

#### **SOSMobile**

Intelligently Automating Your Mobile Workforce

## **No Central Dispatch?** No Problem.

New SOSMobile features allow field workers to better manage and share their workload.



SOSMobile has long had notification features to help utilities without dedicated dispatchers manage their field work - like the ability to notify key personnel of changes to an order with an email or text.

Now there are even more features to keep your field organization running smoothly. And they're available on both *SOSRemote* for Windows and *SOSRemoteTouch* for iOS/Android devices.

Like so much of SOSMobile's functionality, these features are optional and can be turned on and off in the control file settings.

### Messaging between field workers.

Not only can field techs now reply to messages sent by SOSDispatch, they can also send messages to co-workers in the field within the remote application.

SO-0000002697

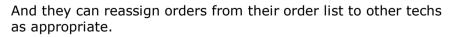
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As always, they can also return orders in their list to Dispatch.



## Requesting additional orders.

Created By : IMPORT Completed By : IMPORT

HANS REINER Phone Number : 448-4333

Nancy Ohringer Phone Number : 448-5053 Territory : GROTON Created By : TIM Completed By : SUSAN

Comments

Phone Number : 978-502-0605

Created By : IMPORT Completed By : IMPORT

Created By : IMPORT Completed By : IMPORT

AL COLLINS

Created By : IMPORT Completed By : IMPORT

Comments
Description : RE-INSTALL adopted light on pole 6 Blossom Ln.

Comments
Description : LARGE OAK TREE-NEEDS TRIMMING

C o m m e n t s Description : CONCERNED HOUSE WIRE IS NOT SECURE - MAY HAVE BE

Completent Hy : SUSAN Comments n : Customer Call - Weak pole - all lines are dippin : \*\*\*\*\*\*\*\*\*\*\* Wednesday, July 06 2016 @ 10:43 A

ISSUE

Closed by: E2

TSSUE

Description : BLINKING LIGHTS - BAD CONNECTOR ISSUE

By : Kong Ngai Chan RECEIVED IN FIELD

80-000000931

SO-000002843 ISSUE

By : HANS REINER

Description Resolution

so-0000000963

SO-000001276

By : AL COLLINS ECEIVED IN FIEL

By : IMPORT RECEIVED IN FIELD

RECEIVED IN FIELD

By : TIM PENDING

Field personnel can easily request an order be added to their work list, or retrieve an order that may have inadvertently been closed, by simply entering the order number.

# Remember. . . we're here to help.

The features described above are available at no additional charge for support paying clients. Just install the latest version of *SOSRemote* or *SOSRemoteTouch* and we'll help with the minor configuration to enable.

Please note that since *SOSMobile* conforms to each utility's unique processes, it can be configured in a myriad of ways. We're happy to share best practices amongst our varied and growing client base to find a solution just right for you!

within a specified date range.

Don't know the number? No problem. An Order List Report

can be run from the mobile device displaying all orders

Previous Issues:

Security - Jan 2017 All About the Maps - Dec 2016 Notifications & Warnings - Nov 2016

**View our Client Testimonials!** 

#### About InsightAtlast

InsightAtlast has helped utilities save money and increase productivity through field force automation since 1999. Our SOSMobile software provides intelligent scheduling, mobile dispatch and real-time updates to and from the field, affordably automating a utility's entire mobile workforce. As integration experts, SOSMobile is designed to capture and update orders and data from multiple sources, including its own database. This gives field personnel access to all needed information, and the office the tools to effectively manage field resources.

(ORIGINALLY SENT AS CONSTANT CONTACT EMAIL IN FEBRUARY 2017.)



