

ESM Call Centre Breakdown Logging

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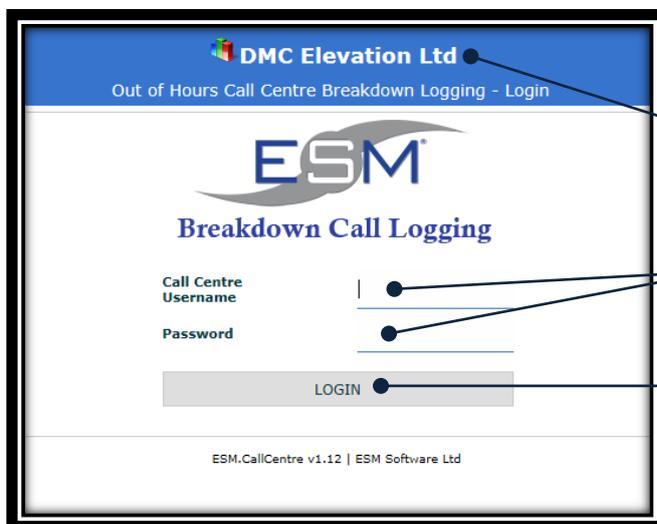
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1. Overview

To further enable ESM's 'real time' capability an updated Out-of Hours call logging webpage has been released. This is designed to provide the capability for your Call Centre to easily identify and log calls directly to ESM, automatically inform the engineers' PDA, send a sms (text) message to the engineer and confirm that that message has been received. Logged calls are automatically added to ESM in real-time.

The basic functionality is similar to the engineer's current capability of logging a breakdown via the ESM Mobile PDA and is easily be accessible via the [http://\[mycompanyurl.com\]/CallCentre](http://[mycompanyurl.com]/CallCentre) (see details on Page 5).

2. Login Page



1. **ESM Call Centre** : The ESM Call Centre application carries the 'Client's' name on the login page.
2. To Login to the ESM Call Centre enter the required Username and password.
3. To login press the 'Login' bar/ button.

3. The Breakdown Summary Page

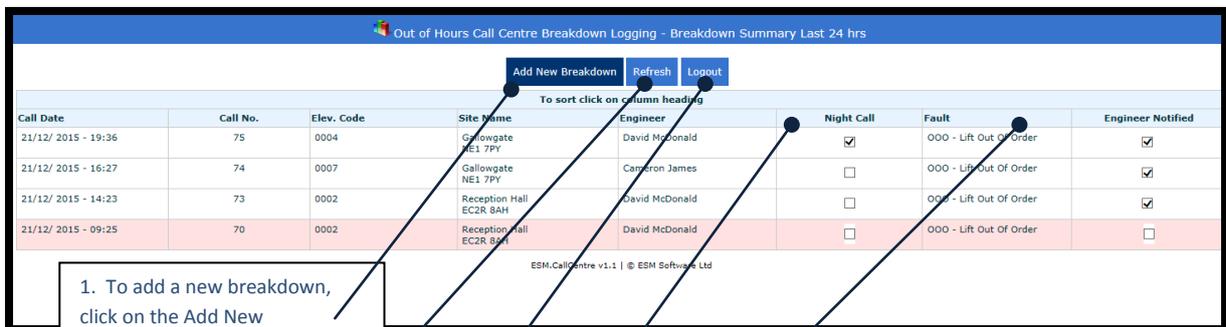
Once the Call Centre user has logged into the system the breakdown summary page below is displayed. All the breakdowns logged in the last 24 hours are listed.

A summary of pertinent information regarding the breakdown is displayed :

1. Date and time the breakdown was logged.
2. Call/breakdown number
3. Elevator code
4. Site name and Postcode
5. The allocated engineer
6. Whether it is a night call
7. The fault.
8. Engineer Notified - current status of sms message

Note: a red (or pink) bar indicates an engineer in attendance

The list can be sorted ascending or descending by each of the columns listed.



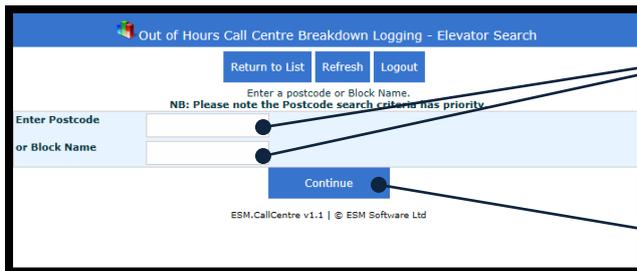
Call Date	Call No.	Elev. Code	Site Name	Engineer	Night Call	Fault	Engineer Notified
21/12/ 2015 - 19:36	75	0004	Gallowgate NE1 7PY	David McDonald	<input checked="" type="checkbox"/>	000 - Lift Out Of Order	<input checked="" type="checkbox"/>
21/12/ 2015 - 16:27	74	0007	Gallowgate NE1 7PY	Cameron James	<input type="checkbox"/>	000 - Lift Out Of Order	<input checked="" type="checkbox"/>
21/12/ 2015 - 14:23	73	0002	Reception Hall EC2R 8AH	David McDonald	<input type="checkbox"/>	000 - Lift Out Of Order	<input checked="" type="checkbox"/>
21/12/ 2015 - 09:25	70	0002	Reception Hall EC2R 8AH	David McDonald	<input type="checkbox"/>	000 - Lift Out Of Order	<input type="checkbox"/>

1. To add a new breakdown, click on the Add New Breakdown button.
2. The Refresh button will refresh the list of breakdowns displayed on screen.
3. Log out will log the user out of the system and return them to the Login Page.
4. Clicking on the column headings will sort the list displayed according to the column that has been clicked. Clicking the heading again will alternate the sort order between ascending and descending.

4. Adding a New Breakdown.

4.1. Postcode or Block Search

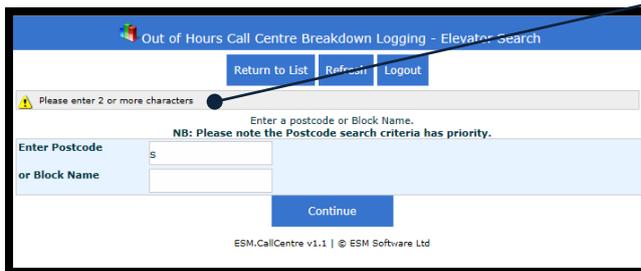
To add a new breakdown, the user is first presented with a postcode or block search to find the lift that has broken down. The search criteria is either entered in the Postcode field or the Block Name (normally the Site Name) field, with the postcode being the priority search criteria.



1. The search criteria is entered either in the Postcode field or the Block Name field. It is an either or search mechanism with the postcode field taking priority over the block name search.

2. Click Continue to search by the specified criteria.

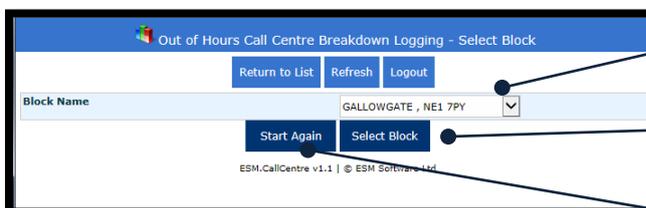
3. You must enter a least 2 characters as the search criteria in order to search.



4.2 Select Block

A list of blocks is displayed for selection from a list box according to the search criteria entered.

The user is given the option to select the block or to search again.



1. A list of blocks are displayed in the list box.

2. Select the required block from the list and click on Select Block.

3. Click on the Start Again to search again.

4.3 Select Lift

The user is now be presented with the lifts for the selected block. These are listed in a list box for selection. The selected block is displayed on screen.

A lift can be selected from the list presented or the user can choose to search again.

1. The Selected block is clearly displayed on screen.
2. Select the required lift from the list and click on Select Lift.
3. Click on the Start Again button to search again.

1. An Error message is displayed on screen if a breakdown has been logged for the selected lift in the last 2 hours.

4.4 Enter breakdown details

The details of the selected lift are displayed on screen.

1. The details of the selected lift are clearly displayed on screen.
2. Click Enter Details to continue to add the breakdown.
3. Or click on the Start Again to search again.

1. Enter Reported by and any Order number if provided.
 2. As the call centres usually operate out of hours the Night Call flag defaults to checked.
 3. The Engineer Allocated shows only those engineers currently designated as Out-of-hours Engineers
 4. Once the form has been completed, click on the Submit button to save the breakdown.
- NB: If ESM has been set up to send SMS messages to notify the engineer, an SMS message will automatically be sent to the allocated engineer's mobile.

Out of Hours Call Centre Breakdown Logging - Breakdown Summary Last 24 hrs

Add New Breakdown Return to List Refresh Logout

New breakdown submitted, engineer has been notified

To sort click on column heading

Call Date	Call No.	Elev. Code	Site Name	Engineer	Night Call	Fault
11/12/2015 - 12:00	720	SC456769	St Johns Hill SW11 1TY	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order
11/12/2015 - 12:28	719	SC457423	Wispinn Estate SW11	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order
11/12/2015 - 12:01	718	SC58757	Victoria Concourse Station SW1 1JU	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order
11/12/2015 - 09:58	717	SC456505	Fleming Hall UB8 3PH	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order
10/12/2015 - 17:14	716	SC58757	Victoria Concourse Station SW1 1JU	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order
10/12/2015 -	715	SC460030	Peabody Cottages	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of

1. Once the breakdown has been submitted The user is returned to the Breakdown summary screen.
2. A message informing that the New breakdown has been submitted. If text messaging is enabled, it will automatically send to the Engineer
3. The new breakdown will now be listed in the breakdown list.

The operator is now ready to add another breakdown.

5. Engineer Notified

When the breakdown is submitted a text message is automatically sent to the selected engineer.

5.1 SMS Delivery Notifications

Delivery (success/failure) notifications are received from the SMS Messaging supplier. Click 'Refresh' to see the current status.

DMC Elevation Ltd

Out of Hours Call Centre Breakdown Logging - Breakdown Summary Last 24 hrs

Add New Breakdown Refresh Logout

To sort click on column heading

Call Date	Call No.	Elev. Code	Site Name	Engineer	Night Call	Fault	Engineer Notified
05/01/2016 - 10:41	76	0004	Gallowgate WE1 7PF	Cameron James	<input type="checkbox"/>	OOO - Lift Out Of Order	Delivered
05/01/2016 - 18:45	77	0001	Reception Hall EC2R 8AH	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order	Delivered
05/01/2016 - 19:53	78	0003	Great Hall EC2R 1AA	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order	Delivered
05/01/2016 - 19:57	79	0002	Reception Hall EC2R 8AH	David McDonald	<input checked="" type="checkbox"/>	OOO - Lift Out Of Order	SMS Sent

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6. Your Web Address & Login Details

Web Address: **http://** _____ **/callcentre**

Call Centre Username: _____

Password: _____

--- End ---