Elements - Operate
Field Tech

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Field Tech

Field technicians, sales agents, support reps, and other staff members need to be able to work from the office, their home, or out in the field. The Field Tech mobile app provides tools to get work done anywhere and improve your efficiencies and support.

OVERVIEW

The Field Tech element (mobile app for Android and iOS) provides tools for your employees to manage their work from anywhere. From updating customer premise equipment and assigning available equipment for service orders to working tasks and trouble tickets, Field Tech can help with it all. With mobile access and text messaging support for technicians to communicate with customers or other techs, Field Tech can also help improve your overall customer support and the efficiency of your workforce.

FIELD TECH FEATURES

- Technicians can easily view and manage workflow task and trouble ticket jobs assigned to them or find a nearby job to work.
- Update status, add notes, manage equipment, invoke provisioning, generate e-sign docs.
- Access to customer notes, documents, history, order, and network details.
- En route status can generate a customer "Tech is on the way" text.
- Workflow is easy and intuitive to update.
- Technicians maintain flexibility to deal with the spontaneous nature of life in the field.
- Clear visibility into active equipment on a customer.
- At-a-glance summary of equipment needed for the day.
- Barcode scanner functionality improves user experience.
- Customer search and CRM view empowers technicians to add a charge and provide better service on the go.
- Fleet view provides technicians with access to a support network for when things don't go according to plan.
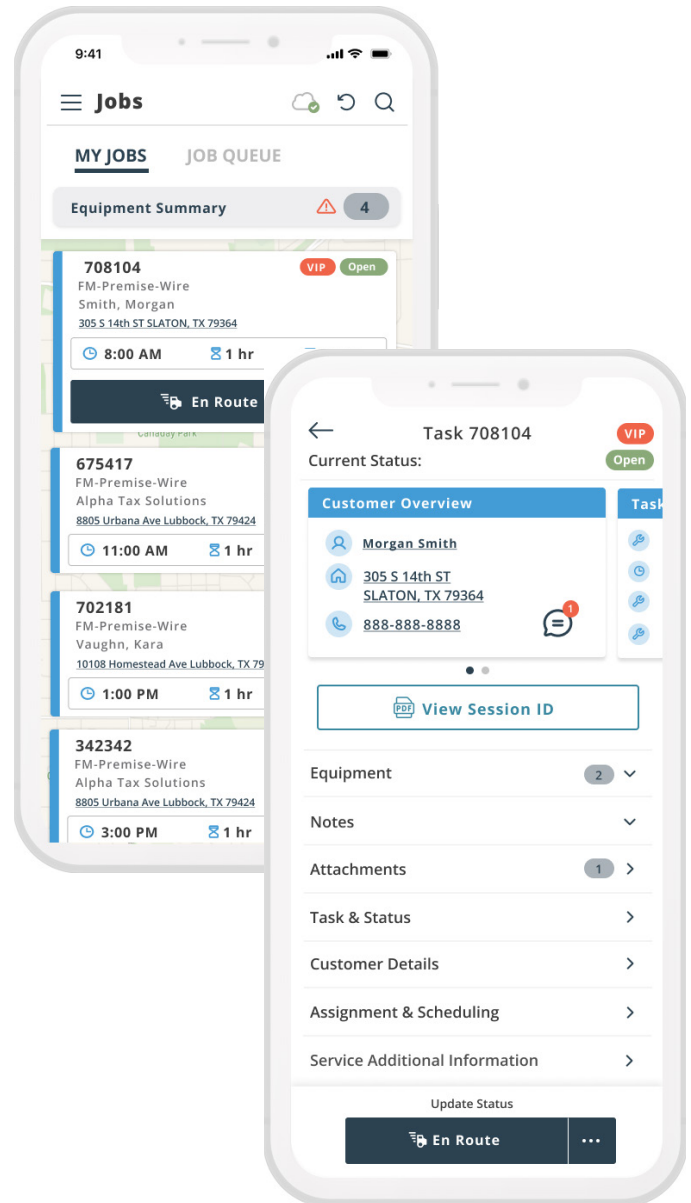- Offline mode for storing information even when there is no cellular service available.

The Elements Field Tech app is supported for iOS version 13+ and Android version 9+

Fig. 1 Field Tech Mobile App

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