About

Amduus Information Works, Inc. releases Service Express. Amduus is available at http://www.amduus.com.

Service Express is mainly programmed by Scott Auge. (sauge@amduus.com).

Service Express has maintenance available for it. Maintenance are feature enhancements, defect fixes, and email question answering.

Amduus Information Works, Inc. can be hired for development work, or for installation, configuration, and customization of Service Express.

Amduus Information Works, Inc. also has other open source projects. See the web site for additional information.

Brief Summary of Service Express

This document describes the basic workings of Service Express.

> ***These screen layouts and operation of the software will undergo changes. Not all screens are presented in this document. This document is an attempt to describe the intention of the software.***

There are two types of users of Service Express. The Client users are the employees and agents of the company utilizing the application. These users will have nearly full access to the entire application (unless configured not to.) The Customer user is a customer of the client company utilizing Service Express. They have a separate web site they should be directed to.

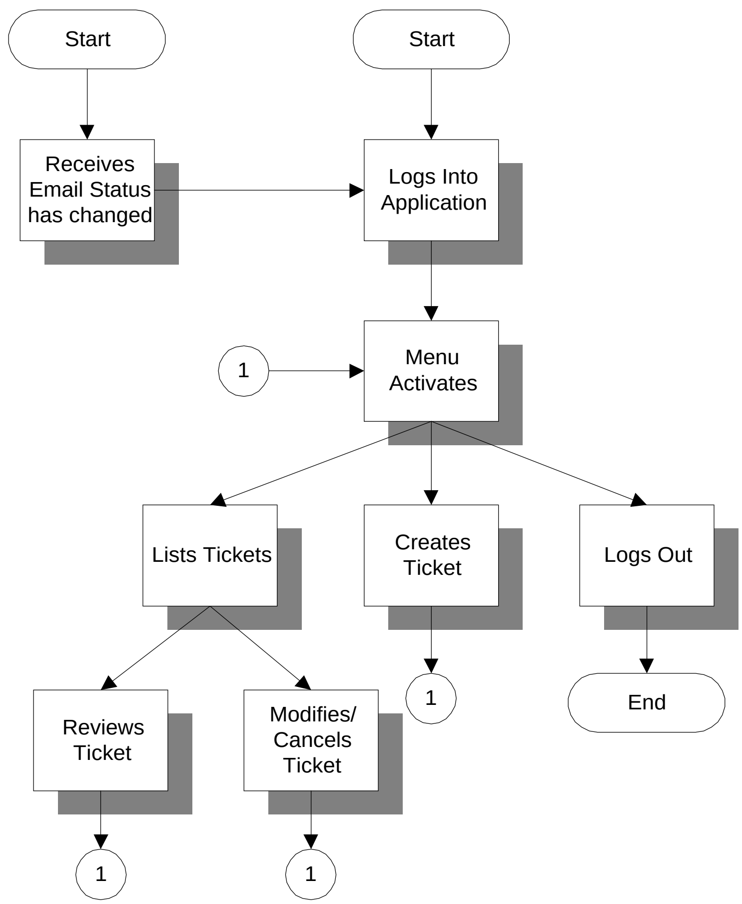
The customer users will use the application to work with the client through some process. The types of ticket the user can inform the company of is definable. Some examples of ticket types may be telephone equipment problems, office equipment problems, invoice and other administration problems.

Of these types of interactions, there are problem types, as it is expected that the customer will be working with the client due to some kind of problem. Some examples of problem types may be Installation, Repair, De-Installation, Upgrade, etc.

Of these problem types, there are definable statuses. This is because statuses for different problem types may be different based on the work flow of the problem type. For example, the work flow of a Repair may go differently than the workflow of an Installation.

How a customer of the client would interact with Service Express is flowcharted below. In addition, screens shots of the web site for the customer user are provided with some details about them.

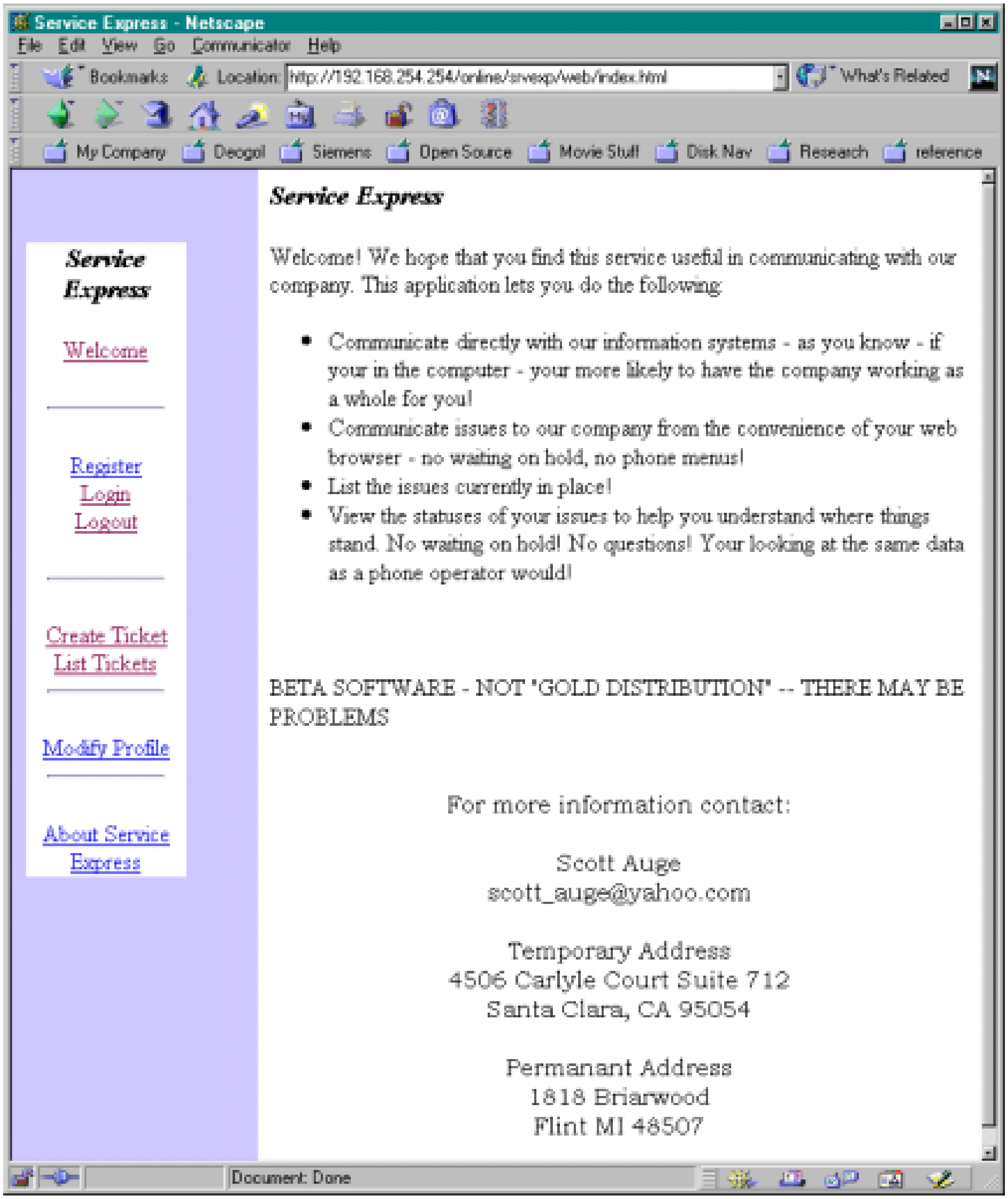
There are two main ways the user initiates contact with the application. The first is to create a ticket. Once a ticket has been created, the user will be made aware of when status changes on the ticket are performed. This is done by an email, and Service Express can be configured not to do this.



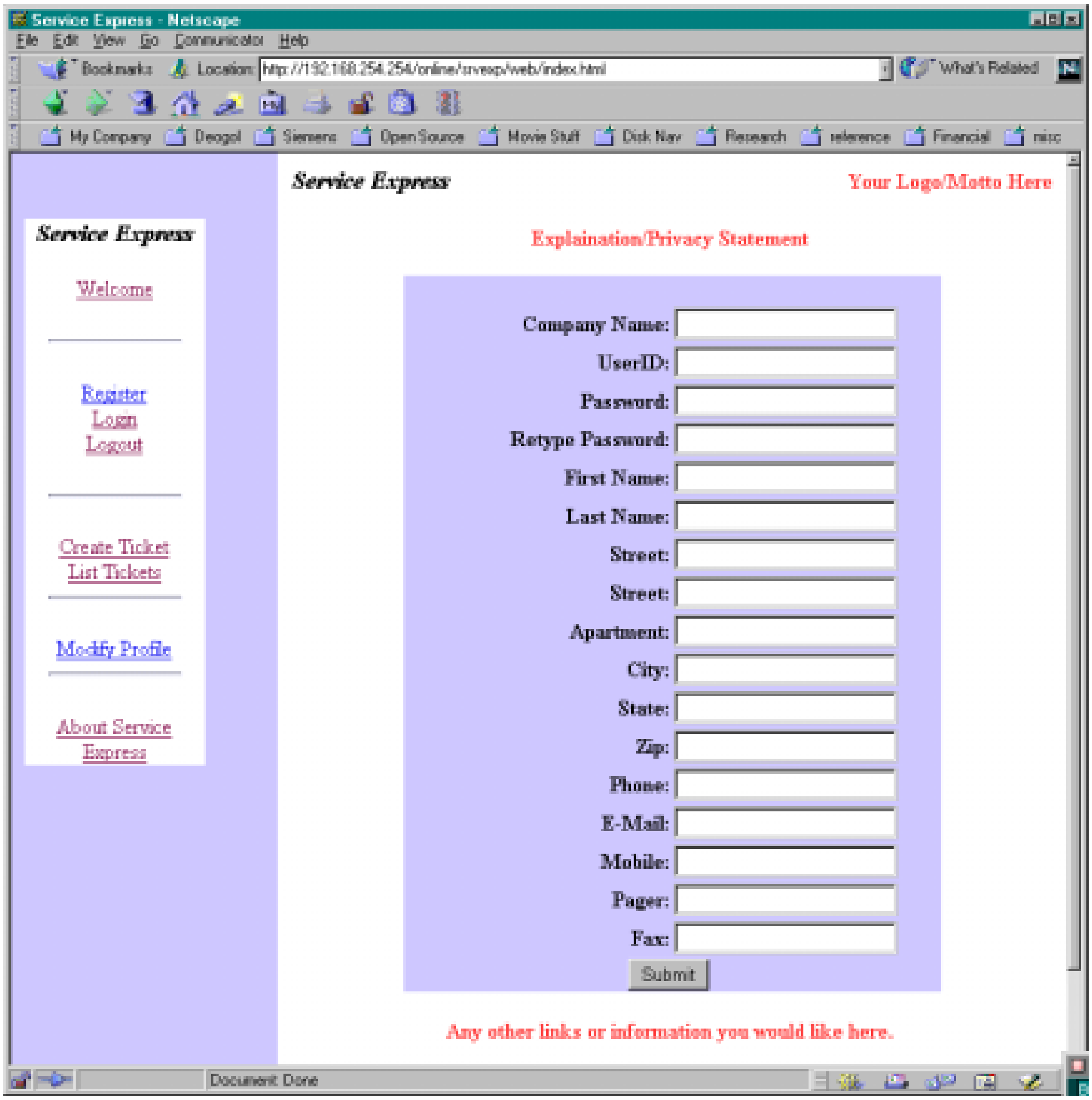
Interaction Client Customer would have with application

Screens available in Service Express

Below are some screens available in Service Express. A brief explanation of the data elements present is made.

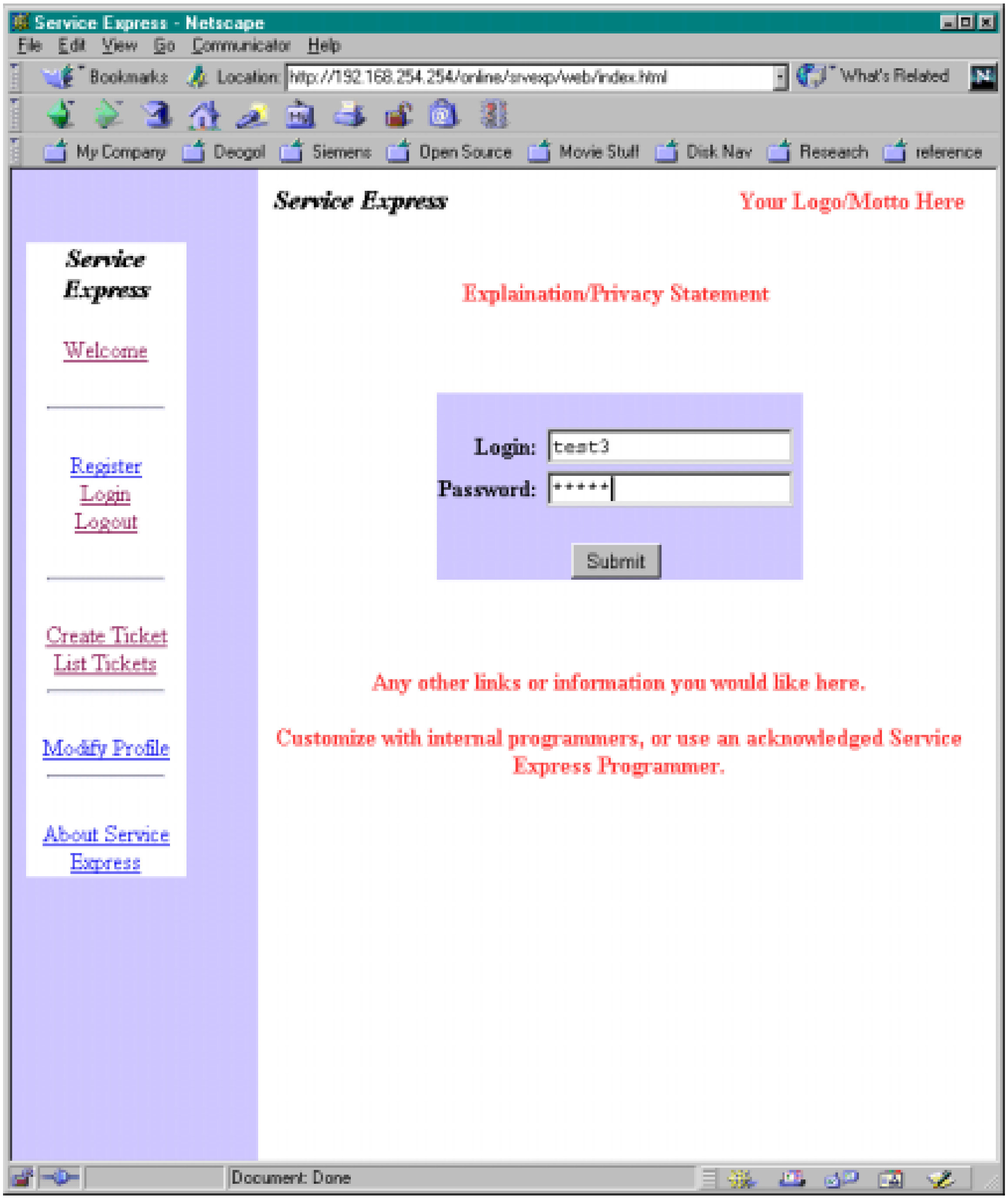


This is the home page of the customer site for Service Express. It has a basic menu to make the web site easy to comprehend and use. A welcome page is presented to the user upon first entering the site. This page can be modified to include new information about the going's on of the business and any other message you might want customer users to know about.



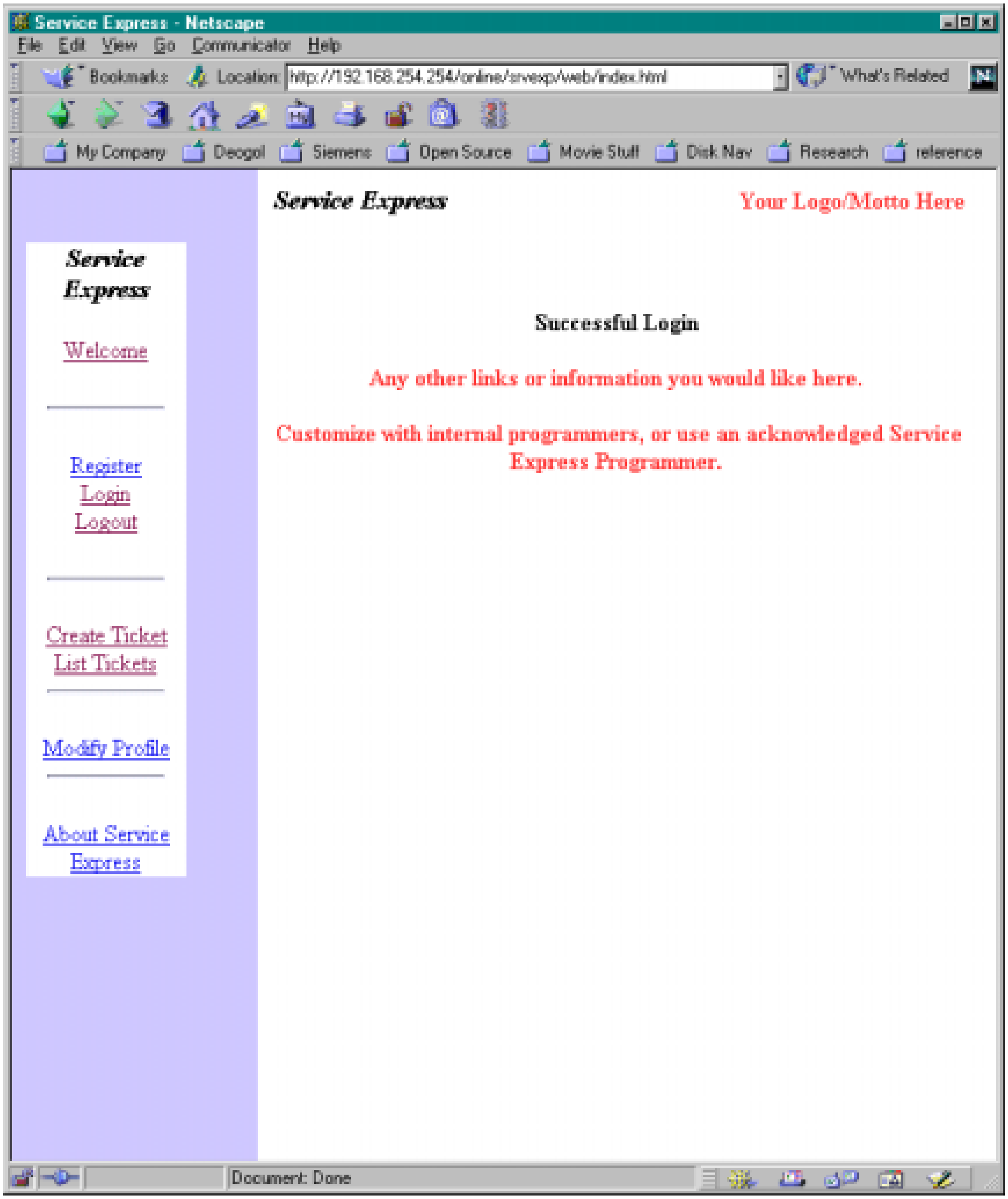
Registration page

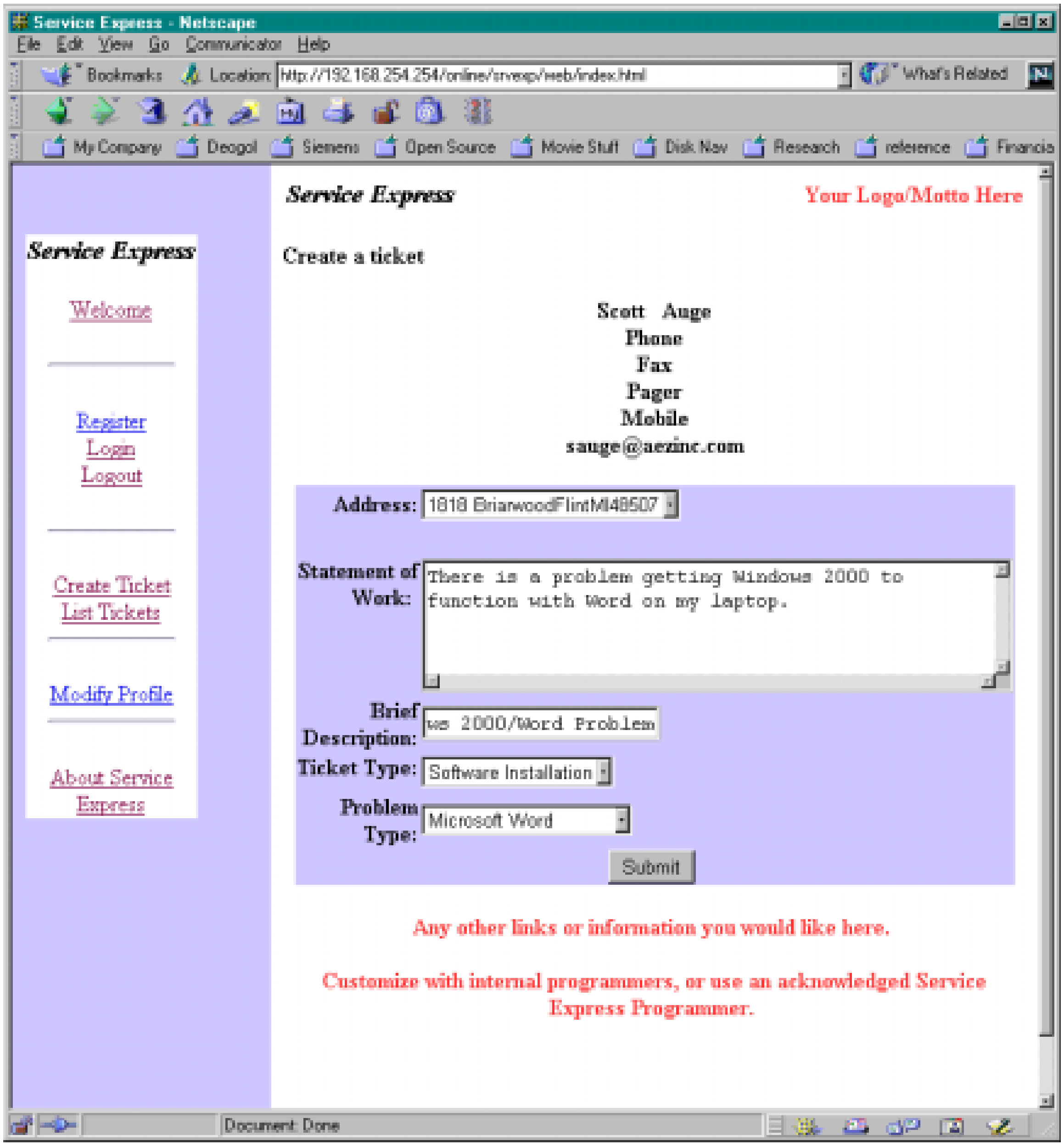
In order for the user to use the site, they must register. The client company must approve the registration because multiple customer users may be accessing a customer company's data.



Logging into the site

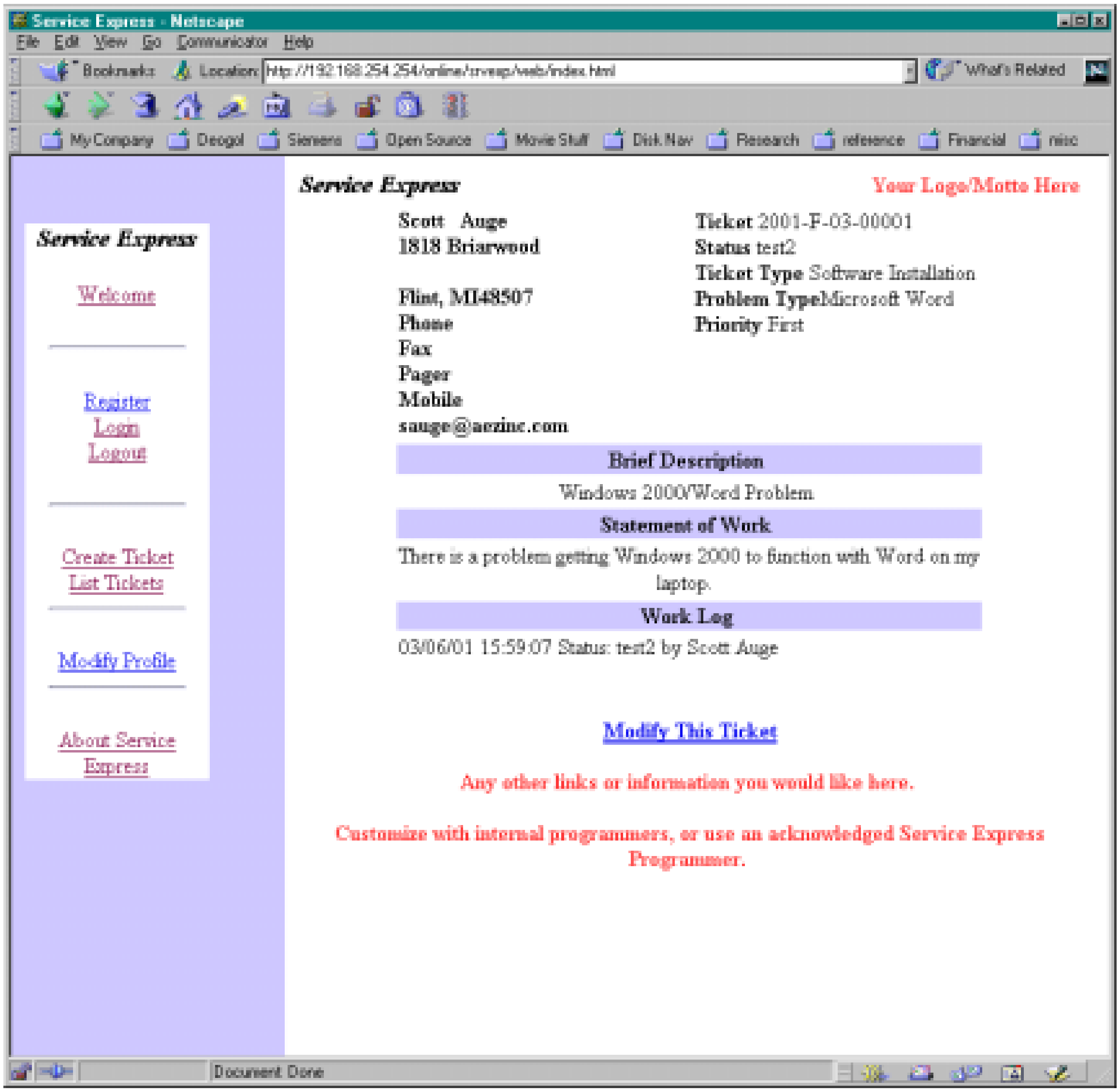
A registered user logs into the site in order to activate the menu to their data.


Service Express - Netscape
File Edit View Go Communicator Help
Bookmarks Location: http://192.168.254.254/online/srvexp/web/index.html
What's Related
My Company Decgol Siemens Open Source Movie Stuff Disk Nav Research reference
Service Express
Your Logo/Motto Here
Service Express
Welcome
Register
Login
Logout
Create Ticket
List Tickets
Modify Profile
About Service Express
Successful Login
Any other links or information you would like here.
Customize with internal programmers, or use an acknowledged Service Express Programmer.
Document: Done



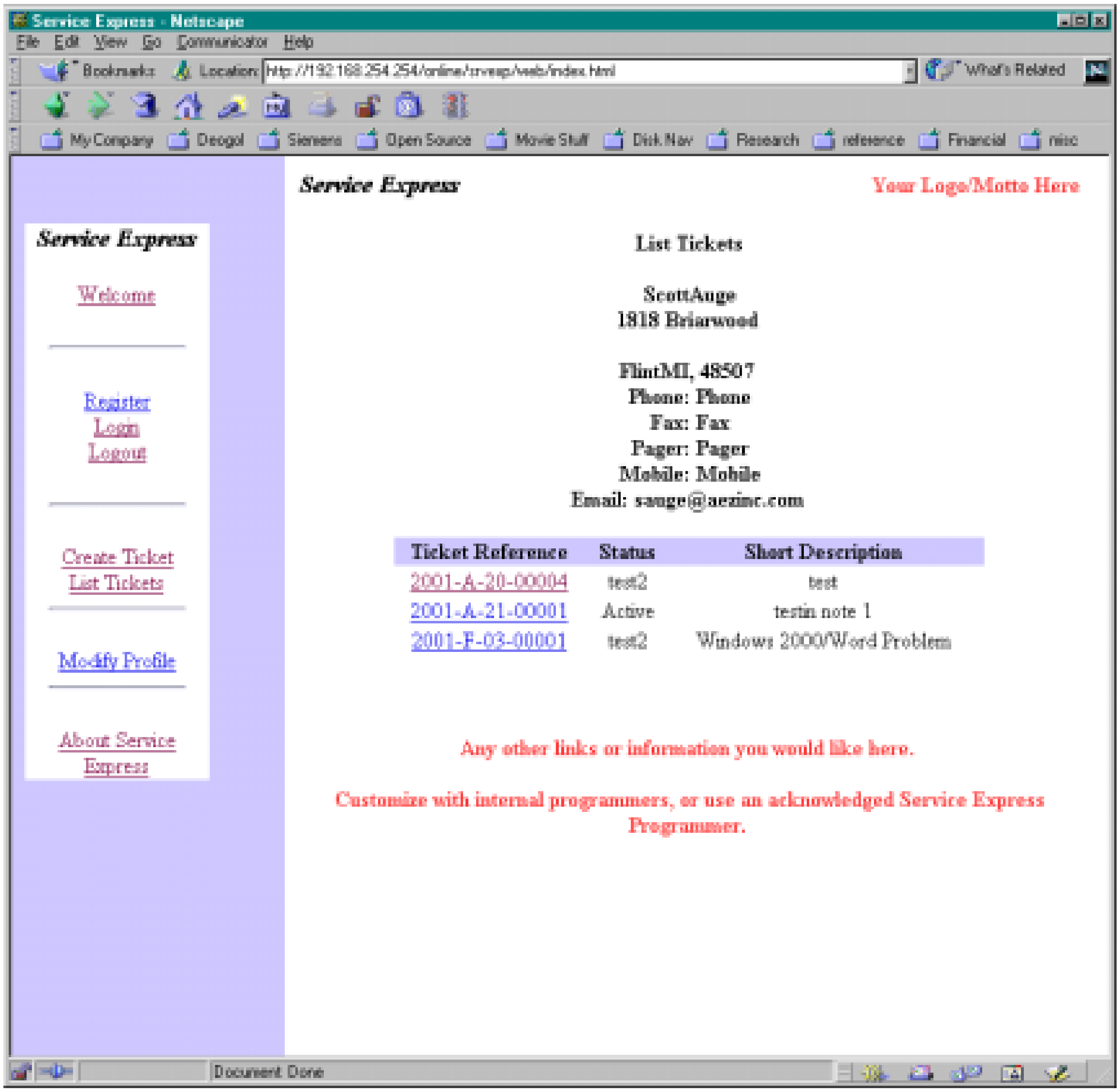
Creating a ticket

This screen is an example of creating a ticket. The user is identified with their personal contact information as provided by the registration. If the user has responsibilities for multiple addresses, they can pull down a list of addresses to associate the ticket with. A statement of work is made available so they may describe in their own words what they wish to have done. A brief description is used to describe the ticket on the ticket listing page. A ticket type is presented in case the company has multiple types of interactions, as well a problem type to describe what type of problem they are having.



Ticket Created Page

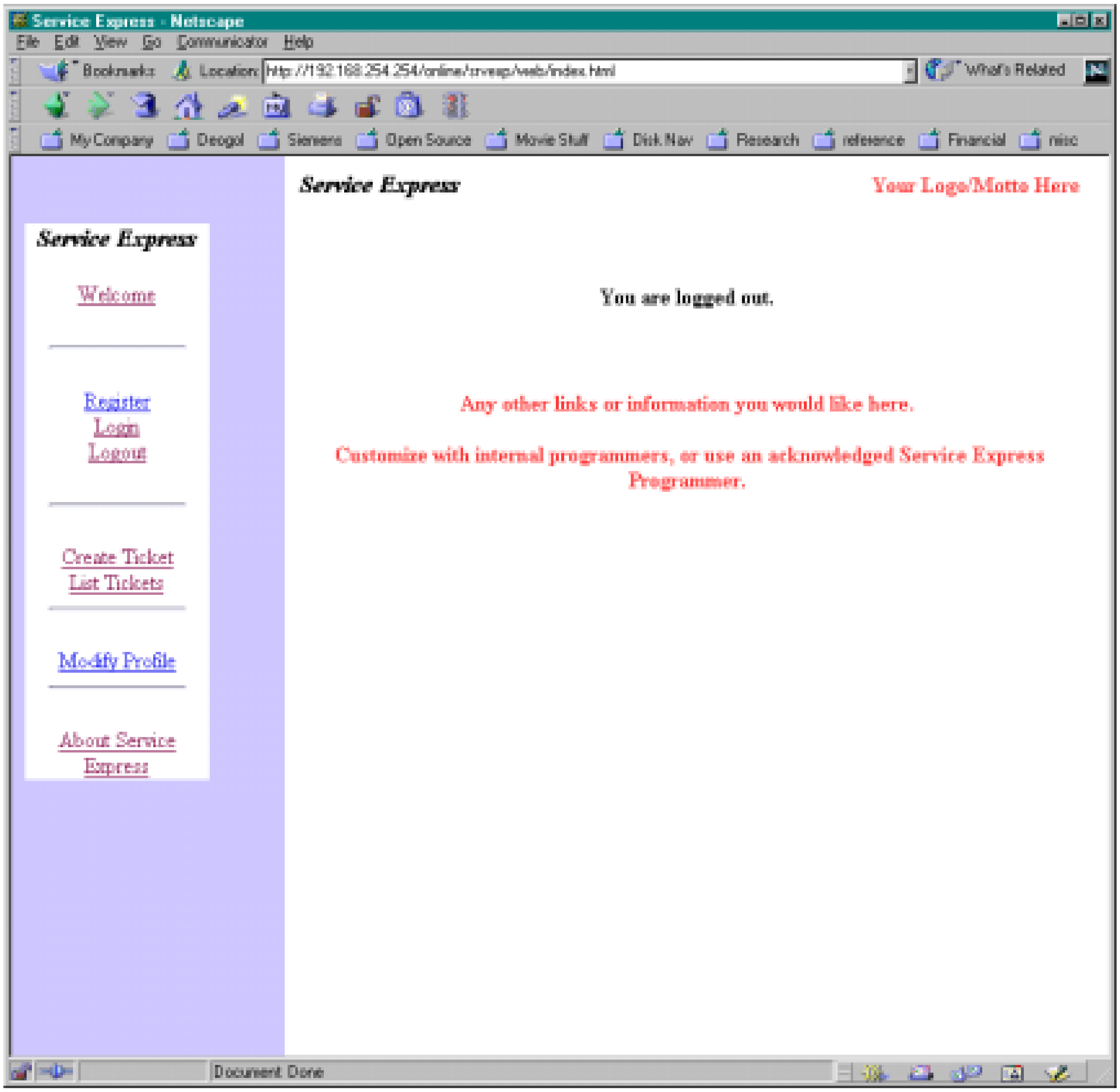
Once a ticket has been created, it is assigned a tracking number. Additional information available includes the status and the priority for the ticket. The user has an option of adding to the ticket with the Modify This Ticket link. Modifications of the ticket will cause an email to be sent to the current "ticket owner" in the client company.



Listing of tickets

Since there may be multiple issues at work with a company (especially if it is a service provider or broker), a listing of current tickets in the system is displayed. The program can be configured to display only tickets with certain statuses.

By clicking on the hypertext link under the ticket number, the ticket can be reviewed and modified by the user.

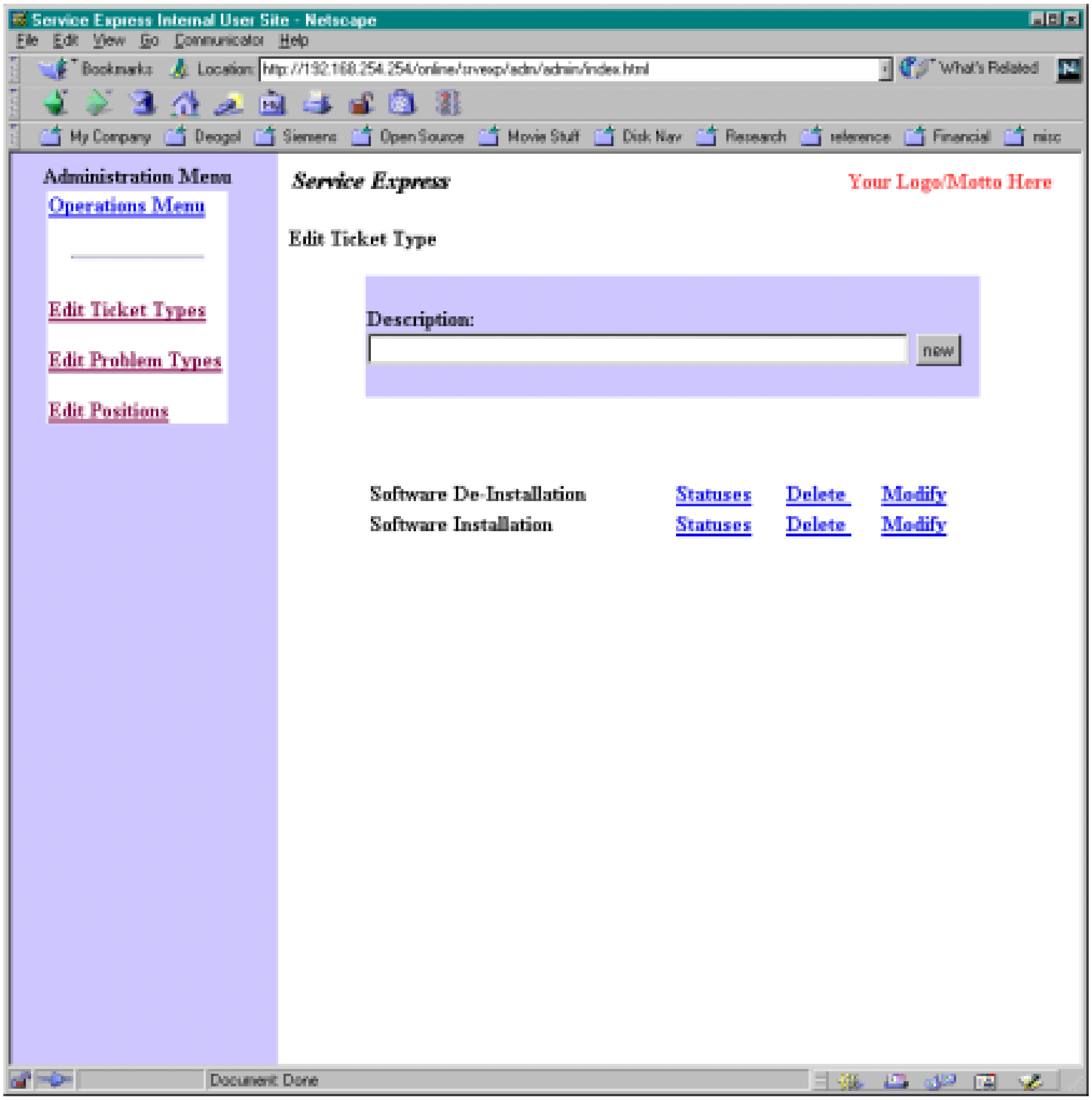


Logged Off Screen

Once the customer user has completed their use of the system, they would log off.

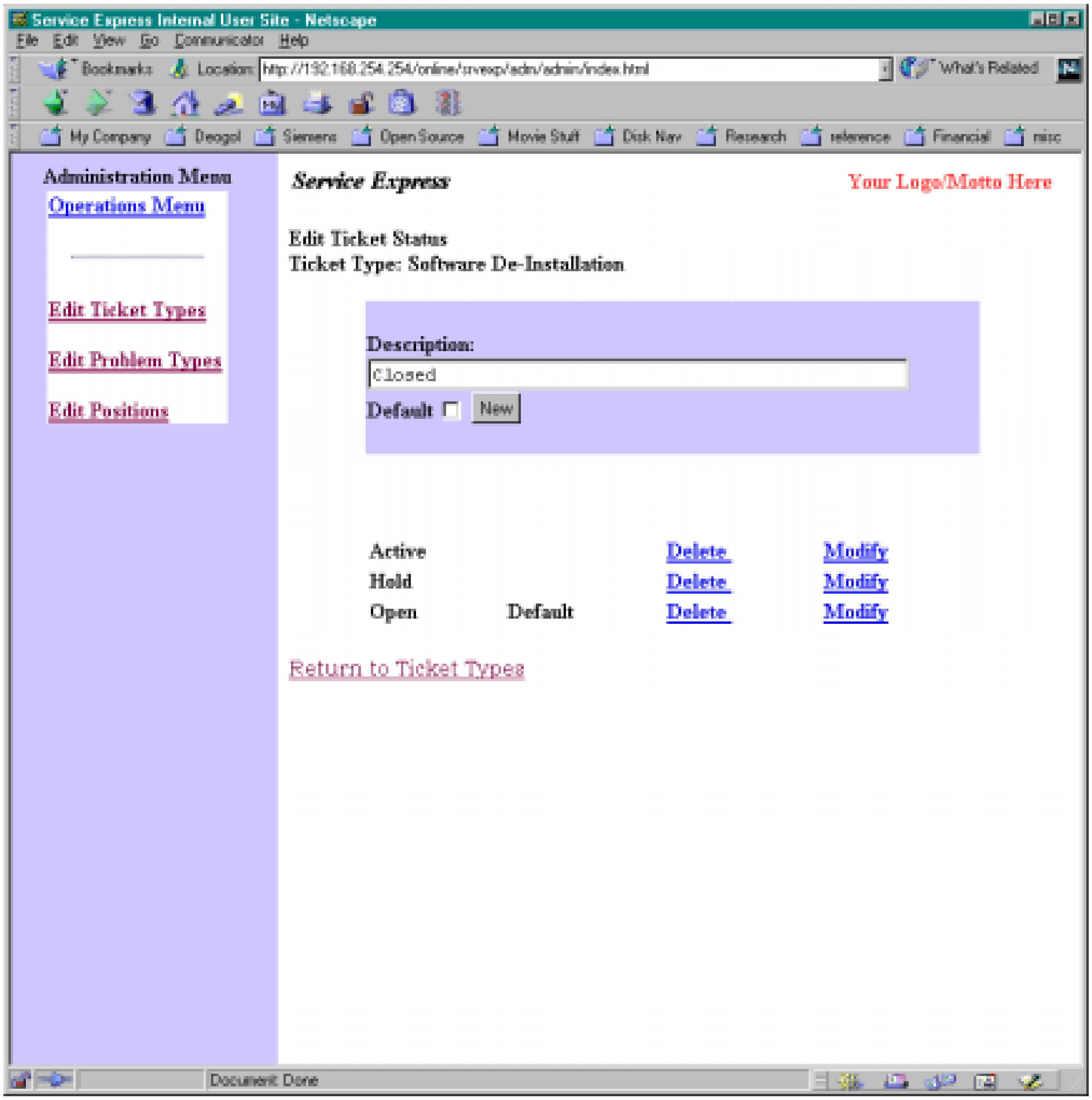
Internal Client Screens

The following screens are internal client screens.



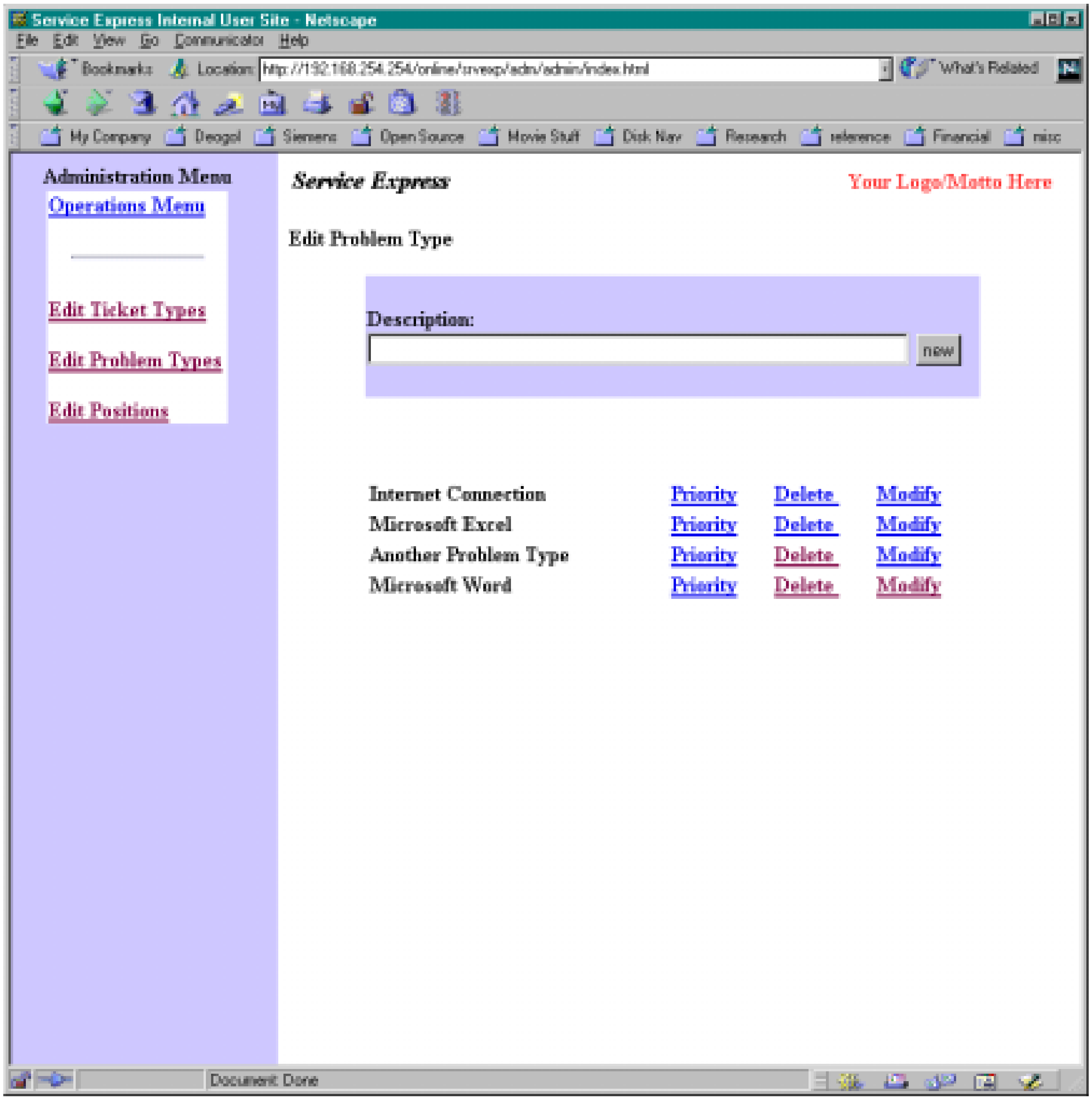
Screen to create Ticket Types

Ticket types can be created on this screen. A simple description is entered, and then the user will need to click the "statuses" hyperlink to describe the statuses those ticket types can have.



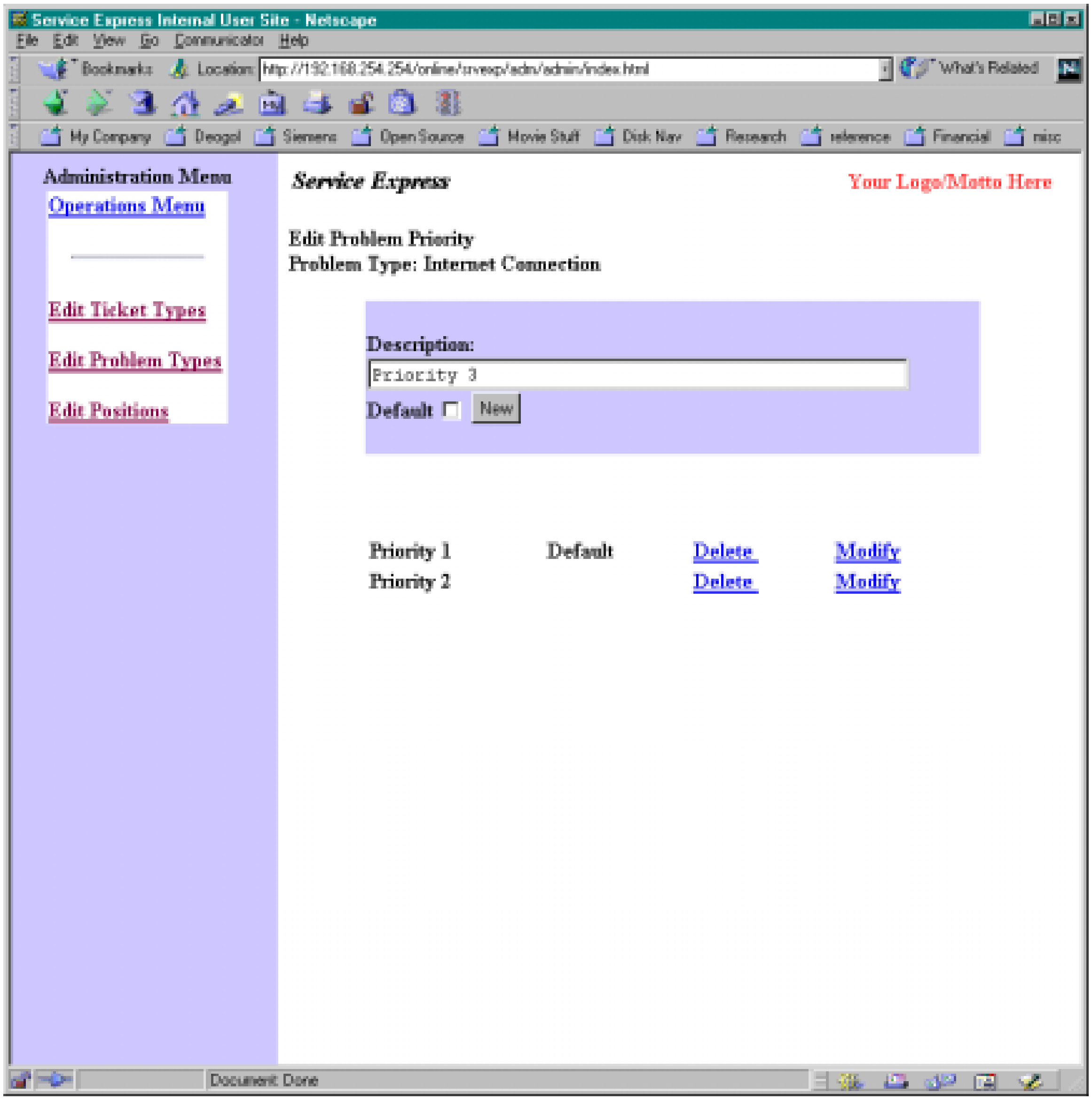
Statuses of a ticket type

When a ticket is first opened by a customer user, the default status is used as the initial status for the ticket.

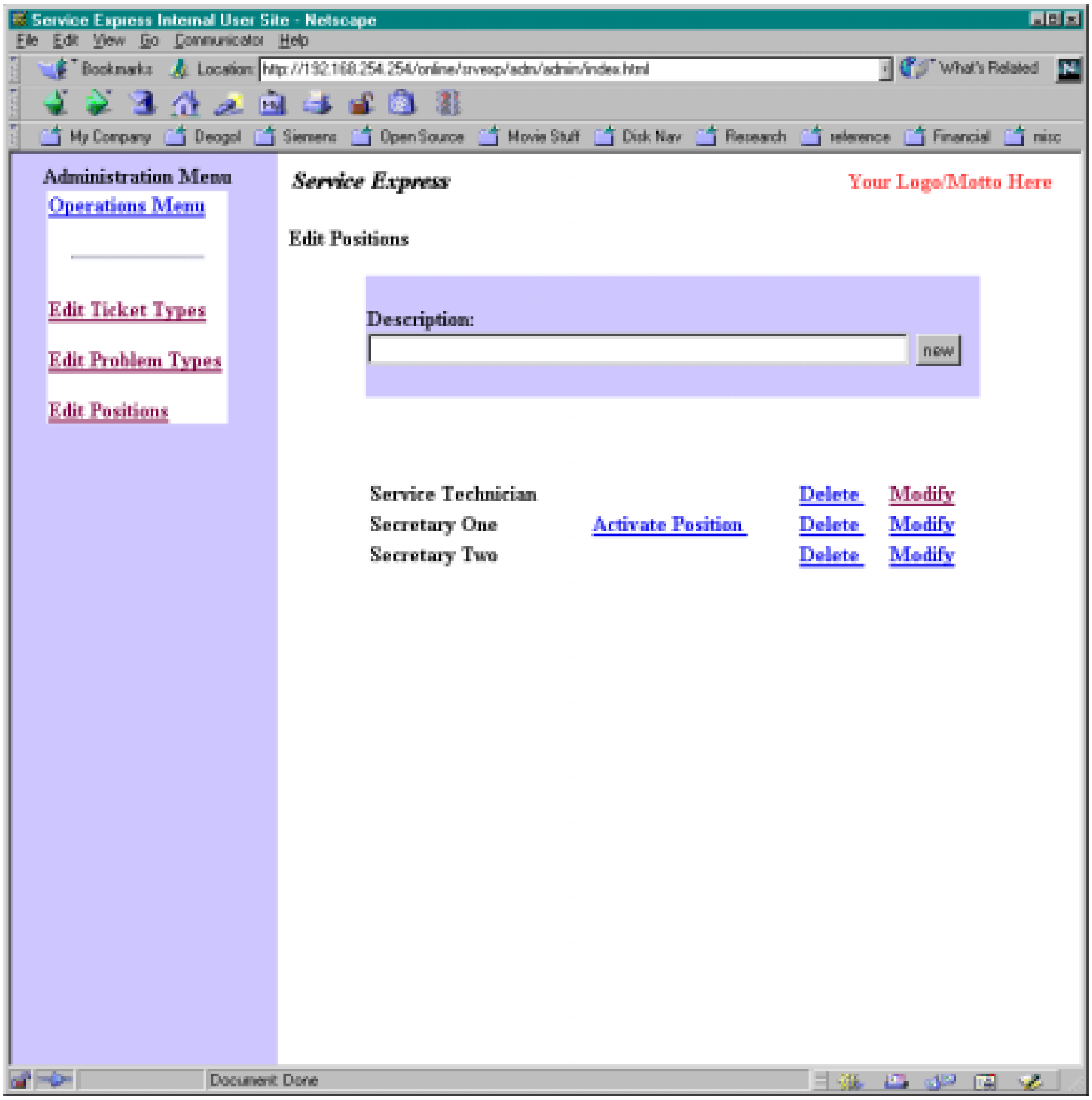


Problem Types Available

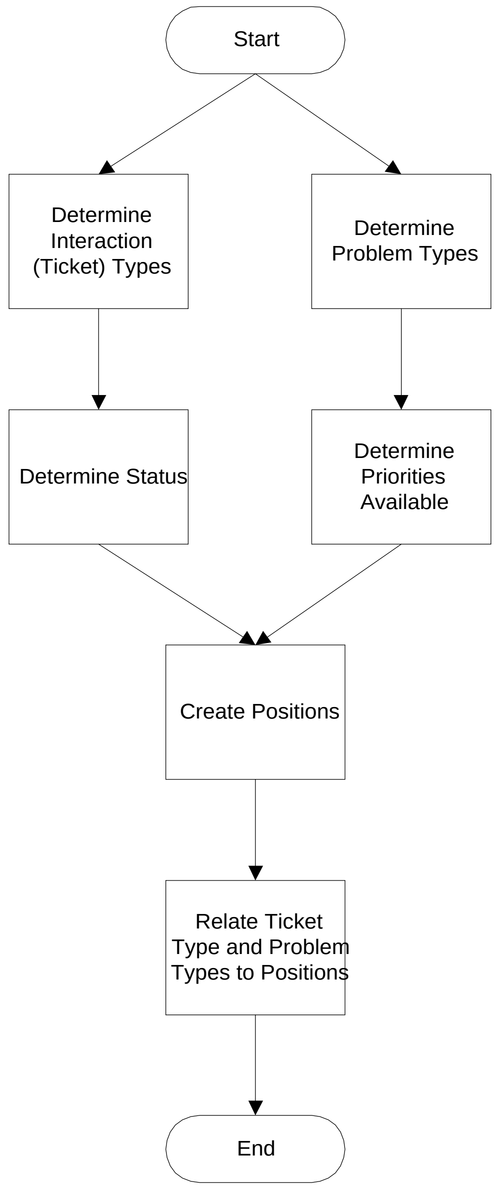
The application allows the creation of problem types so that types based on the industry the client company is in can be set up. Each of the problem types have a priority associated with them.



Editing Priorities for Problem Types



Implementation Steps


Start
Determine Interaction (Ticket) Types
Determine Problem Types
Determine Status
Determine Priorities Available
Create Positions
Relate Ticket Type and Problem Types to Positions
End