FLEET AND TELEMATICS

SERVICE CALLS

OVERVIEW

ProControl NextGen offers self-service functionality to log service tickets directly via desktop or mobile app. Upload videos or pictures of the damaged/non-working equipment that requires service, even while on a job site.

KEY FEATURES

The **Service Calls** tab allows you to view an incident report about any issue on a piece of equipment from both web and mobile and:

- Easily attach photos and videos to the service request
- Have tickets automatically routed for resolution by the local branch
- View the status of reported incidents in the **Status** column

HOW TO LOG A SERVICE CALL

1. Click the **Log a Service Call** button in the equipment summary or access this feature from the Equipment Summary page (click on the **Ellipsis, three horizontal dots**, to see the dropdown) or the Service Call widget in the ProControl NextGen Dashboard. The **Log a Service Call** screen will auto-populate with the **Reporter Information** and a few other details.

2. Enter the details of the service in the **Description** field.

3. Select the **Is this an urgent service call?** checkbox if the issue needs urgent resolution.

4. Click the **Browse Files (Take a Photo or Video)** button in the **Upload Evidence** field and upload an image, video or audio of the equipment that requires servicing.

5. Click the **Submit** button to generate a service call ticket. After submitting, the ticket will go to the local servicing branch for resolution and can be viewed under **Service Calls** in the Fleet Management section.