Enspekt

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ENSPEKT FIELD SERVICE

The right technician, at the right site.

Plan each day on a board, put every technician’s stops in a sensible order, and let the technician check in and write a signed visit report from a phone.

- Route order and drive-time estimates
- Check-in with the phone’s position
- Visit report signed by the customer

A service day you can plan and prove.

Service work planned on a whiteboard and reported on paper leaves the office guessing where a technician is and what was done. Here each job has a day, a technician and a place in the route, the technician records each step on a phone, and the signed report is frozen and emailed to the customer.

A day that fits

One card per technician, with the stops in visiting order and the estimated drive between them.

Visits on record

On my way, the arrival with the phone's position, and whether the check-in was at the site.

Reports that hold

The visit report is signed on the phone, frozen once saved, and emailed to the customer.

What's included

Field Service: one module, everything below

Service jobs

Installation, repair, inspection, preventive or other, with a priority, a duration and the customer's time window.

Customer sites

Several sites per customer, each with an address, a contact and coordinates copied from a map app.

Day and week

One card per technician, a week view, the day's unassigned jobs, and draft jobs still waiting for a day.

Route order

Stops with a time window first, then the nearest next stop, starting from your depot when one is set.

Draft invoices

Done jobs become one draft invoice per customer: time and parts priced from your price lists.

The technician's day

My jobs today for the lead and the crew, with directions, On my way and I have arrived.

Checked-in position

The phone's position is compared with the site, and the job shows if it was away. A check-in is never refused.

Signed visit report

Work done, parts from your catalogue and the customer's signature, frozen once saved, as a PDF.



HOW IT WORKS / 03

From a request to a signed report.

Create
Job and site

Plan
Day and technician

Order
Route for the day

Travel
On my way

Arrive
Position recorded

Report
Signed, emailed

Route maps
A map of each technician's route on the board, when your organisation's map service is set up.

Estimates, not traffic
Drive times come from distance and an average speed, both set by you, with no live traffic.

Needs a connection
The technician's phone view has no offline mode yet.

Report to the customer
A summary of the visit report is emailed to the site contact, or to the customer's primary contact.

Crews
A job can have a crew besides its lead; each is notified and sees it in My jobs today.

Dispatch rights
Assigning, crews, routes, cancelling and invoicing need manage; technicians work their own jobs.

BUILT FOR Dispatcher · Field technician · Service manager

Enspekt

PART OF ONE PLATFORM

Works with the rest of Enspekt.

Jobs are built on the customer records you already keep.

CUSTOMERS
A job uses the customer, its sites and contacts, and the position saved on the customer record.

MAPS
Directions open in Google Maps; route maps on the board need your organisation's map service.

ACCOUNTING
Create invoice makes a draft in Accounting, checked and posted there like any invoice.

ON EVERY ENSPEKT WORKSPACE

- Offline-first field app
- Reports & analytics
- Complete audit trail
- Role & module permissions
- Multi-factor sign-in
- English & Arabic

See Field Service in your workflow.

Book a demonstration built around your own processes, or create a workspace and switch the Field Service bundle on.

enspekt.com
enspekt.com/register
sales@enspekt.com
support@enspekt.com

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