

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

Set to Onsite

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And they can reassign orders from their order list to other techs as appropriate.

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



Requesting additional orders.

Created By : IMPORT Completed By : IMPORT

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.

Don't know the number? No problem. An Order List Report can be run from the mobile device displaying all orders within a specified date range.

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!

Previous Issues:

<u>Security</u> - Jan 2017 <u>All About the Maps</u> - Dec 2016 <u>Notifications & Warnings</u> - 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.)

DPART



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				Comments
	Description	;	RE-INSTALL add	pted light on pole 6 Blossom Ln
	so-000000931		ISSUE	HANS REINER
				Phone Number : 448-4333
Bv	HANS REINER			Created By : IMPORT
RECE	IVED IN FIELD			Completed By : IMPORT
				Comments
	Description	:	LARGE OAK TREE	-NEEDS TRIMMING
	so-000002843		ISSUE	Nancy Ohringer
				Phone Number : 448-5053
				Territory : GROTON
By	7 IM			Created By : TIM
END	ING			Completed By : SUSAN
				Comments
	Description	:	Customer Call	- Weak pole - all lines are dipping
	Resolution	:		Wednesday, July 06 2016 @ 10:43 A
			Closed by: E2	
			SUSAN-Replaced	Pole
	Closing Error	:		Wednesday, July 06 2016 @ 10:43 A
			Order type is	not eligible for auto-close.
	80-000000963		ISSUE	
Ву	IMPORT			Created By : IMPORT
RECE	IVED IN FIELD			Completed By : IMPORT
				Comments
	Description	:	BLINKING LIGHT	'S - BAD CONNECTOR
	so-0000001276		ISSUE	AL COLLINS
				Phone Number : 978-502-
Ву	AL COLLINS			Created By : IMPORT
RECE	IVED IN FIELD			Completed By : IMPORT
				Comments
	Description	:	CONCERNED HOUS	E WIRE IS NOT SECURE - MAY HAVE BE
		_	TOPP _ DIPLOP	1007

By : Kong Ngai Chan RECEIVED IN FIELD

