

## Oncall Service Tracker App

The client is an Hardware Product Seller, who is also providing service onsite to their customers at various locations. To do this, they have Service Engineers who will go on call directly to their customer based on customer service request and complete the job Onsite.



### Business Requirements

The need of the application was to develop a mobile application can be used by the service engineers to update their service status and the completion of the service task.

The list of tasks assigned to the service engineer will be updated from the backend. The service engineer on choosing the task will be provided with the location of the service and all the details with regard to the service request that was raised. The application can be used at any locations and status of the services updated as and when they are completed.



### Our Solutions

The different features of the application that was provided included the following:

- ★ Mobile App made to work on both iOS & Android Version devices (Mobile & Tablets)
- ★ Option to work Online & Offline to maintain the details even when offline
- ★ Dynamic Forms created for each type of Calls
- ★ Signature capturing in the device using their fingers along with the current GPS location to track
- ★ Immediate sync of status to the server and any time the calls can be assigned
- ★ Direction to the location is simplified and enables service engineers to communicate by calling to the customers phone by one touch



### Benefits

The benefits of this system provided

- ★ Quicker services by the service engineers
- ★ Control on the service requests and its completion
- ★ Better performance and improved service generating improved customer satisfaction



### Tools & Technologies

Technologies: iOS Framework, Cocoa Touch Framework, Objective C, Android Framework, SQLite, WCF

Tools: XCode, Android Studio, Visual Studio, MS SQL Server

OS: Macintosh(OS X), Windows



## About Us

CG-VAK Software & Exports Ltd is a Publicly Traded Company [Bombay Stock Exchange (BSE):CGVAK] since 1996 and is headquartered at Coimbatore, India and has 2 other locations in India and a wholly owned subsidiary in CA, and NJ ,USA and employs 220 professional globally. Based on the three tenets 'Ideate. Innovate. Create' we help transform your businesses and organizations delivering Digital Innovation, Product Innovation, and Modernisation at business speed

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