



Work Wizard

Streamline work order and help desk processing to improve efficiency and customer satisfaction

The fluctuating nature of on demand work or help desk activity makes it difficult for organizations to predict the volume of work requests or plan in advance of needs. Any tool that can help better manage the process will improve help desk productivity and enhance customer service. The ARCHIBUS Work Wizard can successfully extend responsibility for work request management processing to everyone in the organization. It streamlines the work order process while supporting existing business practices. Compress processing time to increase customer satisfaction and decrease costs, all with minimal training.

Use Cases and Reports include:

Use Cases

- Work Order Management
- Help Desk Operations
- Call Center Functions
- Labor/Material Tracking
- Estimating/Scheduling Activities
- Condition Assessment Reporting

Reports

- Work Requests by Work Order
 - Work Requests Summary
 - Work Requests Summary Statistics
 - Work Requests Craftsperson Assignments
 - Work Requests Parts Assignments
 - All Work Orders Summary
 - Work Requests Survey Statistics
- Plus Many More...**

Benefits

- Streamlines the work order process to reduce administrative costs and improve customer satisfaction
- Reduces processing time by displaying critical information and filtering out irrelevant data
- Updates work orders instantly to provide up-to-the-minute status reports
- Deploys quickly and easily with minimal training while maintaining existing business practices

The Work Wizard makes it easy to check on the status of any work request



Keep Customers Satisfied and Reduce Costs

The Work Wizard helps you complete any type of work request quickly, inexpensively, and accurately the first time, boosting customer satisfaction. The application can be quickly deployed with minimal staff training. You can issue a request directly to the field for fast problem resolution. Control inventory and expenses by recording actual costs, parts, and labor required to resolve a work request. The Work Wizard maintains a running history of building and equipment maintenance, allowing you to better estimate and plan for future jobs. The Work Wizard can also record customer satisfaction levels following the completion of a job, providing useful feedback on the work performed.

- *Immediately issue requests to the field for emergency situations*
- *Log actual costs, parts, and labor associated with a specific job*
- *Measure the effectiveness of the process with customer satisfaction surveys*

Take Control of Operations

Take control of work order management by closely tracking the status of each order. The Work Wizard guides users through the entire process, ensuring that no step is skipped or taken out of sequence. See your workload at a glance and more efficiently assign work, based on priority or available resources. New requests can be flagged as they arrive, helping you better plan for work order volume and stay in control of your process.

- *View workload by location, trade, priority, craftsperson, scheduled date, among other options to quickly assign and dispatch people to the most important tasks first*
- *Identify new work requests with auto-notification and color-coding features*
- *Easily access the details of every work request and work order in the system to avoid scheduling conflicts or unnecessary site visits*
- *Allow craftspeople to update work order statuses from the field using mobile devices*

Maintain Your Own Practices

The Work Wizard adapts to your existing work process, letting you manage each phase of work according to your own business practices, without costly customization fees. You decide which steps to include; it is easy to change these preferences as your process changes. Streamline your workflow process with

features that allow quick access to information and automatic data entry in multiple places.

- *Open architecture of Work Wizard allows for easy personalization “out-of-the-box”*
- *Customize your work order flow to reflect your process and avoid costly re-training*
- *Enforce your work process and standards with process control and validation checks*
- *Reduce manual input and maintain data integrity with auto-add and auto-complete features*

Deploy Quickly to Complete the Picture

The Work Wizard is easy to deploy with minimal training or retraining required, enabling you to generate positive results quickly. Use the Work Wizard in conjunction with other ARCHIBUS applications to further enhance its capabilities. The Work Wizard and the data it generates is 100% compatible with other ARCHIBUS applications. Information entered in one application can be immediately leveraged in another.

For example, the Building Operations Management application extends the capabilities of the Work Wizard, allowing you to track and schedule preventive maintenance, level work loads, and identify scheduling conflicts. In addition, you can also use Work Wizard within the Condition Assessment and Environmental Sustainability applications to generate work requests for deficiencies found during the assessment process.

- *ARCHIBUS Web Central® expands work request capabilities to the rest of the organization*
- *Associates simply submit their requests via the Web and can monitor the request’s ongoing status*
- *Create preventive maintenance requests in ARCHIBUS Building Operations Management that appear directly in the Work Wizard*

For more information, visit archibus.com/ww

