

# Access customer data on the go with MACC Mobile



Smart phones and tablet computers have revolutionized how the world communicates and accesses the web. MACC Mobile utilizes this technology to give your employees unprecedented access to customer data.

## Customer data at your finger tips

MACC Mobile gives employees the ability to view six key aspects of Customer Master from any location with mobile Internet access using a smart phone or tablet computer.

- Inbox access
- Account inquiry
- Service orders
- Trouble Tickets
- Plant data
- Scheduler functionality

## Inbox access

Employees can view their inbox in Customer Master to see service orders and trouble tickets that have been assigned to them. This mobile access makes employees more efficient as they no longer need to make a phone call, find a wi-fi connection for a laptop or return to the office to see new trouble tickets. Instead, the tickets are viewable directly from a mobile device with all of the critical information needed to resolve the problem.

## Account inquiry

MACC Mobile allows users to pull selected account information directly from Customer Master. This feature empowers employees to access additional information they may need to solve a customer's problem. The information is displayed in a format that's easy to view using mobile devices.

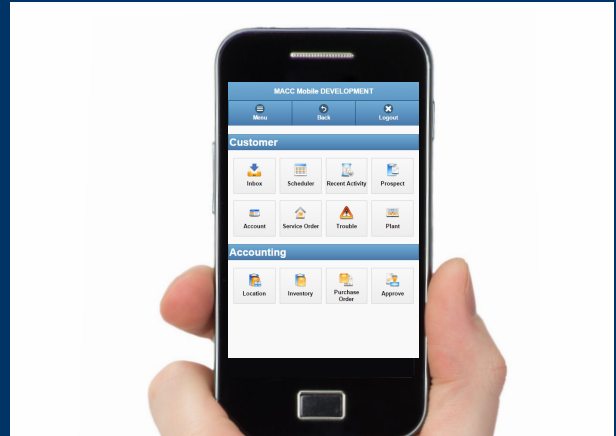
## Trouble tickets

Besides displaying tickets in a user's inbox, MACC Mobile also allows users to search trouble tickets as well as make real-time updates. This feature ensures technicians and customer service representatives always have access to the latest information.

## Service orders

Users have the ability to search for service order information based on the same criteria as Customer Master. A list of service orders is provided and users can select a SO number to receive additional details. Additionally, users can edit stages, comments, equipment and inventory. USP codes and OCCs for the account can also be viewed.

## Key Benefits



- Increases efficiency by placing service order and trouble ticket information at your employees' finger tips
- Reduces dependency on wi-fi access for remote access to customer information
- Ensures technicians in the field always have the latest trouble ticket and service order information.

## Plant data

Important plant detail, such as an item's plant code, status, plant area, and service area is displayed. The results of tests conducted on plant items can also be stored using MACC Mobile.

## Scheduler functionality

MACC Mobile displays a technician's trouble tickets and service orders for the week. This information is updated as more tasks are added to the technician's schedule.

## Works with multiple platforms

MACC Mobile is accessible with the iPhone, iPad, and Android powered devices. It works with all mobile browsers.

## Go mobile today

Contact your MACC Client Relations Manager or National Sales Representative for more information on MACC Mobile.