

29/07/2019

Boomerang Refresh

Updates

Thank you everybody for the effort, now we just have a few tickets as Solved.
We should keep in this way!

The Approval Board is already in test and it is hard to keep cool to see its working.
It will be good for everyone, giving us more assurance about revenues and expenses and assuring that we are not expend any cent without charge the client.

I hope all QCC Team is so excited as we are!

Training

We are getting the opportunity to show to all you the new procedure for maintenance.
It is important to follow the correct flow, otherwise the payment won't be done.
Follow attached the training!

Next Steps

1. After some requests and complains, we are developing a new filter to the Ticket area.
It will make easier to look for a ticket when it is already closed or when you want to control a ticket already Solved by you.
2. We will change the names in Boomerang of the Service Order and Regular Cleaning to adapt ourselves to the market.
Soon we will have the Work Order and the Rotation Cleaning.
Just the names will change, the procedures will be the same.
We will inform everyone when its happen.
3. Our Task Force still in full blast and because of that I ask to everyone, **DON'T INSERT ANY NEW INFORMATION IN BOOMERANG!!**
Any new information, as a site or a new client, for example, must be insert by Help Desk.
They are able to do the correct procedures, without let any important information without fill.
If someone send to them missing information, they will return till everything will be filled.

Contribution

Help us to introduce in our next meeting the most important and difficult points in Boomerang.
Send to Alcyr or to Luciana the tools or procedures that you think that we should introduce in our next meeting.
We are accepting suggestions!

"Alone we can do so little, together we can do so much."
Helen Keller

If you have any further question, don't hesitate to creating a new ticket in Boomerang for the Financial team.

