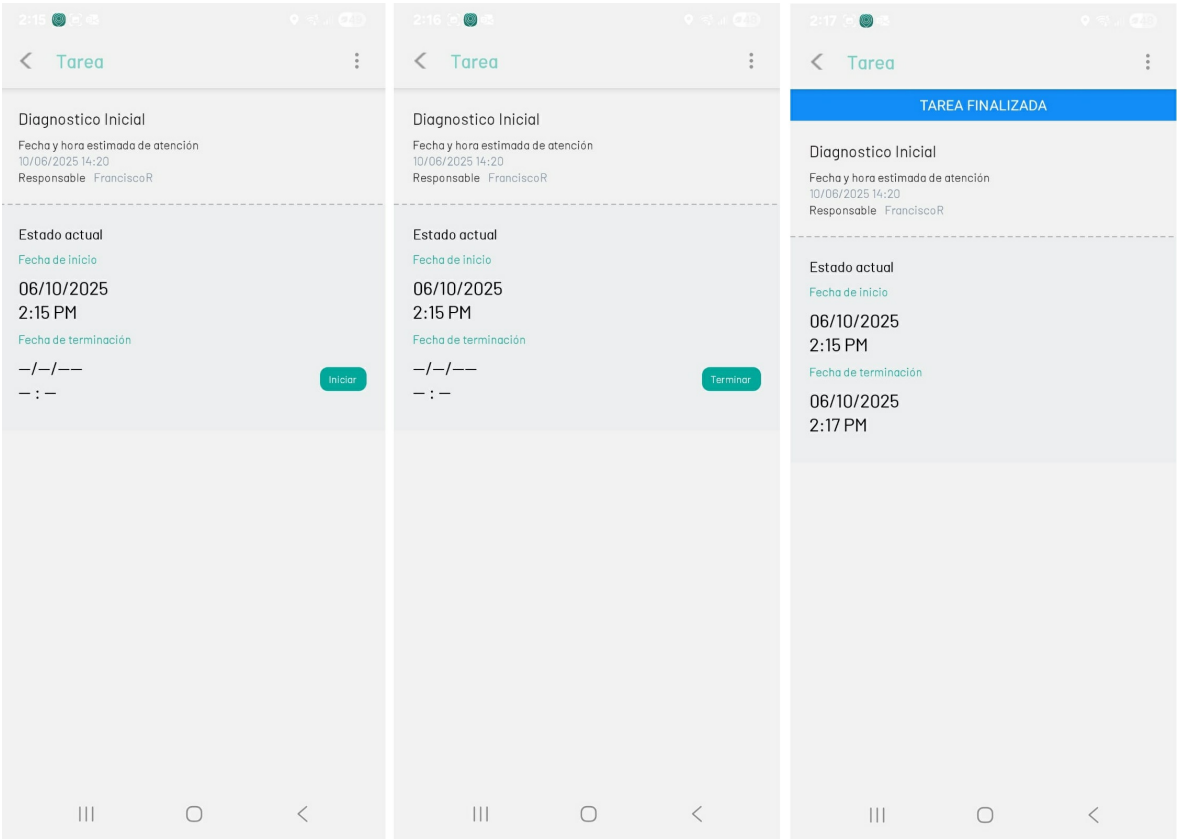


📌 **Note:** The Tasks action will be enabled in the mobile console for the specialist, when the order status is In Process and the tasks have been assigned and defined from the AFLS web console.

The statuses of the tasks assigned to the specialist to attend a work order are as follows:

Task Status	Description	Responsible	Action
Sin iniciar	The task is not started	Does not correspond to current specialist	No Actions Required
Sin iniciar	The task is not Starting.	Current Specialist	Start Task
En marcha	The task is in process.	Not the Current Specialist	No action required
En marcha	The task is in process.	Current Specialist	Start Task
Terminada	The task is finished.	Current Specialist	NA
UNFINISHED	The task was not finished.	To whom it may concern	NA

You can access each of the tasks and you will view them according to the status as follows:



Relations

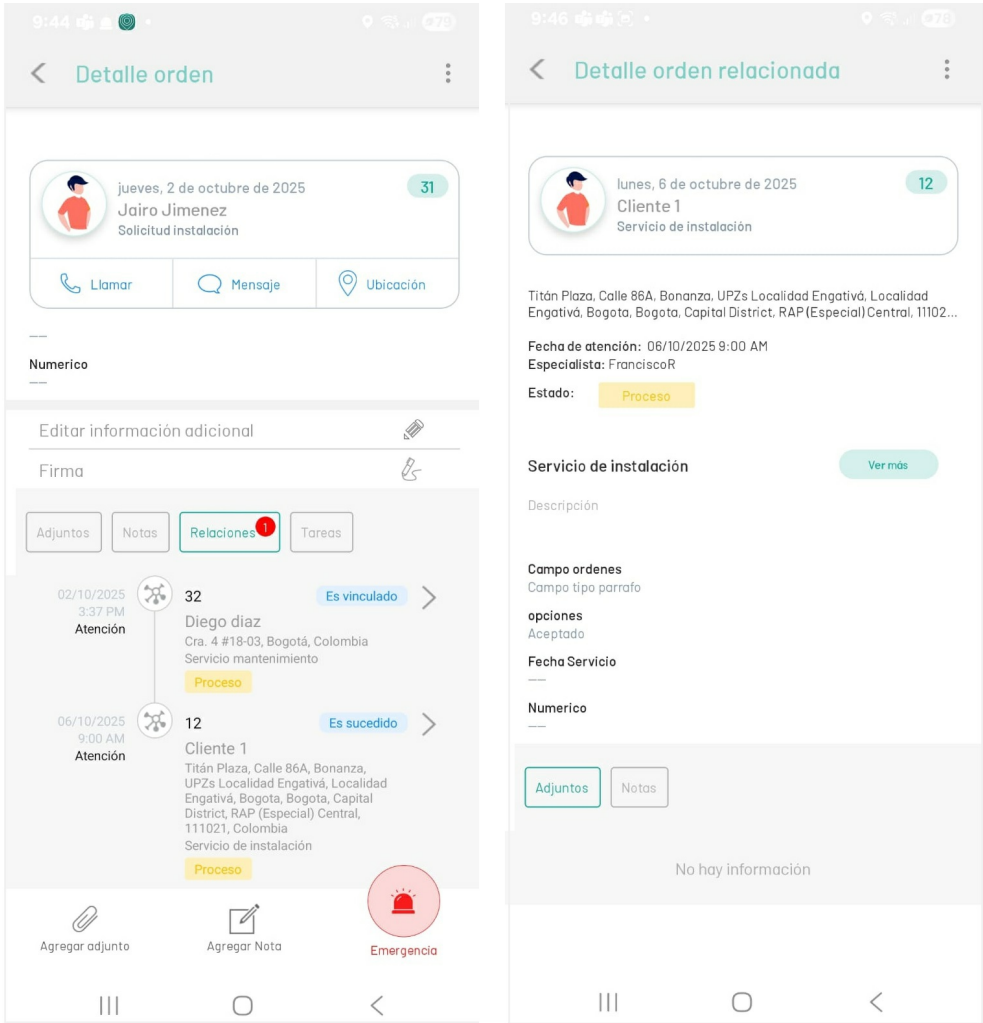
1. Selecting a work order record enables the **Order Detail** where the specialist will be able to visualize the orders with which a relationship was established, either of succession or of bond.

Type of Relationship	Description	Example
Succession	A succession relationship is established when one work order must be executed before another.	<i>An execution order and a monitoring order are defined. The monitoring order (a person visiting the specialist's work in the field) can only be carried out after the first one is executed.</i>
Link	A Link relationship is established when orders are related, regardless of the order in which they are served. The relationship is established mainly to have traceability.	<i>A specialist makes a control visit and reports that maintenance must be done. The maintenance order is linked to the control order.</i>

2. When selecting the



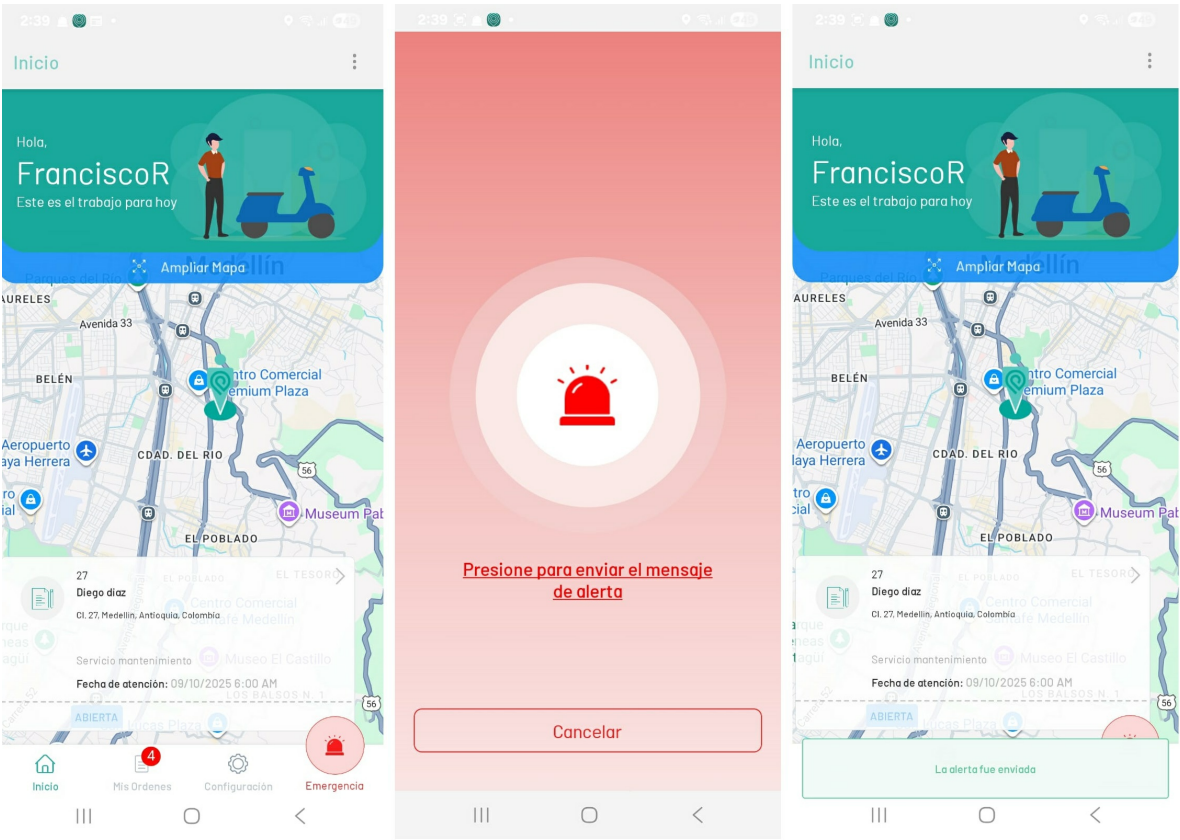
you will be able to view the relationships configured for the work order, by the administrator user, from the AFLS web console and you will be able to select a relationship to consult the detail of the related order.



📌 **Note:** The Relationships action will be enabled in the mobile console for the specialist, when the order status is found *In Process* and the relationships have been defined from the AFLS web console.

Emergency Button

- 1. In the AFLS mobile console, in the information view of the home workspace, you will be able to see the Emergency button that will be enabled, if it has been activated in the Global Settings of the web application, by the administrator user, from the AFLS web console.
- 2. By holding down the Emergency for five seconds a red screen with the text is enabled **Press to send the alert message**, selecting this text displays a confirmation message that says “The alert was sent”.



📌 **Note:** An alert message will arrive through the WhatsApp messaging application to the phone numbers configured from the web application in the global settings.