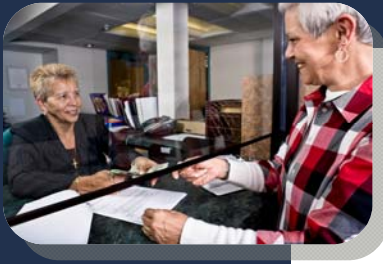


Service Call



The VUEWorks Solution

Strategic Asset Management:

- Track depreciation and value
- Condition rating
- Prioritize consequences of failure
- Forecast capital budget needs
- Create & manage capital projects

Work Management:

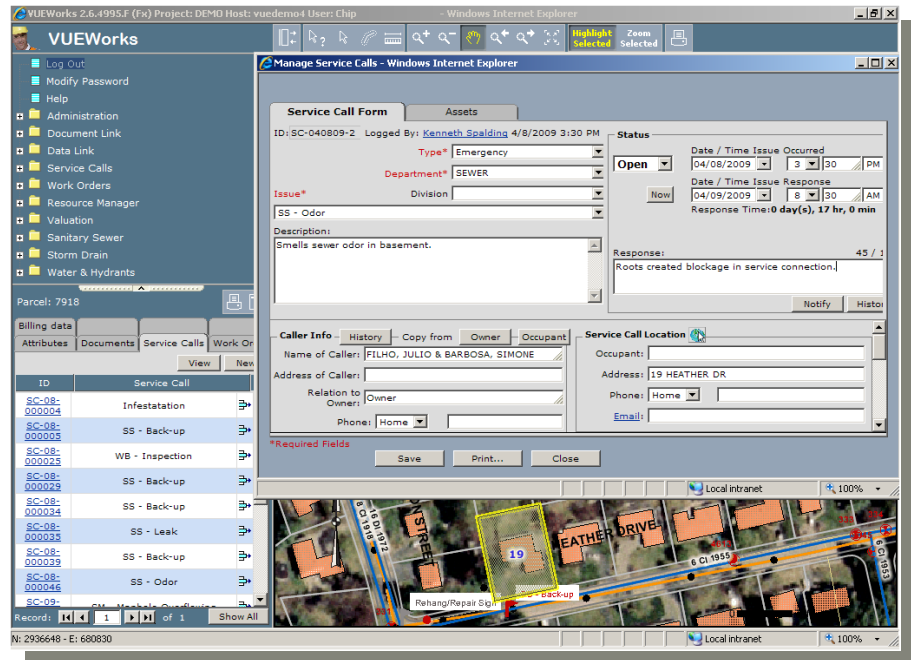
- Document & track citizen issues
- Preventive maintenance scheduling
- Create & track work orders
- Manage time & expenses

Map & Data Sharing:

- Web browser based
- View maps & data
- Manage users
- Search & report
- Display & manage layers
- Link documents & data
- Manage non-GIS facilities

For logging, tracking, displaying, and reporting calls from citizens or internal departments.

The VUEWorks® Service Call module provides a fast, flexible, easy way for staff to manage citizen calls. Simply enter a name or street address and Service Call will quickly center the map over the area of concern so it's ready for the call taker to enter caller contact information or have it pre-populated from the GIS database. Call takers can enter data in either a table or form view. The service calls are completely integrated with the map interface to place flags on the map, or highlight parcels or assets to illustrate where the calls originated.



Operators and call centers can log, track, display, and report calls from citizens or internal customers.

Features and Benefits

- Find residences by name and/or street address quickly and visually
- Link a service call to any asset like a parcel, water line, or road. Quickly retrieve a history of past calls
- Integrated with Work Order module to provide a flow through work process and tracking system
- Filter existing service calls by any field to create and save reports
- Review duplicate service calls by period of time and/or by a specified radius on the map to visually see trends
- Manage paper trails by linking service calls to work orders