Scope Plane

What they say they need.

A booking system to store basic customer details for service and emergency calls. The ability to access the information and update both on the road from a tablet and in office.

What they actually need.

A very simple and UX friendly website.

A platform and database that gives instant and easy access to the daily call log and schedule for each service engineer. The database needs to contain basic customer contact details, the address and a brief description of the reported issues or request.

The database needs to be able to be updated from a tablet on the road so the in office administration team can track which callouts have been completed.

As this is a rolling calendar there is no need to store completed call information so completed calls need the function to be marked as complete by the engineer and then deleted off the system by the administrator.

What they don't know they need

The option to link the website to Google Maps through an API and the possible addition of a card payment function to enable the engineers to process payments of customers on site when the job is complete.

Scenario

The receptionist/administrator wants to add a new callout request to the schedule.

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Requirements

The ability to add a new task to the call log with basic information about the callout and customer contact details.

Scenario

An engineer on the road wants to see his call schedule for the day.

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Requirements

A clear and simple call log listing with the basic details required by the engineer as his fingertips.

Scenario

An engineer wants to be able to mark a job as complete.

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Requirements

A simple but effective switch or tick box denoting a callout as having been completed.