

Service requests

All

My requests

search

CANCELED

Coffee machine is broken

Due: July 21 2015

low

SUBMITTED

Test facilities are powerless

Due: July 21 2015

high

ASSIGNED

Printer malfunction

Due: July 21 2015

medium

submit request

Home screen

Back

Filter and sort

Clear filter

Status

Submitted

Maintenance type

repair

Sort by

due date

priority

date created

date completed

done

Home screen. Filter service requests.

Home screen

The users can view all the requests and their own request filtered by the tab bar.

The search box filters requests by name.

Submit request button in for the primary action in this application.



Filter service requests screen

It is opened by tapping on the filter button in the top left corner in the navigation bar.

The requests can be filtered from here by status, maintenance type and sorted by due date, priority, date created and completed.

⏪ Back

New request



Title

Maintenance type

repair

Priority

LOW

MEDIUM

HIGH

Due date

21 July 2015

Location



Description

submit

New request

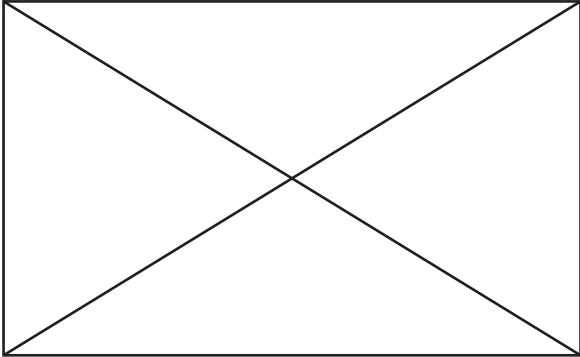
⏪ Back

New request



Location

Description



x Remove

Asset # (barcode information)

x Remove

submit

New request with image and barcode information added

New request

The barcode information and the photo of the asset are added by tapping on the buttons in the top left corner of the nav bar.

Back

ASSIGNED

✕

assigned to username

Printer malfunction

Due: July 21 2015

Type: Repair

Asset# (barcode info)

more info ▼

Description

Printers can present a bewildering range of problems. Fortunately, many of them can be resolved by consumers armed with a bit of knowledge.

Date created: July 20 2015

Date completed: July 21 2015

Submitted by username

Reason for canceling

If canceled the user should submit a valid reason.

submit feedback

low

Request details screen

Back

Feedback

Your comment here

Rating

★ ★ ★ ☆ ☆ 3 of 5

submit feedback

ALL COMMENTS ▼

Username

Printers can present a bewildering range of problems.

July 21 2015

☆5

Username

Fortunately, many of them can be resolved by consumers armed with a bit of knowledge.

July 21 2015

☆5

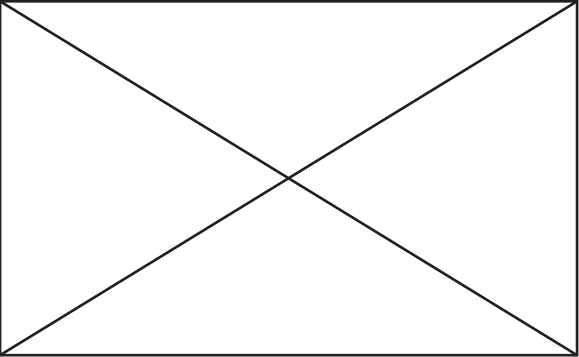
Feedback screen

Request details screen

The requests can be canceled only by the user who has submitted it and if the request is not yet assigned for execution. The reason for canceling should be always provided by the user and it is displayed in “the more information” expander. Submit feedback opens the Feedback screen and it is the primary action here.

Feedback screen

It is separated in two parts - in the top part the users provide feedback for the requests, in the bottom part the previously provided feedback by different users is displayed. When the user hits “submit feedback” button its comment appears in the bottom part. The offline mode should be valid for submitting feedback not only for submitting service requests.

Service requests	X Cancel request	
AllMy requests	<div>assigned to username</div> <div></div> <div>Printer malfunction</div> <div>Due: July 21 2015</div> <div>Type: Repair</div> <div>Asset# (barcode info)</div> <div>more info</div> <div>Description</div> <div>Printers can present a bewildering range of problems. Fortunately, many of them can be resolved by consumers armed with a bit of knowledge.</div> <div>Date created: July 20 2015</div> <div>Date completed: July 21 2015</div> <div>Submitted by username</div> <div>Reason for canceling</div> <div>If canceled the user should submit a valid reason.</div>	<div>YOUR FEEDBACK</div> <div>Your comment here</div> <div>Rating</div> <div>submit feedback</div> <div>ALL COMMENTS</div> <div>Username</div> <div>Printers can present a bewildering range of problems.</div> <div>July 21 2015</div> <div>Username</div> <div>Fortunately, many of them can be resolved by consumers armed with a bit of knowledge.</div> <div>July 21 2015</div>
<div>search</div>		
<div>CANCELED</div> <div>Coffee machine is broken</div> <div>Due: July 21 2015</div> <div>low</div>		
<div>SUBMITTED</div> <div>Test facilities are powerless</div> <div>Due: July 21 2015</div> <div>high</div>		
<div>ASSIGNED</div> <div>Printer malfunction</div> <div>Due: July 21 2015</div> <div>medium</div>		
<div>submit request</div>		

Home screen
This should be the layout for the large and xlarge form factors. Master details scenario: in the left is the service requests list in the right is the detailed view plus the feedback option.

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New request

Title

Maintenance type

repair

Priority

LOW

MEDIUM

HIGH

Due date

21 July 2015

Location

Description

submit

New request
It should be opened in the details view and should have modal popup behavior.