EMT
Brand Solutions

EXAMPTO Insight

FULL-SERVICE USER MANUAL

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1. Introduction

EXAMPTO Insight is a simple yet powerful application to make facility management as easy as possible. Before you start using the EXAMPTO Insight application, take a few moments to review information presented here for easier understanding of the proper approach to the EXAMPTO Insight documentation.

This introduction is divided into the following sections:

1.1. What is EXAMPTO Insight

1.2. About this manual

1.1. What is EXAMPTO Insight

General

EXAMPTO Insight is a browser-based application that provides functionalities to manage facilities as service and accommodation processes. Based on SAP functionalities EXAMPTO Insight provides user friendly-interface so that users can easily access required application functions. The software modular approach provides possibility to comprise specific functionalities according to company needs.

Availability of the EXAMPTO Insight modules is defined by user access rights assigned to them by application manager. The users are divided into two major categories of Self-Service and Full-Service authorization level.

EXAMPTO Insight Full-Service access level comprises the following modules available to users:

• **Phone Book** to search for employee contact details;

• **Reservations** to reserve rooms, services and equipment;

• **Visitors** to check-in and logout visitors for room reservations;

• **Incidents** to report incidents into incident database;

• **Work Orders** to manage work orders for reported incidents;

• **Tasks** to manage tasks created basing on work orders;

• **Reporting** to keep track of facility items used while working with each module according to set criteria in reporting manner.

• **Space Management** to manage information and view graphical drawings about the building(s) and space according to specific criteria of occupancy, usage etc. Each module functionality is described in more details further in the document.

Target Audience

The users of EXAMPTO Insight, Full-Service application are company employees with access to their data and data entered by users with less access level. The Self-Service users, on a contrary can manage data entered by them only. Different types of the Full-Service users are determined according to the application modules available.

Full-Service Users

EXAMPTO Insight Full-Service users are subdivided into six types. The table below shows the available EXAMPTO Insight modules according to the Full-Service user type.

Full-Service User Type	Available Modules
General Full-Service employee	Phone Book, Incidents, Reservations, Visitors, Work Orders, Reporting
Full-Service employee (Work Orders) - Handyman	Phone Book, Incidents, Work Orders, Reporting
Full-Service employee (Work Orders) – Technical Services	Phone Book, Incidents, Work Orders, Reporting
Full-Service employee (Catering task list)	Phone Book, Reporting, (reservations)
Full-Service employee	All the modules
Full-Service employee – HR Manager	Phone Book, SSIncident, SSreservations, Workplace management
Full-Service employee – Department Manager	Phone Book, SSIncident, SSreservations, Space management

1.2.   About this manual

General

The purpose of this manual is to provide guidance on the use of EXAMPTO Insight application for the Full-Service users.

Writing Conventions

This manual uses the following writing conventions to make specific type of information stand out.

Convention	Example
Names of function keys are written in triangle brackets.	<F1>, <Enter>, <Alt><F1>
Names of interface elements within application as: pages, tabs, columns, sections, check boxes, round boxes are written in bold.	**Incident** tab
Names of tables, windows, drawings, fields are written in bold, in inverted comas.	**'Employee Criteria'** table
Dropdown menu items. Additional info concerning specific field is written in italics.	Department*, the Full-Service user is assigned to*
Hint messages are written in italics and in inverted commas.	*'This date cannot be in the future'*
Name of the chapters and sections of the documents are written bold in italics.	...see ***Room Selection*** section.
Names of buttons and icons are written in square brackets in bold, inside the brackets.	[**OK**], [**New**]

<Instruction Block>

The instruction block provides step by step description of process that needs to be performed on a specific page. The instruction looks as follows:

Please follow the steps indicated below:

1. Do this ... ..

2. Click the [**Button Name**] button

3. etc.

Notes and comments are thus indicated.

2.   Home Tab

The Home tab of the EXAMPTO Insight application gives a quick access to the application main tabs, as the following shortcuts:

- o **Report an Incident** to go to the **Incident** tab
- o **New Reservation** to go to the **Reservation** tab
- o **Phone Book** to go to the **Phone Book** tab

The **Home** tab also contains the following subtabs, where information can be presented without editing it. The tabs are described in details below:

- **Personal Details** presenting information of the Full-Service user in the following fields:
  - First Name
  - Family Name
  - Department, the Full-Service user is related to
  - Email
  - Cost Centre, the Full-Service user is assigned to
  - Phone
  - Roles, the Full-Service user is given
- **Technical Info** {info for developers}
  - SAP Communication Log
  - Application Trace
  - Network Statistics
  - Test service
- **About**
  - Build number
  - Build date