

This functionality will allow you to configure and integrate field tasks between ASMS Specialist and the AFLS console, thus allowing you to create field tasks from the specialist console and manage these tasks from both consoles. The integration between ASMS and AFLS is done at the project level, where the information must be configured in both applications in order to integrate correctly.

Preconditions

Preconditions

- ASMS user with Administrator role to access the administration console and configuration of the integration by project.
- ASMS user with Specialist role to access the Specialist console.
- AFLS user with the Dispatcher role for console login.
- AFLS user with the Administrator role for integration configuration.
- Have defined the AFLS and ASMS models that will be integrated per project, this includes knowing the model IDs, status IDs and names of the additional fields of both applications.

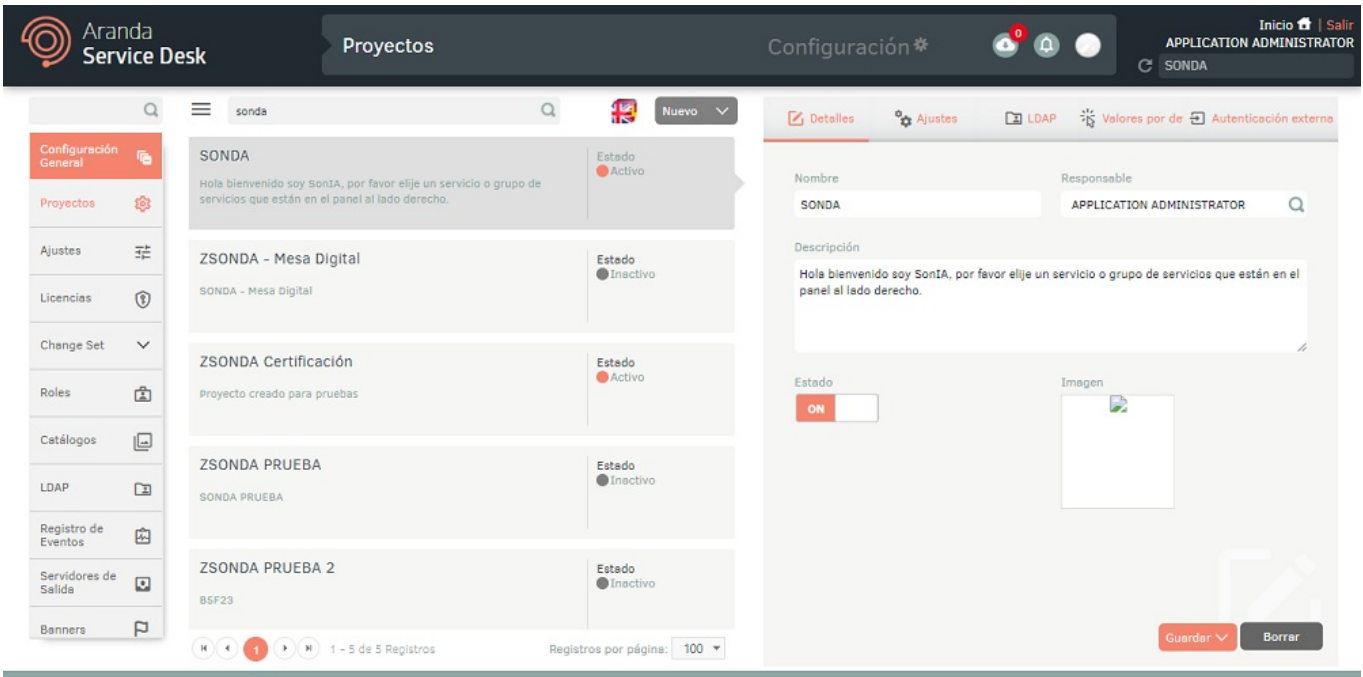
Configuration Integration

Configuring AFLS integration on a project-by-project basis in ASMS

Preconditions

- For a new project setup, see the [Creating a Project in the ASMS Admin Console](#)
- For the configuration of an existing project in integration processes, you must take into account the steps described below:

1. To perform the integration configuration for a project, go to the ASMS Administration Console, in the section General Settings from the main menu, select the Projects. In the information view, select a record from the project list.



2. In the detail view, select the Defaults, where you can configure the following fields to enable AFLS integration for the selected project.

Field	Description
Enable AFLS Integration	Enable this option if you want to enable the integration with AFLS, if this option is enabled, the other fields of the integration will be mandatory.
API de AFLS	AFLS API URL, at the end of this URL make sure the slash symbol (/) is entered, for example: https://url-de-afls/AFLSAPI/.
URL de AFLS	AFLS console URL.
Token AFLS	An AFLS-generated JWT token that enables authentication to APIs. Note: The user who generates the token in the AFLS application is the user responsible for the requests from the APIs for the creation of field tasks. For more information, please refer to the following document API Configuration .

Detalles

Ajustes

LDAP

Valores por defecto

Autenticación externa

☐

No visualizar artículos en la consulta de servicios en el portal cliente

☒

☒

Habilitar integración con Aranda Field Services

API de Afls

Validar

Url de Aranda Field Services

Token AFLS

Url especialistas

Url cliente

Url Aranda PassRecovery

Url especialistas

Guardar

3. To validate that the AFLS integration is working correctly, after managing the fields in the integration, you must click on the Validate. This button tests the connection and authentication with the AFLS APIs, if the connection is successful a message is displayed informing the user that the integration is working correctly.

Configuring ASMS integration by projects in AFLS

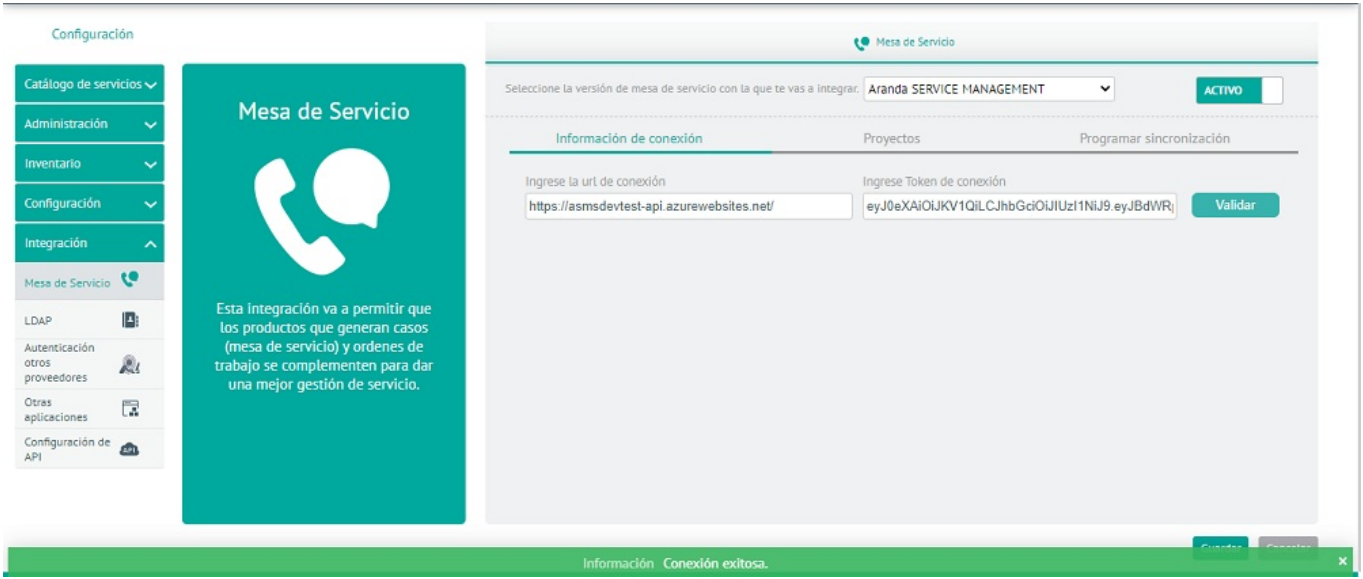
1. Log in to the AFLS console as an Administrator user. In the heading menu select the Configuration and Administrator.
2. In the Integration from the main menu, select the Service Desk and in the Detail View you can configure the following parameters taking into account the integration scheme:

4. On the Connection Information, enter the respective information:

Field	Description
Connection URL	Aranda Service Management API URL. For example: https://url-de-asms/API/.
Connection Token	JWT token generated by Aranda Service Management in the option Integration tokens .

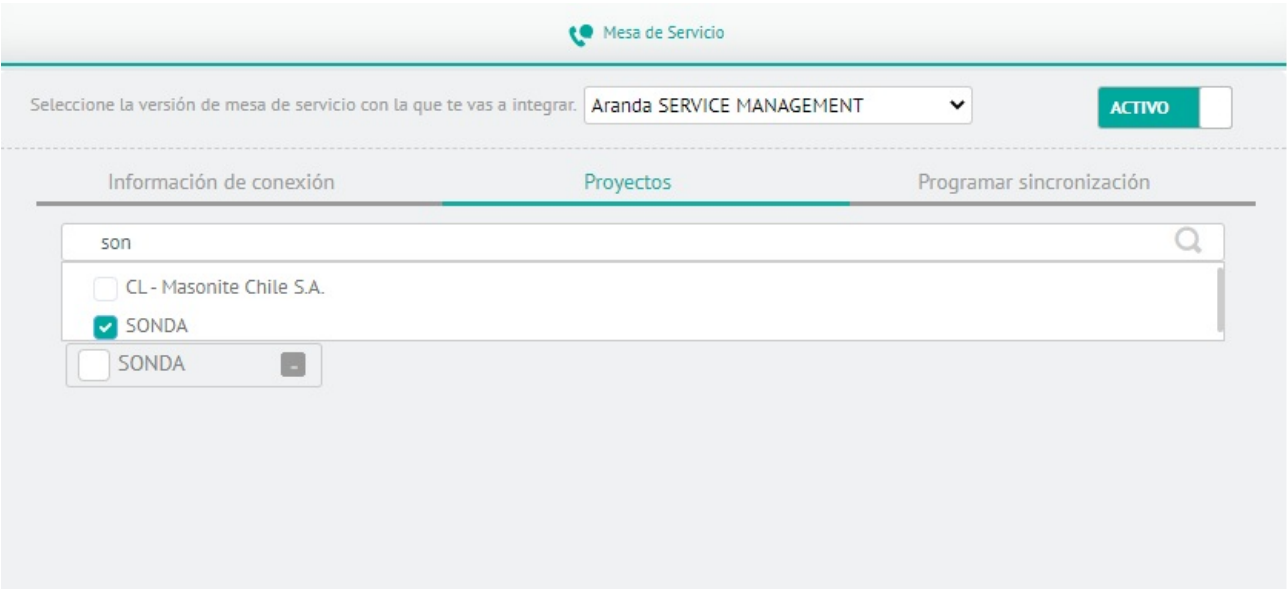
5. To confirm that the integration is working, click the Validate. This button tests if the connection to the ASMS API is successful, if so, a message will be displayed informing you that the connection is successful.

📌 Note: If the data is new or updated, you will need to save the settings to enable the project tabs and schedule synchronization.

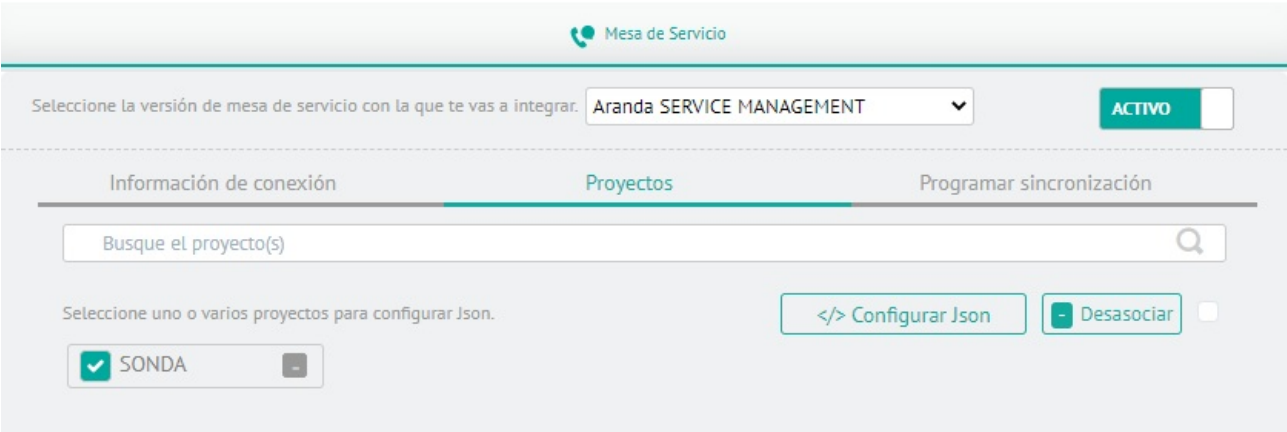


6. Click the Save to confirm the changes made. 7. In the Service Desk Integration Detail View in the AFLS Configuration Console, select the Projects to carry out the parameterization of the project to be integrated.

In the query field, you can search for the required project and select it from the list.



8. Select the added project and click the Configure JSON.



9. A text editor is enabled, in which the parameterization of the models, statuses to be approved and the additional fields per project that will be required must be added. The JSON configuration format is detailed below:

```
{
  //Lista de modelos a parametrizar
  "Models": [
    {
      //Nombre del campo adicional para ingresar resultados al finalizar el flujo de un modelo
      "AdditionalFieldSolution": ""
      //Lista de estado a homologar, se debe ingresar el código de estado de AFLS y su código homólogo en ASMS
      "HomologateStates": [
        {
          "IdAFLSState": 0,
          "IdASMSSState": 0
        }
      ]
    }
  ]
}
```

```
    },
    {
      "IdAFLSState": 0,
      "IdASMSState": 0
    }
  ],
  //ID del modelo en AFLS y de ASMS
  "IdModelAFLS": 0,
  "IdModelASMS": 0,
}
],
// Nombre y código del proyecto, estos datos se cargan automáticamente
"Project": "CL - Acepta.Com S.A.",
"ProjectId": 408,
//Campos adicionales por proyecto, se debe ingresar el indentificador de los campos adicionales tanto de AFLS como de ASMS
"Workordersadditionalfields": [
{
  "AflsfieldUniqueName": "",
  "AsmsfieldUniqueName": ""
}
]
}
```

To get the values to be configured in the JSON, consider the following:

AdditionalFieldSolution

Additional field created in the model. To get the name of the additional field, go to the AFLS Configuration Console in the Service Catalog from the main menu, select the Models. In the information view, select the model to use in the integration; In the detailed view of the model click the Edit Model.

In the Model Editor, select the Additional fields, click the Edit icon and expand the Advanced Options; copy the value of the field Field Name Additional. For more information, refer to the model configuration in the AFLS manual [Setting up additional fields in a model](#).

Modelos » Modelo mantenimiento

Flujo de trabajo

SLA

Campos adicionales

Los campos adicionales permitirán a los especialistas recolectar información adicional sobre la orden de trabajo.

Campos adicionales de Órdenes de Trabajo

Establezca los campos adicionales para Órdenes de Trabajo conforme a las necesidades de su negocio.

1

Etiqueta del campo adicional *

ma campo modelo 1

Tipo de campo *

Texto párrafo

Texto de ayuda (Opcional)

Estado

ACTIVO

OPCIONES AVANZADAS

Detalles

Permisos

Agregue información más detallada acerca del campo adicional.

Nombre del campo adicional *

ca-ma campo modelo 1-1

Descripción (Opcional)

Nuevo Campo Adicional

Guardar

Cancelar

Salir

IdModelAFLS

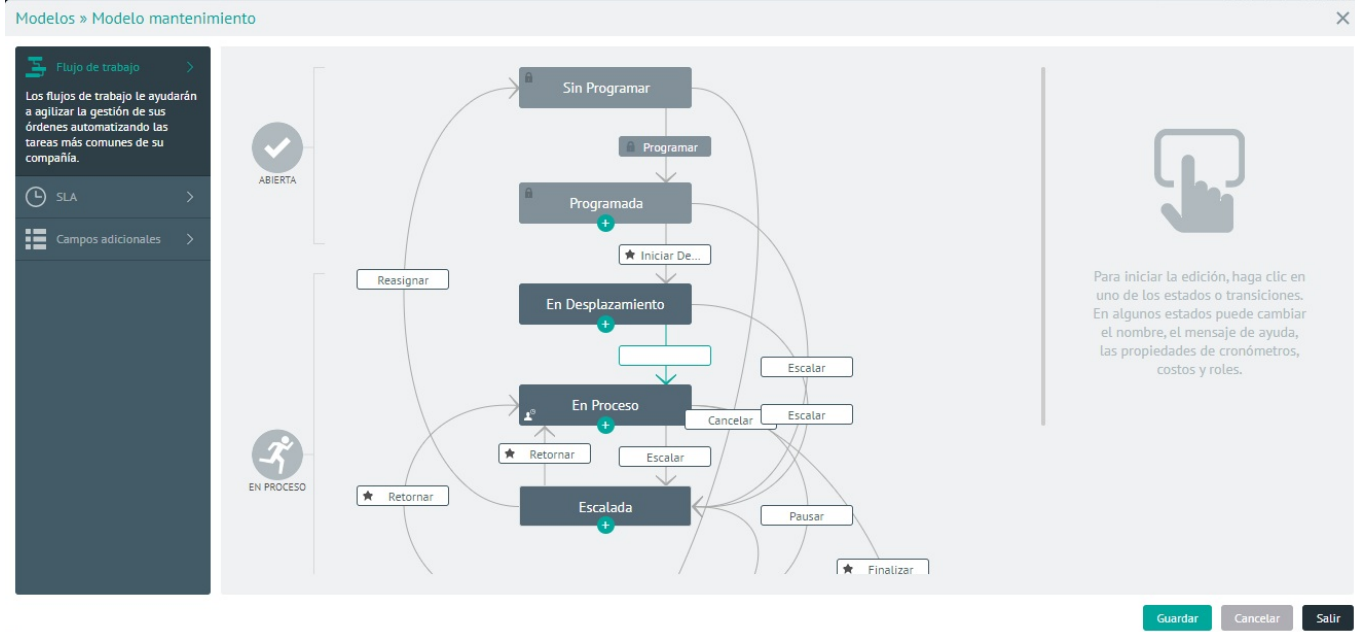
ID of the AFLS model to be used in the integration, the field must be queried in the database wf_id in the table AFLS_WORKFLOWS, taking into account the model name and that the wf_deleted is equal to 0. For example: select wf_id, wfcom_id, wf_deleted, wf_name from AFLS_WORKFLOWS where wf_deleted = 0.

IdModelASMS

ID of the ASMS model to be used in the integration, the field must be queried in the database Id in the table asms_model, taking into account the model name and that the Active is equal to 1. For example: select id, name from asms_model where active = 1 and item_type_id = 6.

IdAFLSState

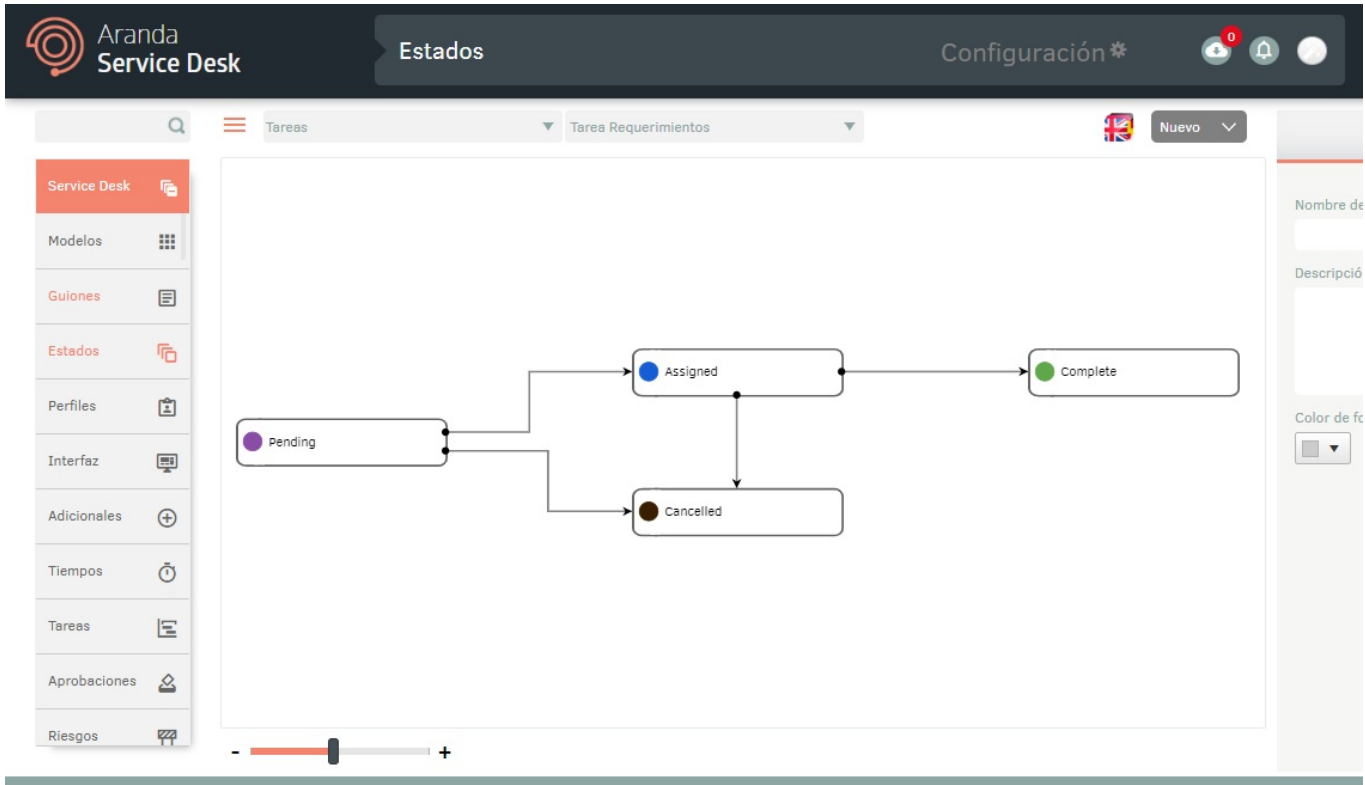
ID of the AFLS states of the model to be used in the integration, as a first step, in the AFLS console you must select the model and observe the states you want to map taking into account the existing flow:



To query the ID of the states you want to map, you must query the database field `st_id` in the table `AFW_STATEMACHINE_STATES`, taking into account the model ID (`wfcom_id`) in the field `de_definition_id`. For example: `select st_id, de_definition_id, st_display_name from AFW_STATEMACHINE_STATES where de_definition_id = 1.`

IdASMSState

ID of the ASMS states of the model to be used in the integration; as a first step, enter the ASMS administration console, in the Service Desk from the main menu, select the States. In the information view, define the case type Task and the model chosen for integration; You will be able to visualize the states you want to map taking into account the existing flow:



To query the ID of the states you want to map, you must query the database field `stat_id` in the table `asms_status`, taking into account the model ID (`Id`) in the field `stat_model_id`. For example: `select stat_id, stat_name from asms_status where stat_model_id = 20.`

AflsfieldUniqueName

To create the additional field, go to the AFLS configuration console, in the Configuration from the main menu, select the Additional Fields And the item AFLS Work Orders. To modify the field, click on the Edit of the selected additional field and expand the Advanced Options option, copy the value of the Field Name Additional.

For more information, see creating additional fields in the AFLS manual [Creating Additional Fields](#).

AsmsfieldUniqueName

To create the additional field, log in to the ASMS Admin Console, in the Service Desk from the main menu, select the Additional. Define as Case Type Task and the model.

In the Additional Fields Information view, select a record, and in the Detail view, select the General and the value of the field Identifier.

Buscar adicionales

Tareas

Tarea Requerimientos

🇬🇧

▲

▼

Nuevo

▼

textto

TXT01

textto

Tipo de dato

Texto corto

decimal

DEC01

decimal

Tipo de dato

Decimal

Campo no obligatorio

Campo no obligatorio

Campo no obligatorio

Tipo de dato

Lista

General

Estados

Nombre

Campo de texto

Identificador

TXT01

Tipo de dato

Texto corto

▼

Descripción

Campo de texto

//

For more information, please refer to creating additional fields in the ASMS manual [Additional](#).

📌 Note: For additional list-type fields, the values must be exactly the same in AFLS and ASMS in order to homologate the value correctly.

Below is an example of a JSON configured with 2 different models and each contains their respective states and additional fields mapped:

```
{
  "Models": [
    {
      "AdditionalFieldSolution": "ca-mp campo modelo 1-1",
      "HomologateStates": [
        {
          "IdAFLSState": 1,
          "IdASMSState": 168
        },
        {
          "IdAFLSState": 2,
          "IdASMSState": 402
        },
        {
          "IdAFLSState": 7,
          "IdASMSState": 169
        }
      ],
      "IdModelAFLS": 1,
      "IdModelASMS": 22
    },
    {
      "AdditionalFieldSolution": "ca-ma campo modelo 1-1",
      "HomologateStates": [
        {
          "IdAFLSState": 9,
          "IdASMSState": 400
        },
        {
          "IdAFLSState": 12,
          "IdASMSState": 170
        },
        {
          "IdAFLSState": 15,
          "IdASMSState": 172
        },
        {
          "IdAFLSState": 16,
          "IdASMSState": 173
        }
      ],
      "IdModelAFLS": 2,
      "IdModelASMS": 23
    }
  ],
  "Project": "SONDA",
  "ProjectId": 17,
  "Workordersadditionalfields": [
    {
      "AflsfieldUniqueName": "ca-campo orden parrafo-2",
      "AsmsfieldUniqueName": "1"
    }
  ]
}
```

10. Once the JSON file has been parameterized, click on the Validate JSON. This button validates that the models and all parameterized AFLS and ASMS statuses match and exist. If the validation of the configuration file is successful, then the changes are saved and the project parameterization is completed.

Mesa de Servicio

Seleccione la versión de mesa de servicio con la que te vas a integrar: Aranda SERVICE MANAGEMENT

ACTIVO

Validar JSON

1 de 1 proyectos seleccionados

```
46      "IdModelAFLS": 2,
47      "IdModelASMS": 32
48    }
49  ],
50  "Project": "SONDA",
51  "ProjectId": 17,
52  "Workordersadditionalfields": [
53    {
54      "AflsfieldUniqueName": "ca-campo texto-1",
55      "AsmsfieldUniqueName": "TXT01"
56    },
57    {
58      "AflsfieldUniqueName": "ca-campo numero-2",
59      "AsmsfieldUniqueName": "DEC01"
60    }
61  ]
62 }
```

Información Proyectos han sido guardados.

11. In the Service Desk Integration Detail View in the AFLS Configuration Console, select the Schedule Sync to synchronize ASMS users to AFLS of the configured project,

Mesa de Servicio

Seleccione la versión de mesa de servicio con la que te vas a integrar: Aranda SERVICE MANAGEMENT

ACTIVO

Información de conexión

Proyectos

Programar sincronización

Seleccione la fecha y hora en la que quiere hacer la sincronización.

Fecha y hora de inicio

23/09/2022 05:06:17 p. m.

Periodicidad

6 - Horas

Selecione cada cuanto desea repetir la sincronización.

Ultima actualización

23/11/2022 05:07:02

Actualizar ahora

Guardar

Cancelar

12. In the respective fields, select the Start Date and Time and define a periodicity for synchronization to run according to the configured time. 13. To complete the integration setup, click the save or select the Upgrade Now so that the synchronization is scheduled immediately.

Field Work in ASMS and AFLS

Creation, Querying, and Deleting Field Tasks in ASMS Specialist Console

Creating field tasks in the specialist console

1. To create field tasks, log in to the ASMS Specialist Console in the Cases from the main menu, select an option associated with the cases (Open, Closed, My Cases, or My Group Cases) and in the information view select the case to be managed.

Casos

AbiertosCerrados

Mis casos

Casos de mis grupos

Casos de mis proyectos

FSC

Aprobaciones pendientes

Mis aprobaciones pendientes

Tareas

Listado personalizado

Base de Conocimiento

Casos abiertos

SONDA

IM-21166

Aranda Service Management

Crear caso

Buscar por caso y asunto

OPCIONES DE COLUMNA

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto
IM-21166	SONDA	Abierto	Incidentes	2/12/2022, 11:11:38	Caso sin c
IM-21165	SONDA	Abierto	Incidentes	2/12/2022, 11:10:48	Caso sin c
IM-21158	SONDA	Abierto	Incidentes	15/11/2022, 14:22:19	Caso tare
IM-21114	SONDA	Abierto	Incidentes	2/11/2022, 11:51:12	Caso inte
IM-21064	SONDA	Abierto	Incidentes	6/10/2022, 11:10:03	Caso de p
RF-21030	SONDA	Abierto	Requerimiento de ...	20/9/2022, 16:18:34	prueba
RF-21029	SONDA	Abierto	Requerimiento de ...	20/9/2022, 16:17:43	prueba
RF-21012	SONDA	Abierto	Requerimiento de ...	15/9/2022, 14:54:13	prueba
RF-21011	SONDA	Abierto	Requerimiento de ...	15/9/2022, 14:53:48	prueba
RF-21010	SONDA	Abierto	Requerimiento de ...	15/9/2022, 14:53:07	prueba

Tiempo restante para el vencimiento

1

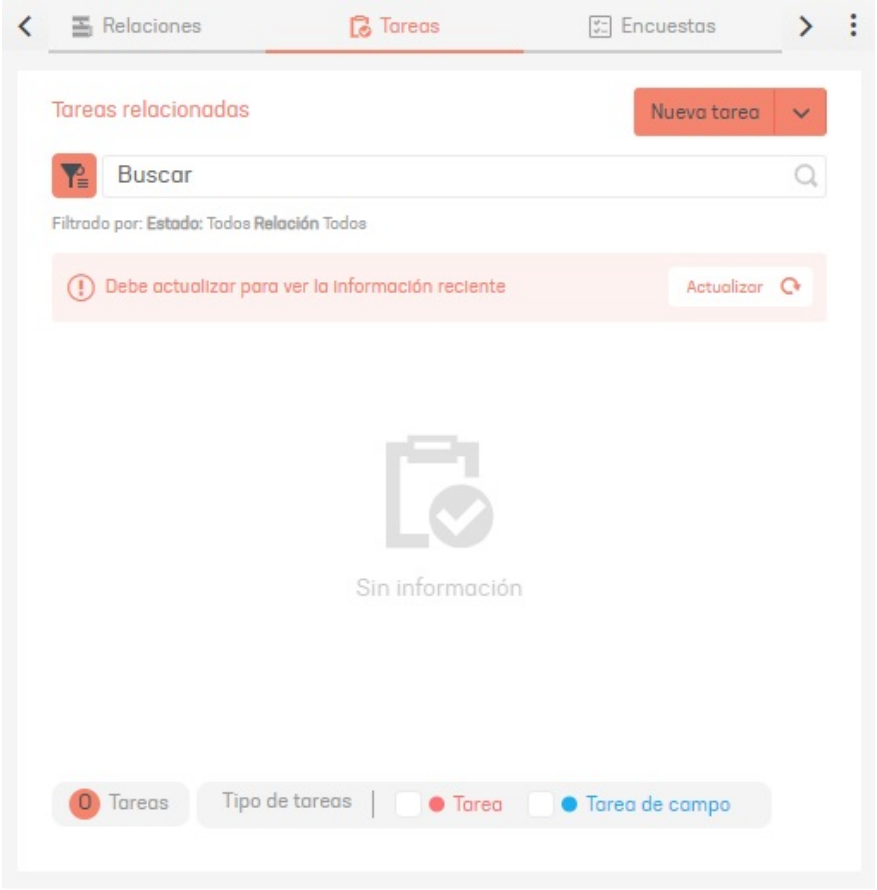
1 - 21 of 21 items

Items por página 50

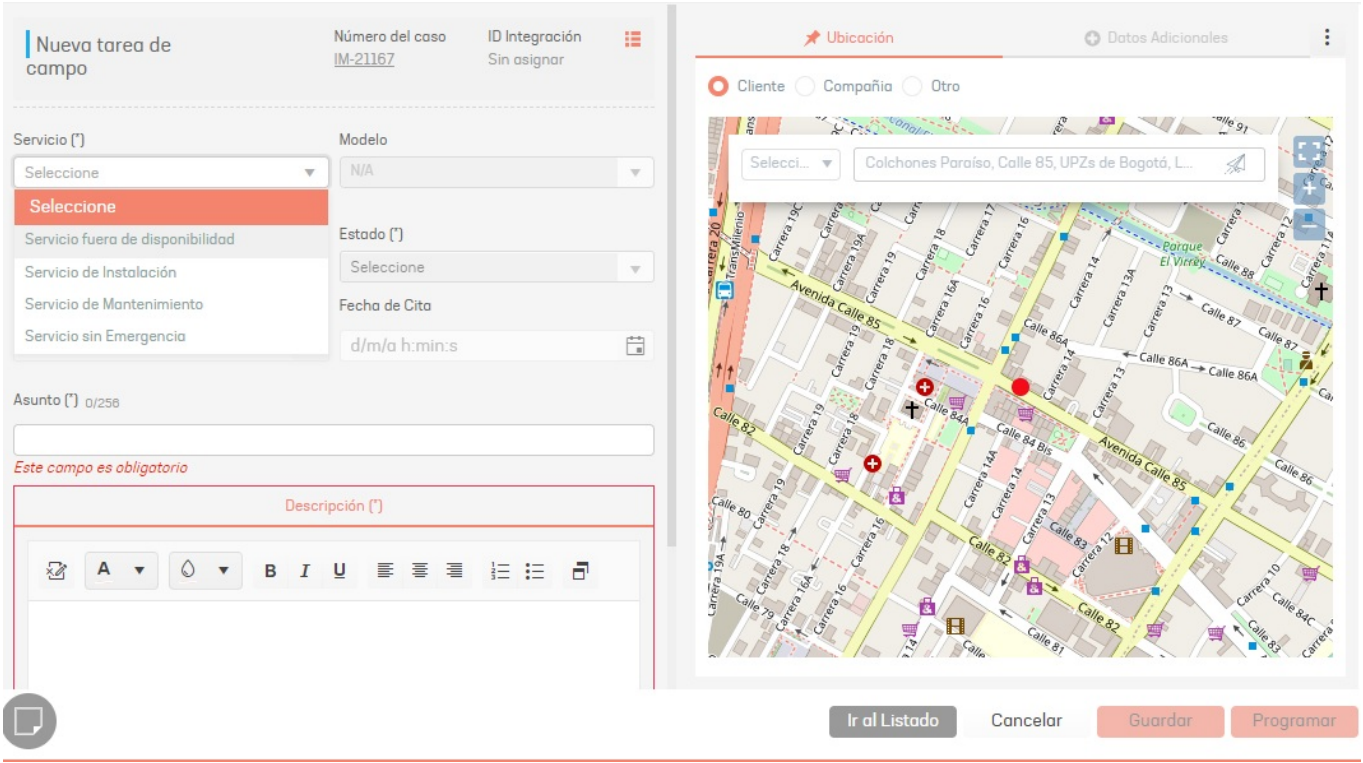
Tiempo de carga...102s

- Nota: Para que se habilite la opción de crear tareas de campo, es necesario que el caso tenga asociado un cliente y que el proyecto del caso tenga configurada y habilitada la integración con AFLS.

2. In the detail view, in the supplementary information of the case, select the Tasks and click the New Task and Field Work. This button redirects the user to the field task creation form.



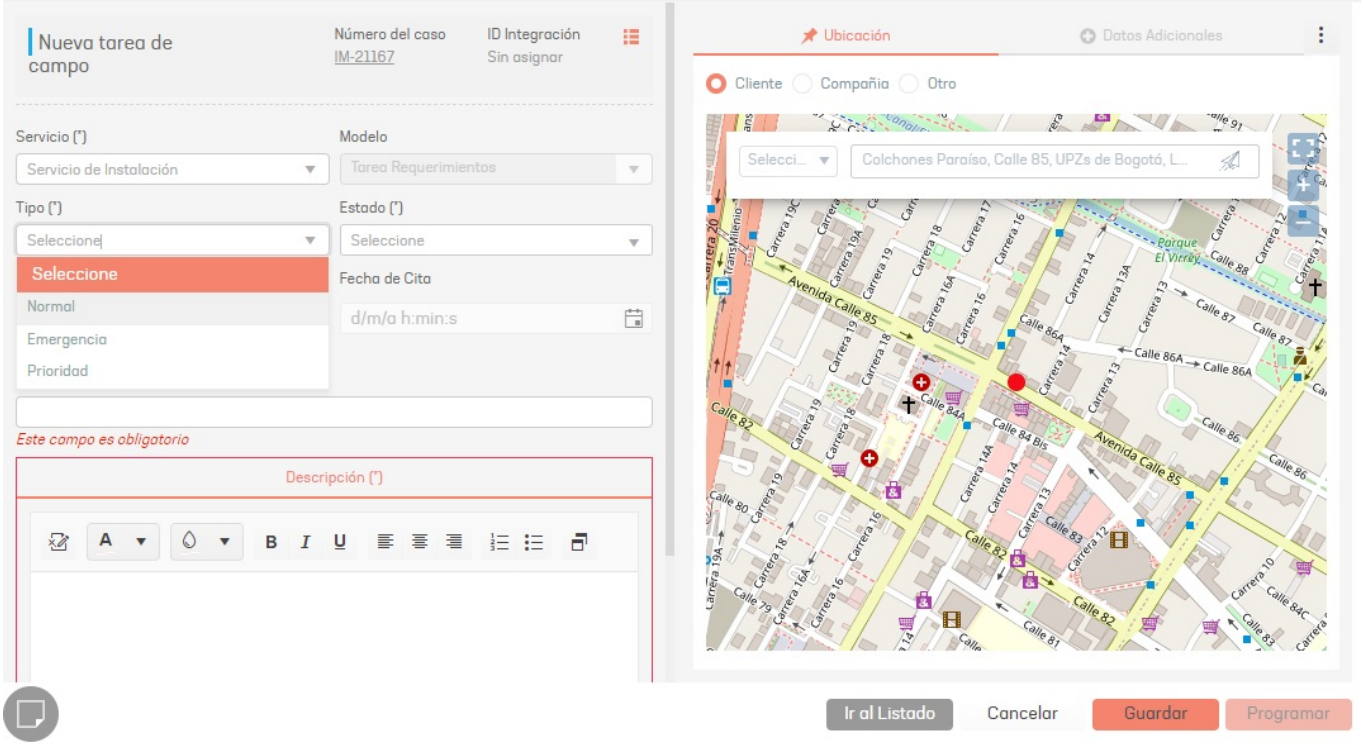
3. Select the Service of the field task, the services that are deployed in the list are loaded directly from AFLS and are the services that the client of the case has associated with. Once the service is selected, the model is automatically enabled in the Model. For more information, please refer to the [Creating a Service](#) or [Services associated with a client](#) in the AFLS manual.



4. Select the Guy (Normal, Emergency, Priority).

Nota: Tener en cuenta que el tipo de tarea depende del servicio seleccionado; si el servicio no tiene habilitado en AFLS la opción de permitir tareas de emergencia, sólo se mostrará el tipo de tarea Normal. Si el servicio en AFLS tiene habilitada la opción, permitir tareas de emergencia, podrá visualizar los tres tipos de emergencia: Normal, Emergencia, Prioridad.

For more information on how to set up a priority or emergency service, please refer to the [Creating a Service](#) .



5. Select the State of the task; The states are loaded according to the model selected for the task.

Nueva tarea de campo

Número del caso
IM-21167

ID Integración
Sin asignar

Servicio (*)

Tipo (*)

Fecha de Creación

Asunto (*) 0/256

Servicio de Instalación

Tarea Requerimientos

Normal

d/m/a h:min:s

Modelo

Estado (*)

Pendiente

Seleccione

Este campo es obligatorio

Descripción (*)

6. Enter the Subject, Description. The Location Type in which three options are enabled to the user:

Field	Description
Customer	The location that has the client that is related to the case parameterized is displayed. If the customer does not have a parameterized location, the location Longitude: 0 Latitude: 0 is displayed on the map.
Company	The location that has the company that is related to the case parameterized is displayed. If the company does not have a parameterized location, the location Longitude: 0 Latitude: 0 is displayed on the map.
Other	The user will be able to select any location point on the map.

7. If the user wants to clean up the information entered in the form fields, click the Cancel.

[Ir al Listado](#)
[Cancelar](#)
[Guardar](#)
[Programar](#)

8. When you finish setting up the tasks, click the Save to confirm the changes made. When performing this action, a task ID is created, in addition to this, at this point, the user can only modify the fields Subject, Description and Location.

Nueva tarea de campo

Número del caso
IM-21167

ID Integración
Sin asignar

Servicio (*)
Servicio de Instalación

Modelo
Tarea Requerimientos

Tipo (*)
Normal

Estado (*)
Pendiente

Fecha de Creación
d/m/a h:min:s

Fecha de Cita
d/m/a h:min:s

Asunto (*) 18/258
Integración AFLS

Descripción (*)

Integración AFLS

Ubicación

Cliente

Compañía

Otro

Selecci...

Colchones Paraíso, Calle 85, UPZs de Bogotá, L...

Ir al Listado

Cancelar

Guardar

Programar

Querying field tasks in the Specialist console

1. To view field tasks, log in to the ASMS Specialist Console in the Cases from the main menu, select an option associated with the cases (Open, Closed, My Cases, or My Group Cases) and in the information view select the case to be managed.

Casos

Abiertos

Cerrados

Mis casos

Casos de mis grupos

Casos de mis proyectos

FSC

Aprobaciones pendientes

Mis aprobaciones pendientes

Tareas

Listado personalizado

Base de Conocimiento

Casos abiertos

SONDA

IM-21166

IM-21167

Aranda Service Management

Crear caso

Buscar por caso y asunto

OPCIONES DE COLUMNA

Caso	Proyecto	Estado	Tipo de caso	Fecha de registro	Asunto
IM-21167	SONDA	Abierto	Incidentes	2/12/2022, 14:15:15	Integración AFLS
IM-21166	SONDA	Abierto	Incidentes	2/12/2022, 11:11:38	Caso sin c...
IM-21165	SONDA	Abierto	Incidentes	2/12/2022, 11:10:48	Caso sin c...
IM-21158	SONDA	Abierto	Incidentes	15/11/2022, 14:22:19	Caso tare...
IM-21114	SONDA	Abierto	Incidentes	2/11/2022, 11:51:12	Caso inte...
IM-21064	SONDA	Abierto	Incidentes	6/10/2022, 11:10:03	Caso de p...
RF-21060	SONDA	Abierto	Requerimiento de ...	4/10/2022, 17:25:49	webservic...
RF-21030	SONDA	Abierto	Requerimiento de ...	20/9/2022, 16:18:34	prueba
RF-21029	SONDA	Abierto	Requerimiento de ...	20/9/2022, 16:17:43	prueba
RF-21012	SONDA	Abierto	Requerimiento de ...	15/9/2022, 14:54:13	prueba

1

2

3

4

5

...

1 - 50 of 6040 items

Items por página 50

Tiempo de carga... 6.37s

2. In the detail view, in the supplementary information of the case, select the Tasks. At the bottom you will be able to see the list of tasks related to the case. Field tasks are marked in blue, while normal tasks in pink. Select a task from the list and view the related information.

IM-21167

Abierto

Progreso 0.38%

Fecha de registro 2/12/2022, 14:15:15

Proyecto Sonda

Incidentes

Autor asms

Modelo Gestión Incidentes...

Información del cliente

Solicitante

Cliente

Xavier Cayancela

Xavier Cayancela

Compañía

Ci

Digite por lo menos una letra o tecla ...

Digite por lo menos una letra o tecla esp...

SLA

Ubicación

SLA - AR TA 20 Min TDS 08 Hr

Digite por lo menos una letra o tecla esp...

Categorización del caso

Servicio (*)

Categoría (*)

Contrato

AR - Software & Apli...

Falla o Error de Office

Argentina Servicio ...

Información básica

0 Adjuntos

ADJUNTAR ARCHIVO

Relaciones

Tareas

Encuestas

Tareas relacionadas

Nueva tarea

Buscar

Filtrado por: Estado; Todos Relación Todos

Debe actualizar para ver la información reciente

Actualizar

TK-21168

Integración AFLS

Integración AFLS

Estado: Pendiente

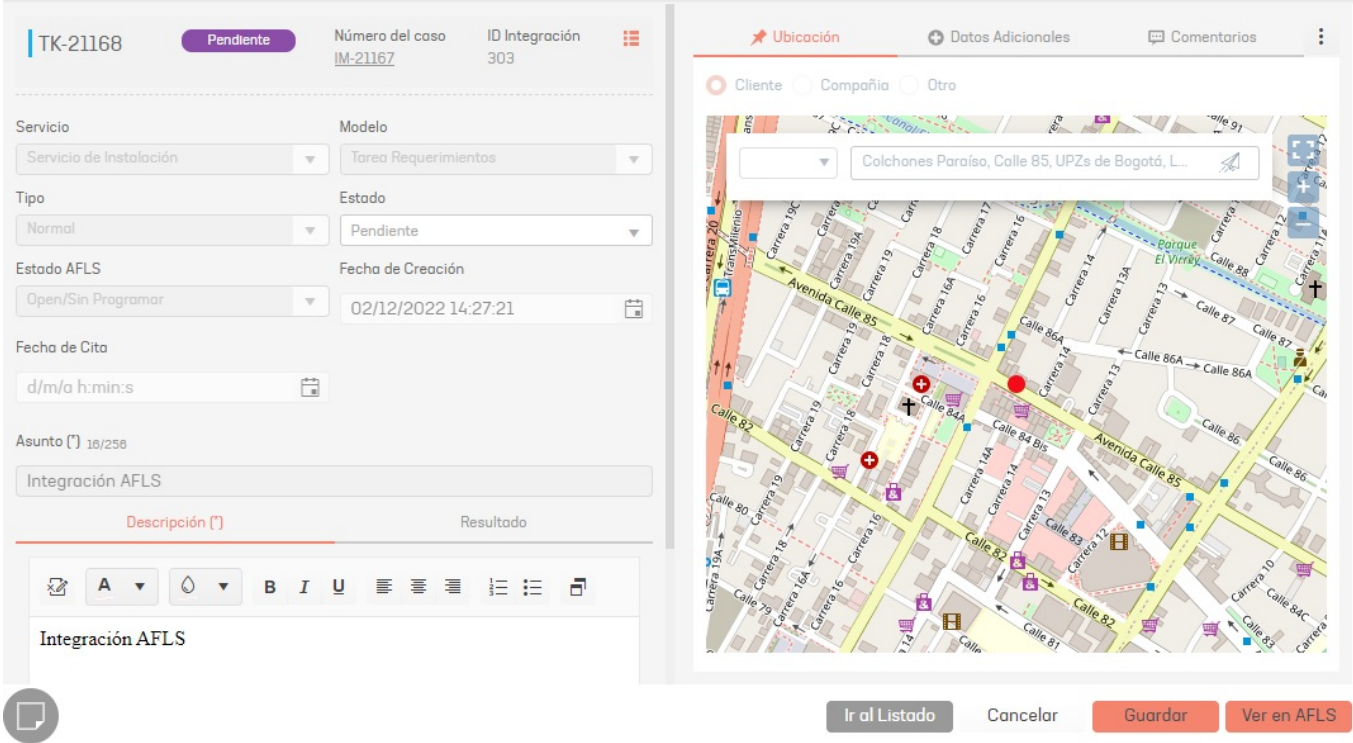
Tareas

Tipo de tareas

Tarea

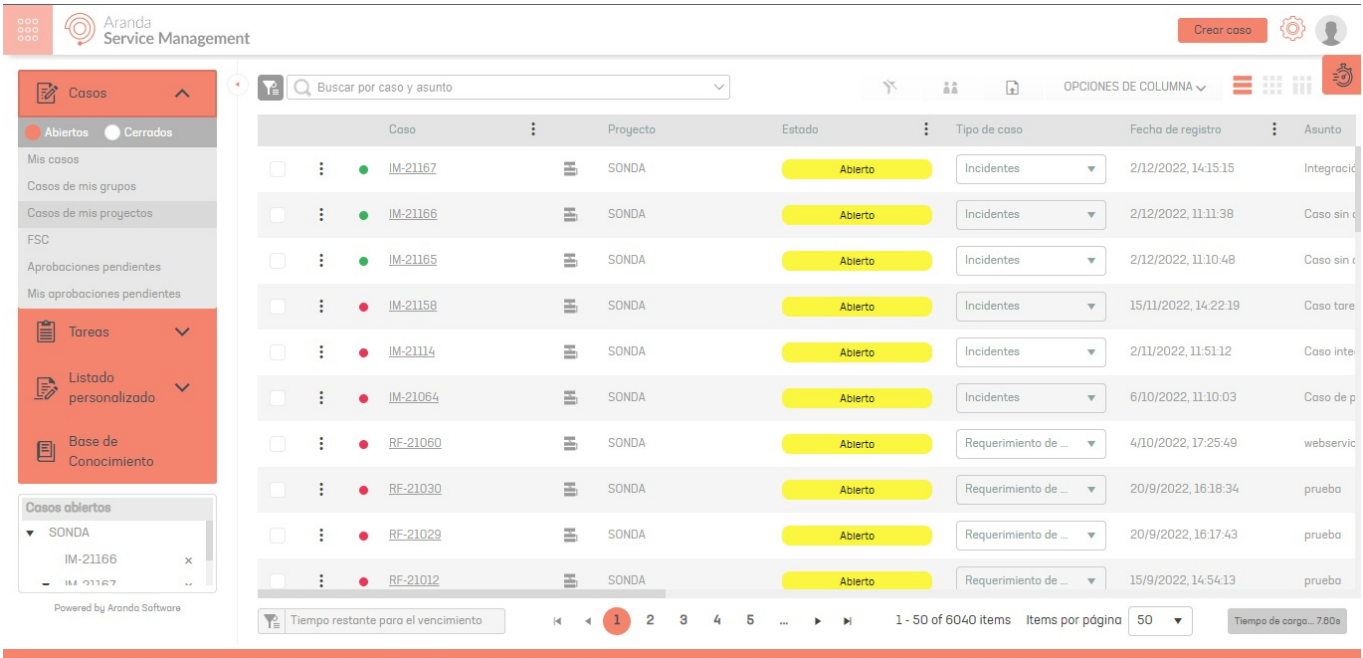
Tarea de campo

3. Selecting the field task enables the window with the related information of the field task. The specialist user will be able to carry out the corresponding management.

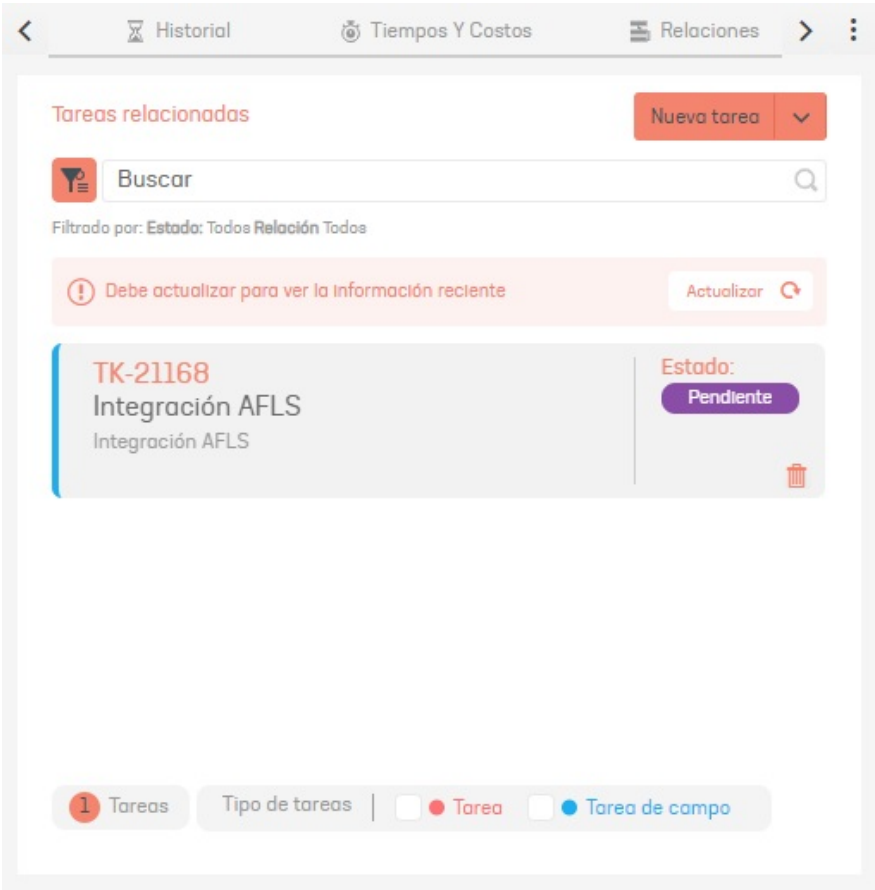


Elimination of field tasks in the specialist console

1. To delete field tasks, log in to the ASMS Specialist Console, in the Cases from the main menu, select an option associated with the cases (Open, Closed, My Cases, or My Group Cases) and in the information view select the case to be managed.



2. In the detail view, in the supplementary information of the case, select the Tasks. At the bottom you will be able to see the list of tasks related to the case. Field tasks are marked in blue, while normal tasks in pink. Select the task and click the Eliminate



Integrating field tasks with AFLS in ASMS

1. Once the field task has been created, to integrate with AFLS, click the Program. Once this action is performed, the field task is added to the ASMS worker which executes a scheduled task that performs the integration of the field task with AFLS. This worker has a parameterized time of 1 minute to carry out the integration of tasks.

TK-21168

Pendiente

Número del casoIM-21167

ID IntegraciónSin asignar

Servicio

Servicio de Instalación

Modelo

Tarea Requerimientos

Tipo

Normal

Estado

Pendiente

Estado AFLS

N/A

Fecha de Creación

d/m/a h:min:s

Fecha de Cita

d/m/a h:min:s

Asunto (*)

18/258

Integración AFLS

Descripción (*)

Resultado

Integración AFLS

Ir al Listado

Cancelar

Guardar

Programar

Ubicación

Datos Adicionales

Comentarios

Cliente

Compañía

Otro

Colchones Paraíso, Calle 85, UPZs de Bogotá, L...

Map

2. Once the task is scheduled for integration, the task information cannot be edited, as all fields will be locked until the task is integrated with AFLS.

TK-21168

Pendiente

Número del casoIM-21167

ID IntegraciónSin asignar

Servicio

Servicio de Instalación

Modelo

Tarea Requerimientos

Tipo

Normal

Estado

Pendiente

Estado AFLS

N/A

Fecha de Creación

d/m/a h:min:s

Fecha de Cita

d/m/a h:min:s

Asunto (*)

18/258

Integración AFLS

Descripción (*)

Resultado

Integración AFLS

La tarea ha sido programada

La tarea está en proceso de integración

Ir al Listado

Cancelar

Guardar

Programar

Ubicación

Datos Adicionales

Comentarios

Cliente

Compañía

Otro

Colchones Paraíso, Calle 85, UPZs de Bogotá, L...

Map

3. After the integration of the field task into AFLS is done, a Integration ID. This ID reports that field work has been successfully integrated with AFLS.

TK-21168

Pendiente

Número del casoIM-21167

ID Integración303

4. To view the field task in Field Service, click the View in AFLS.

Ir al Listado

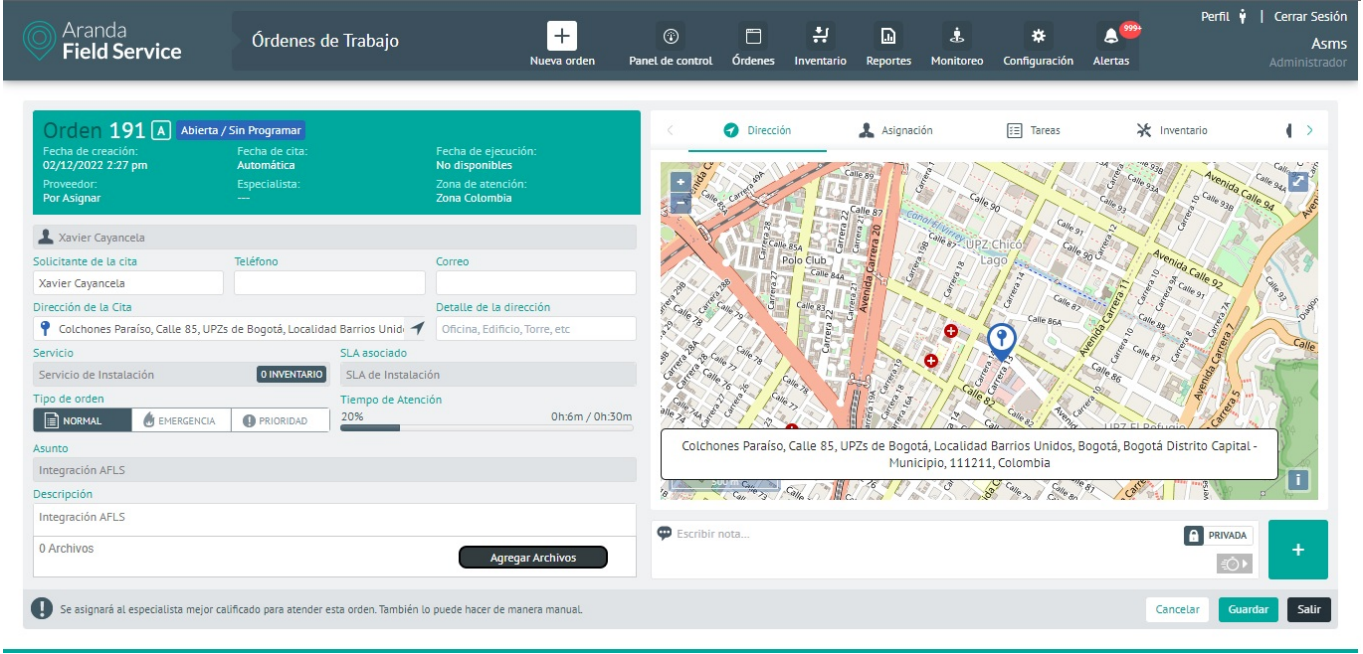
Cancelar

Guardar

Ver en AFLS

Note: To automatically authenticate within the AFLS console, the ASMS Session Specialist user must be created and active in AFLS, and must also have the respective permissions to query Work Orders.

5. The AFLS console is enabled and you will be able to view the corresponding work order. The user will be able to manage the Task, enter additional information, and make status changes.



ASMS and AFLS Field Task Management

Field task management from ASMS specialist console

The specialist user can change the status of the task integrated with AFLS from the console, for this he must enter the field task and make the corresponding status change as follows:

- 1. When the field task is integrated with AFLS, the AFLS Status and the Date of creation of the task in AFLS.

TK-21168

Pendiente

Número del casoIM-21167

ID Integración303

Servicio

Servicio de Instalación

Modelo

Tarea Requerimientos

Tipo

Normal

Estado

Pendiente

Estado AFLS

Open/Sin Programar

Fecha de Creación

02/12/2022 14:27:21

- 2. The specialist user can modify the status of the field task, if the selected status is mapped with the AFLS statuses in the project integration configuration, then this status change will be reflected in the AFLS work order.

TK-21168

Pendiente

Número del casoIM-21167

ID Integración303

Servicio

Servicio de Instalación

Modelo

Tarea Requerimientos

Tipo

Normal

Estado

Pendiente

Estado AFLS

Open/Sin Programar

Fecha de Cita

d/m/a h:min:s

Asunto (*)

18/258

Integración AFLS

Descripción (*)

Resultado

Integración AFLS

- 3. To save the changes click on the Save. This action updates the status of the task in the specialist console and in AFLS, in which the change in status should be reflected.

TK-21168

Pendiente

Número del caso
M-21167

ID Integración
303

Servicio

Servicio de instalación

Modelo

Tarea Requerimientos

Tipo

Normal

Estado

Pendiente

Estado AFLS

Open/Sin Programar

Fecha de Creación

02/12/2022 14:27:21

Fecha de Cita

d/m/a h:min:s

Asunto (*)

18/258

Integración AFLS

Descripción (*)

Resultado

Integración AFLS

Ubicación

Datos Adicionales

Comentarios

Cliente

Compañía

Otro

Colchones Paraíso, Calle 85, UPZs de Bogotá, L...

Ir al Listado

Cancelar

Guardar

Ver en AFLS

Managing field tasks from AFLS

Next, we will show the work order flow integrated with ASMS using a test AFLS model, keep in mind that each model has a different flow of states, the names and number of states can vary using a different model. To know in detail the mapped statuses between ASMS and AFLS, see the AFLS configuration by project.

1. Log in to the AFLS console as an Administrator user. In the header menu select the Orders and Working. 2. In the main menu of the AFLS console, you can search for and select the Work Order. In the Work Order Detail view, select the Open to enter the work order.

Aranda Field Service

Buscador

Nueva orden

Panel de control

Órdenes

Inventario

Reportes

Monitoreo

Configuración

Alertas

Perfil

Cerrar Sesión

Asms

Administrador

Proveedor

Todos los proveedo...

Mis órdenes

Pendientes (0)

Todas

Filtros

Estado

Abierta

En proceso

Ejecutada

Cancelada

Prioridades

Servicios

Fecha

Solo mostrar órdenes:

Citas de hoy

Incumplidas

Aplicar

Orden 3

Servicio de Mantenimiento

Integración AFLS cambio de estado a programada

Especialista: juli

Ciente: Xavier Cayancela

Fecha de cita: 18/11/2022 9:08 am

Abierta / Programada

Orden 5

Servicio de Instalación

Integración AFLS cambios de estados

Especialista: juli

Ciente: Xavier Cayancela

Fecha de cita: 17/11/2022 5:00 pm

Abierta / Programada

Orden 8

Servicio de Instalación

Integración AFLS Normal cancelada desde ASMS

Especialista: juli

Ciente: Xavier Cayancela

Fecha de cita: 18/11/2022 10:08 am

Abierta / Programada

Orden 9

Servicio de Instalación

Integración AFLS 1

Especialista: juli

Ciente: Xavier Cayancela

Fecha de cita: 16/11/2022 2:00 pm

Abierta / Programada

Orden 10

Servicio de Instalación

Integración AFLS 1

Especialista: Asignación automática

Ciente: Xavier Cayancela

Fecha de cita: No disponibles

Abierta / Sin Programar

Orden 3

Abierta / Programada

Fecha de creación: 26/09/2022 11:48 am

Fecha de cita: 18/11/2022 9:08 am a 9:38 am

Fecha de ejecución: No disponibles

Proveedor: Proveedor de instalación

Especialista: juli

Zona de atención: Zona Colombia

Abierto

Servicio

Servicio de Mantenimiento

Tiempo de Atención

100%

Integración AFLS cambio de estado a programada

Integración AFLS cambio de estado a programada

Mapa

Escribir nota...

PRIVADA

+

ⓘ Note: If the work order ID is unknown, the specialist user can open the work order from the ASMS specialist console when viewing the Field Tasks. [View the Field Task from ASMS](#)

Buscar

Ordenar Por:

Número de orden

Nueva

3. In the Work Order detail view, select the Allocation and the Manual Assignment You will be able to relate a specialist to the work order and manually search for the specialist.

Orden 173

Abierta / Programada

Fecha de creación: 15/11/2022 2:56 pm

Fecha de cita: Automática

Fecha de ejecución: No disponibles

Proveedor: Por Asignar

Especialista: ----

Zona de atención: Zona Colombia

Xavier Cayancela

Solicitante de la cita

Teléfono

Correo

Xavier Cayancela

Dirección de la Cita

Colchones Paraíso, Calle 85, UPZs de Bogotá, Localidad Barrios Ur

Detalle de la dirección

Oficina, Edificio, Torre, etc

Servicio

Servicio de Instalación

SLA asociado

SLA de Instalación

Tipo de orden

NORMAL

EMERGENCIA

PRIORIDAD

Tiempo de orden

70%

0h:21m / 0h:30m

Asunto

Integración AFLS

Descripción

Integración AFLS

0 Archivos

Agregar Archivos

Dirección

Asignación

Tareas

Inventario

Asigne la orden a la persona indicada. Por favor seleccione el tipo de asignación de acuerdo a su necesidad.

Asignación Automática

Asignación por Restricción

Asignación Manual

Proveedor

Seleccionar...

Especialista

Fecha

Buscar

Especialista Automática

Teléfono

No Disponible

Correo

No Disponible

Proveedor

No Disponible

Programación de la orden

Automática

Resultados de la búsqueda de Especialistas

Escribir nota...

PRIVADA

+

Inicio Desplaz...

Guardar

Salir

4. Select a provider and click the To find.

Dirección

Asignación

Tareas

Inventario

Asigne la orden a la persona indicada. Por favor seleccione el tipo de asignación de acuerdo a su necesidad.

Asignación Automática

Asignación por Restricción

Asignación Manual

Proveedor

Proveedor de Instalación

Especialista

Fecha

Buscar

Resultados de la búsqueda de Especialistas

Especialista

Automática

Teléfono

No Disponible

Correo

No Disponible

Proveedor

No Disponible

Programación de la orden

Automática

Escribir nota...

PRIVADA

+

Iniciar Desplaz...

Guardar

Salir

5. In the search results you will be able to see the list of available specialists; Select the appropriate specialist and click the Save.

Dirección

Asignación

Tareas

Inventario

Asigne la orden a la persona indicada. Por favor seleccione el tipo de asignación de acuerdo a su necesidad.

Asignación Automática

Asignación por Restricción

Asignación Manual

Proveedor

Proveedor de Instalación

Especialista

Fecha

Buscar

Resultados de la búsqueda

Nombre de Especialista

Juli

Fecha de cita

25/11/2022 10:40 am

Nota

-50.1

Especialista

juli

Teléfono

3212522222

Correo

julieth.mancera@arandasoft.com

Proveedor

Proveedor de Instalación

Programación de la orden

25/11/2022 10:40 am

Escribir nota...

PRIVADA

+

Iniciar Desplaz...

Guardar

Salir

Note: Before managing the work order, it is important to bear in mind that if you have additional fields configured as mandatory in ASMS, you must fill in the additional field approved from AFLS, since when making the change of status, if the mandatory fields are not sent, it will not be possible to notify from AFLS to ASMS.

6. In the Work Order detail view, select the Additional Fields and fill in the respective fields as follows:.

- In the General Work Order Additional Fields: Additional fields created for work orders are displayed.
- In the Additional fields for work order given the service: The additional field created in the model is displayed.

Aranda Field Service

Órdenes de Trabajo

Nueva Orden de control

Órdenes

Inventario

Reportes

Monitoreo

Configuración

Alertas

Perfil | Cerrar Sesión
Julimancera
Administrador

Orden 8

Abierta / Programada

Fecha de creación:

26/09/2022 5:10 pm

Fecha de cita:

25/11/2022 4:00 pm a 4:30 pm

Fecha de ejecución:

No disponibles

Proveedor:

Proveedor de Instalación

Especialista:

juli

Zona de atención:

Zona Colombia

Xavier Cayancela

Solicitante de la cita

Teléfono

Correo

Xavier Cayancela

Dirección de la Cita

Colchones Paraiso, Calle 85, UPZs de Bogotá, Localidad Barrio

Detalle de la dirección

Oficina, Edificio, Torre, etc

Servicio

Servicio de Instalación

SLA asociado

SLA de Instalación

Tipo de orden

NORMAL

EMERGENCIA

PRIORIDAD

Tiempo de Atención

~9999%

332h:49m / 0h:30m

Asunto

Integración AFLS Normal cancelada desde ASMS

Descripción

Integración AFLS Normal cancelada desde ASMS

0 Archivos

Agregar Archivos

Comentarios

Cronómetros

Alertas

Campos Adicionales

Campos adicionales generales de orden de trabajo

A continuación encontrará la información relacionada a órdenes de trabajo:

Campo Texto*

Campo Texto

Campo numero*

Campo numero

Campos adicionales orden de trabajo dado el servicio

A continuación encontrará la información relacionada a órdenes de trabajo:

Campo Modelo

Campo Modelo

Escribir nota...

PRIVADA

+

Iniciar Desplaz...

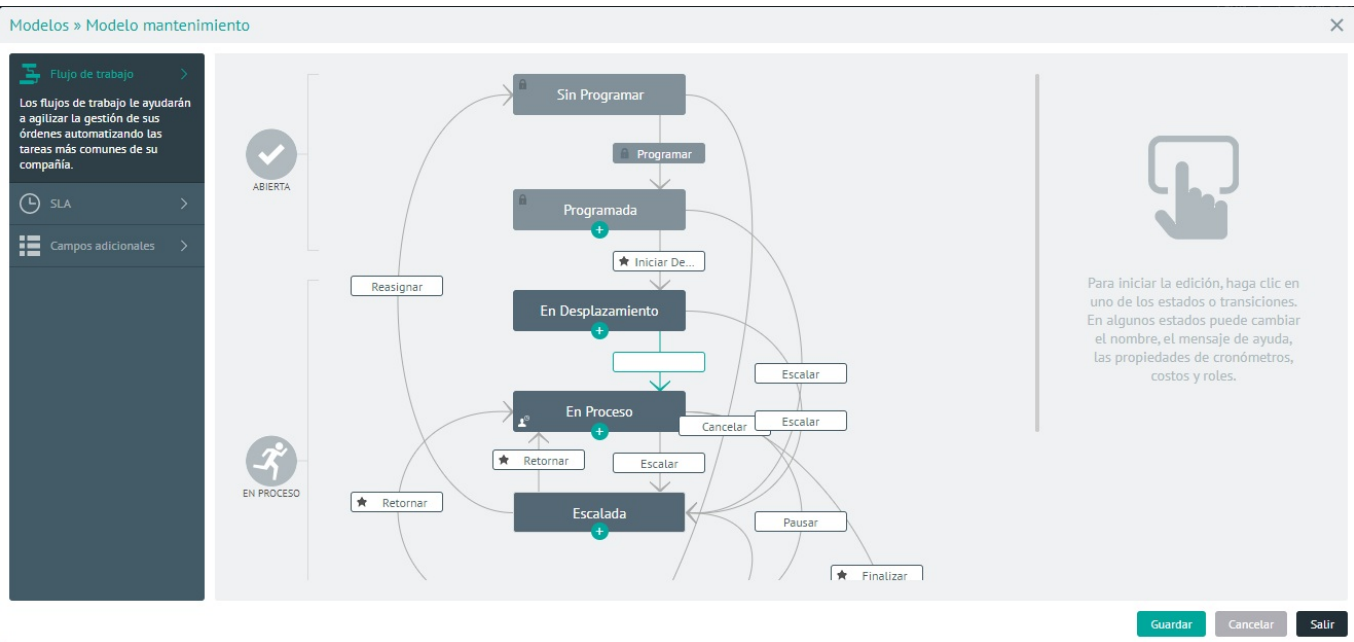
Guardar

Salir

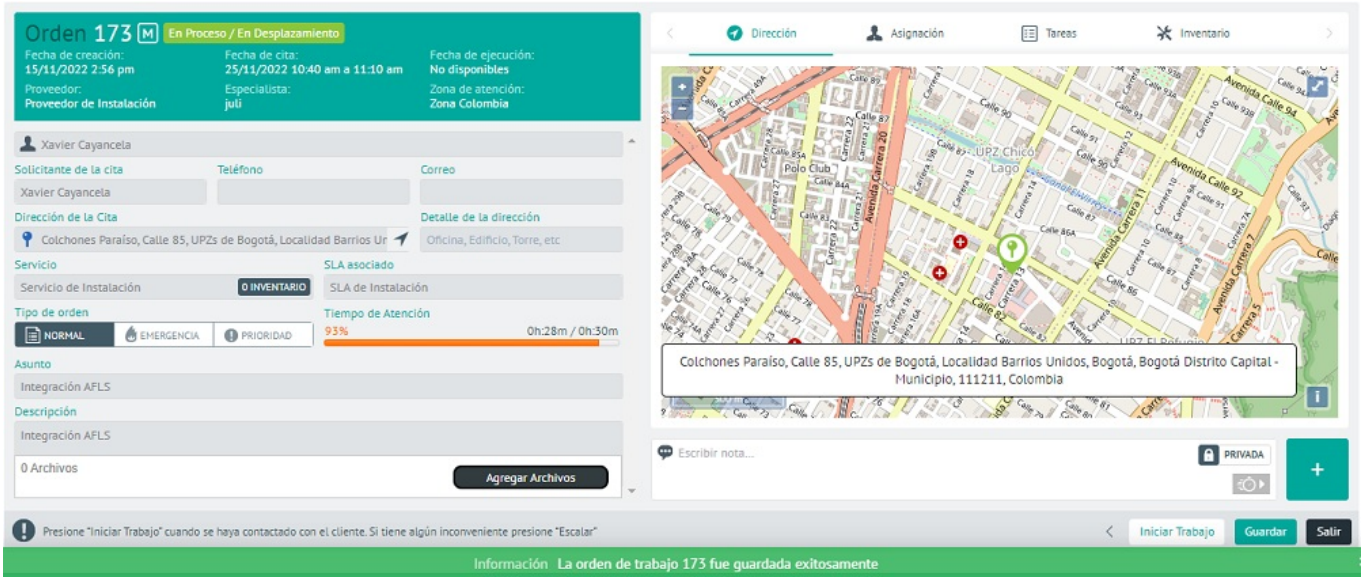
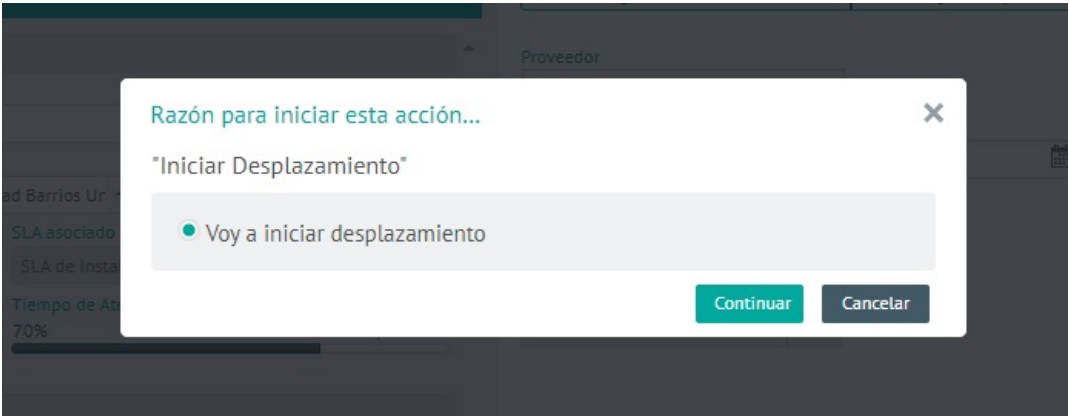
Quando inicie el desplazamiento para cumplir la cita con el cliente, presione el botón "Iniciar Desplazamiento". Si tiene algún inconveniente presione "Escalar".

7. In the Work Order Detail view, click the Start scrolling to perform the work order status change. Next, the user must select the reason to advance the status of the task and click on the Continue.

Note: If the buttons to change states are locked, go to the AFLS Configuration Console in the Service Catalog from the main menu, select the Models and in the Detail view select the Edit Model. In the model editor, select the Workflow Select the status and assign the permission to the required roles so that you can perform order management from the web console.



To configure the statuses of a model allowing work order management, refer to the [Configuring the workflow for your organization](#) in the AFLS manual,

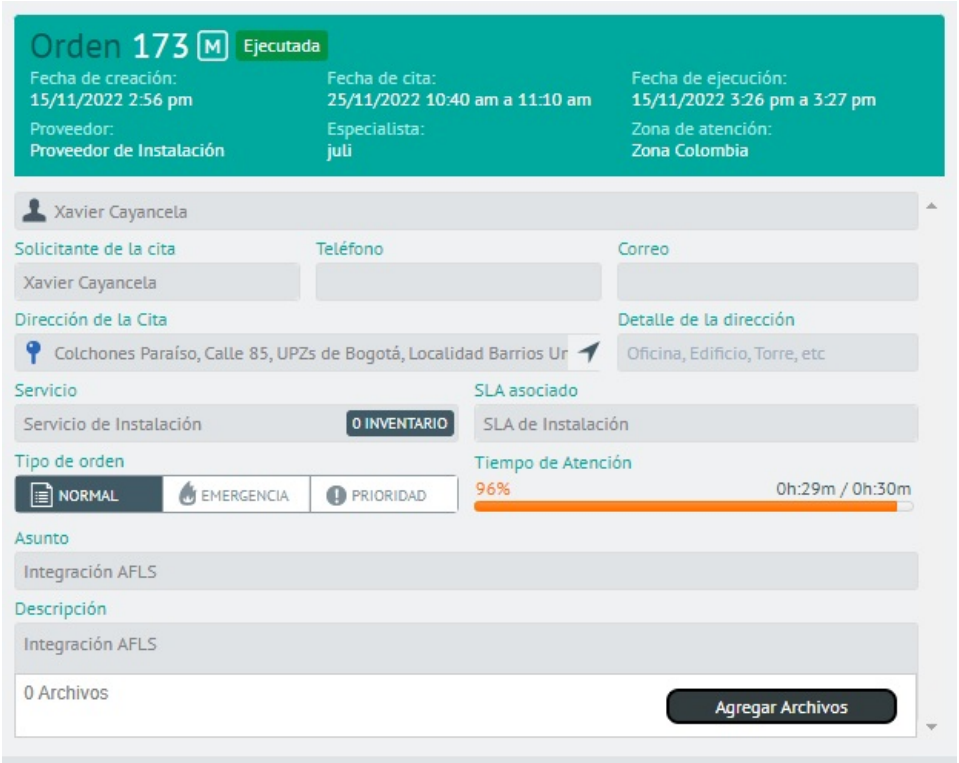
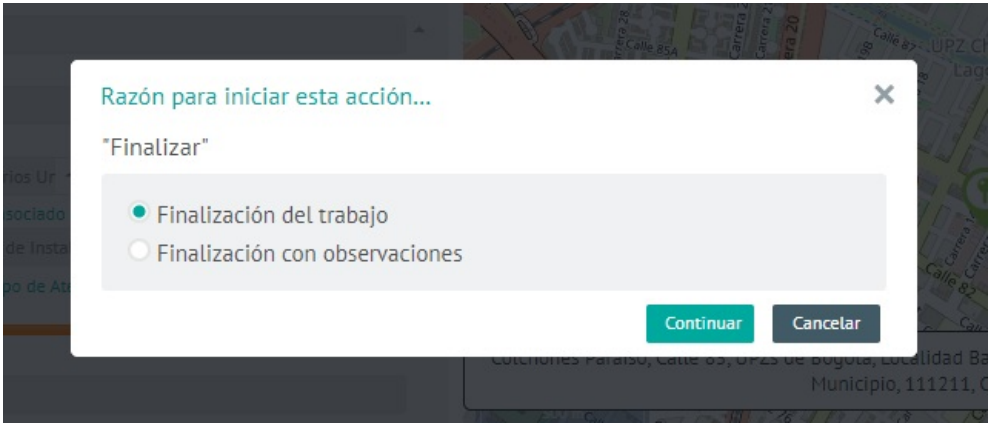
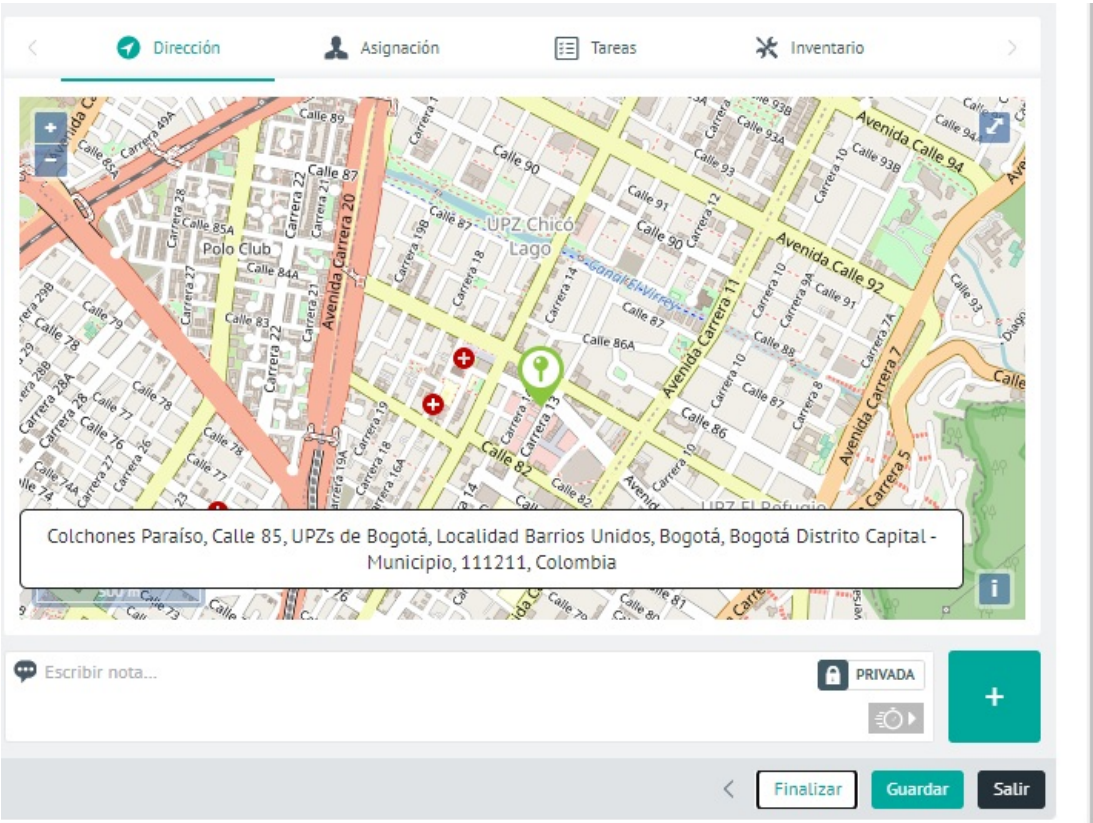


8. Once the status change has been configured, it can be displayed in the ASMS Specialist Console in the field AFLS Status.

TK-21168	Asignado	Número del caso	ID Integración
		IM-21167	303
Servicio		Modelo	
Servicio de Instalación		Tarea Requerimientos	
Tipo		Estado	
Normal		Asignado	
Estado AFLS		Fecha de Creación	
Process/En Desplazamiento		02/12/2022 14:27:21	
Fecha de Cita			
12/12/2022 14:00:00			

9. To finalize the work order in the AFLS console, click the End. Select the reason why the work order is to be terminated, and click the Continue. Finally, the work order will

go to the Executed state.



10. The status change of the Field Task related to the work order must be reflected in the ASMS Specialist Console.

