

Completing a Service Call in Mobile FSM

Summary

This Job Aid covers:

[Service Call Completion Process](#)

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[Completing the Resolution screens](#)

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This Job Aid supports the technician, and FPA/FST, audience. After April 2013, technicians, and FPA/FST may have the option to complete a service call in Mobile FSM under their own user login. Dispatchers or Retailers complete this procedure when the technician, FPA or FST is unable to do so themselves in the FSM website location.

This document describes this process and procedure using the FSM Mobile Application.

Service Call Completion Process

Service Call work order completion is a four-step process:

1. After completing the repair, the user opens Mobile FSM to close the work order.
2. After locating the work order, the user changes the

status of the work order from Assigned to Acknowledged, En route, On site and then Pending Complete in Mobile FSM. This triggers several events in the WildBlue back office systems.

3. The user validates the SVT values in the work order are all green.
 1. If values are green, the user selects the appropriate Resolution Codes, based on the repairs made while onsite.
 2. If values are red, the user continues to work on the repairs. The user may use SVT in the Support Portal to recheck the values before attempting to close the work order.
4. If the Resolution Code involves either replaced equipment, or Leased Equipment Recovery, additional dialogs appear that the user completed.

Changing the Work Order Status

Follow these steps to change the work order status and kick off the completion process.

1. Locate the work order in Mobile FSM.

Next to each tile, you may see a red box with a context number or letter. These boxes will tell you a little more about the order(s).

My Orders:

1. Context number showing amount of new/update orders
2. "E" flag indicates that for current day there are orders with escalations

Calendar

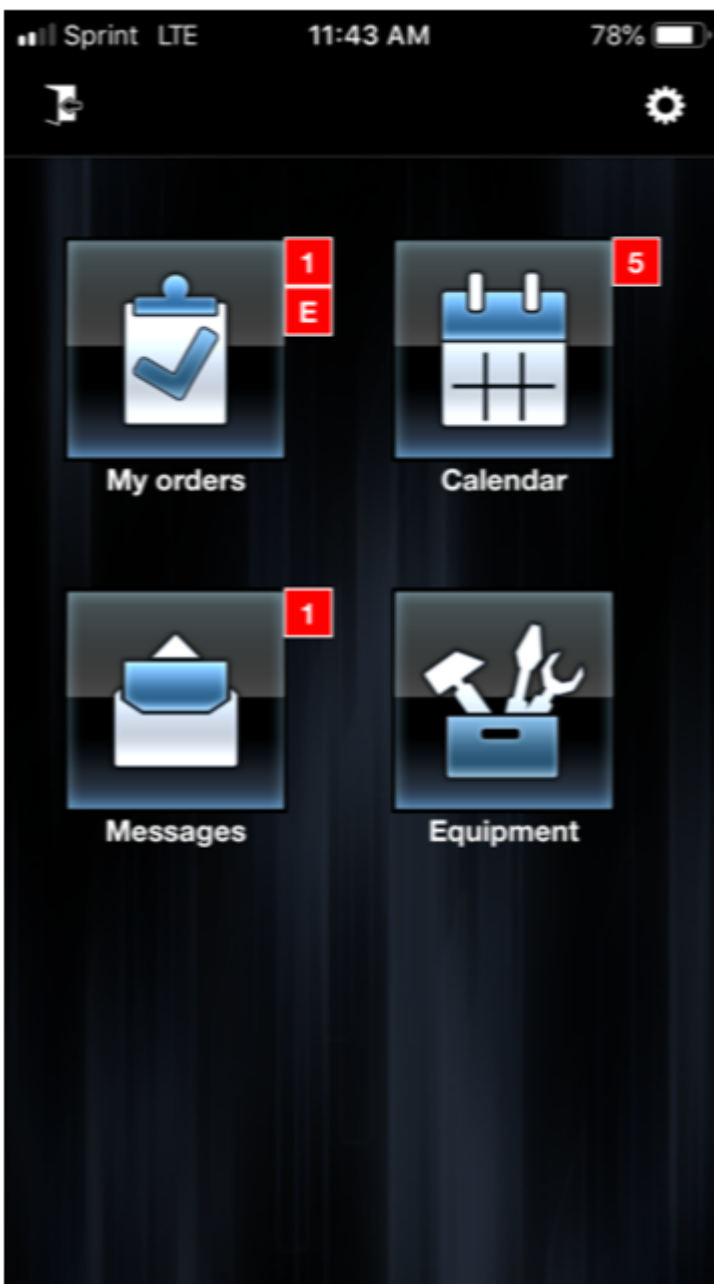
1. Context number showing amount of new/updated calendar events in user calendar

Messages

1. Context number showing amount of unread messages

Equipment

- (5) Context number showing amount of new/updated audit orders



1. Once the order is opened the user will go through a few status changes by pressing the status icon for the

appropriate action taken. The following statuses are in order from beginning to end.

2. Assigned – Automatic status
3. Acknowledged
4. En route
5. On site
6. Pending Complete
7. Complete – Automatic status

The screenshot displays a mobile application interface for 'ORDER DETAILS...'. It features a top navigation bar with a back arrow, a checkmark icon, and a menu icon. Below the navigation bar are three tabs: 'GENERAL', 'SITE INFO', and 'EQUIPMENT', with 'GENERAL' being the active tab. The main content area is divided into several sections: 'ORDER INFORMATION' (FSM ID: 7464687, TYPE: Installation, SERVICE TYPE: INSTALL), 'CURRENT STATUS' (Acknowledged), 'SCHEDULE DATES' (from: 07.02.2013 3:00, to: 07.02.2013 5:30), and 'CUSTOMER INFORMATION' (NAME: Hope Payne, PRIMARY PHONE: 123-456-7890). The interface includes various icons for status, schedule, and customer actions.

ORDER DETAILS...

GENERAL SITE INFO EQUIPMENT

ORDER INFORMATION

FSM ID
7464687

TYPE
Installation

SERVICE TYPE
INSTALL

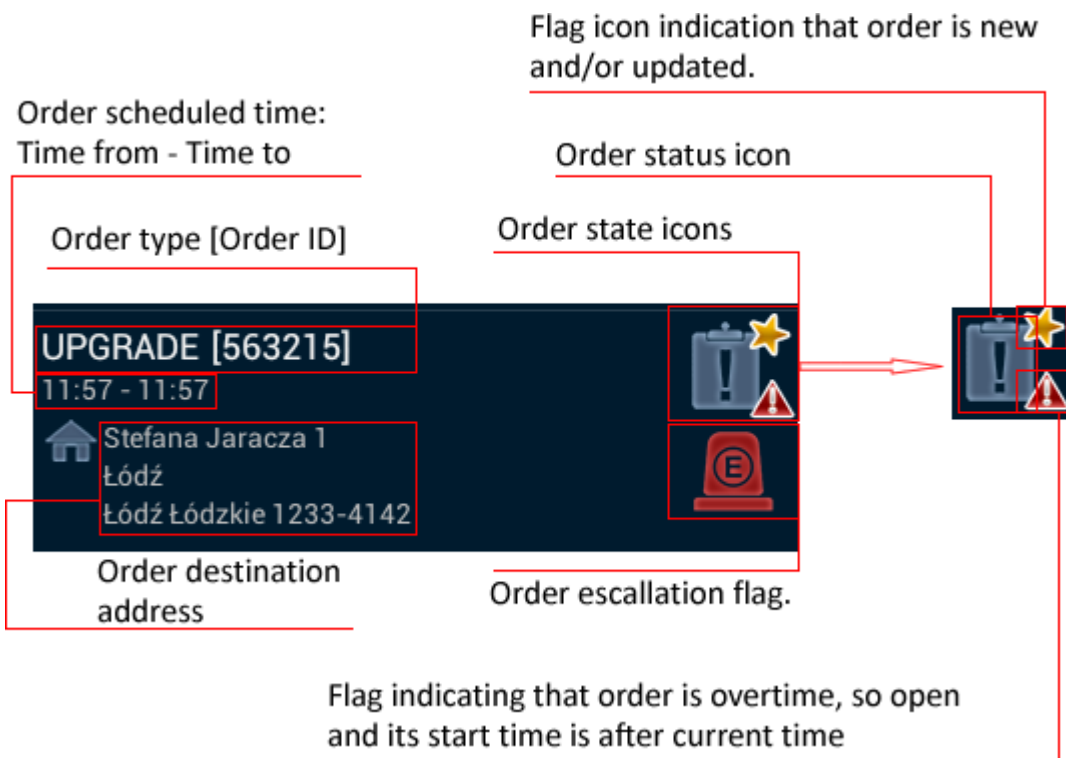
CURRENT STATUS
Acknowledged

SCHEDULE DATES
from: 07.02.2013 3:00
to: 07.02.2013 5:30

CUSTOMER INFORMATION

NAME
Hope Payne

PRIMARY PHONE
123-456-7890



3. After completing the service call, the user will attempt to close the work order. Service orders require a more complex completion process. Beside a completion note, the user also needs to do the following:

- Download SVT values from server. The user downloads SVT values by:
- Select the three dot icons in the upper right-hand corner
- Then select “Download SVT values” from the menu
- Please note that SVT values retrieval from service provider may take some time. Therefore, FSM Mobile does not block User interface and allows to work, download process is going on under the hood; the user will be notified with results when ready.
- Check at least one resolution code. Resolution codes are true/false values available to check/uncheck on completion form.

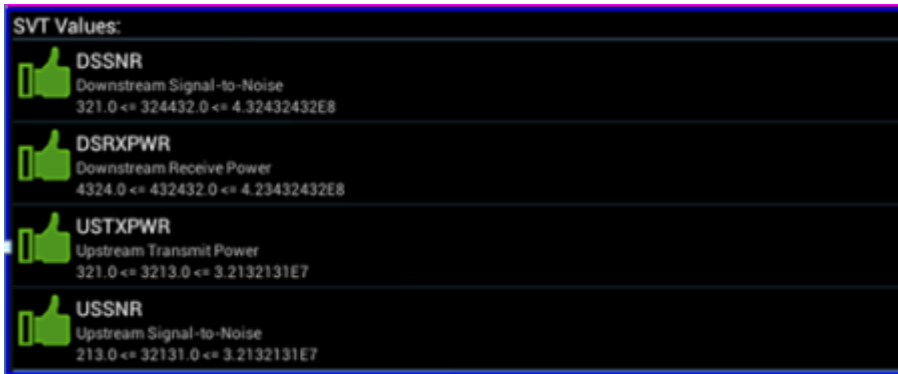
Note: The user can download SVT values as many times as needed. The New values will always override the old ones.





1. Select the three dot icons in the upper right-hand

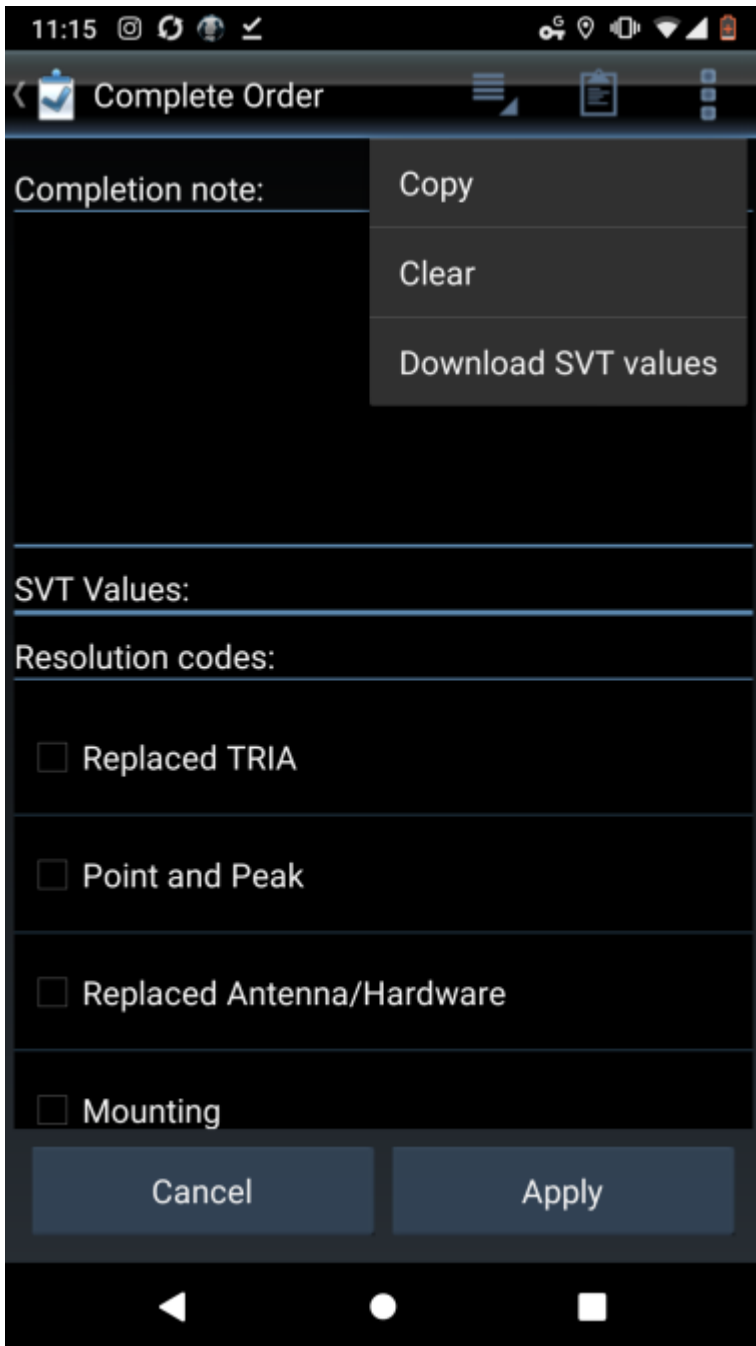
corner.

Then select "Download SVT values" from the menu.

The SVT values will populate.





A screenshot of a table titled "SVT Values:" with a black background and white text. The table contains four rows, each representing a different SVT metric. Each row starts with a green thumbs-up icon. The metrics and their values are: DSSNR (Downstream Signal-to-Noise), DSRXPWR (Downstream Receive Power), USTXPWR (Upstream Transmit Power), and USSNR (Upstream Signal-to-Noise).

SVT Values:	
 DSSNR Downstream Signal-to-Noise 321.0 <= 324432.0 <= 4.32432432E8	
 DSRXPWR Downstream Receive Power 4324.0 <= 432432.0 <= 4.23432432E8	
 USTXPWR Upstream Transmit Power 321.0 <= 3213.0 <= 3.2132131E7	
 USSNR Upstream Signal-to-Noise 213.0 <= 32131.0 <= 3.2132131E7	



Completing the Resolution screen

1. After downloading SVT values, the mobile device displays the SVT results.

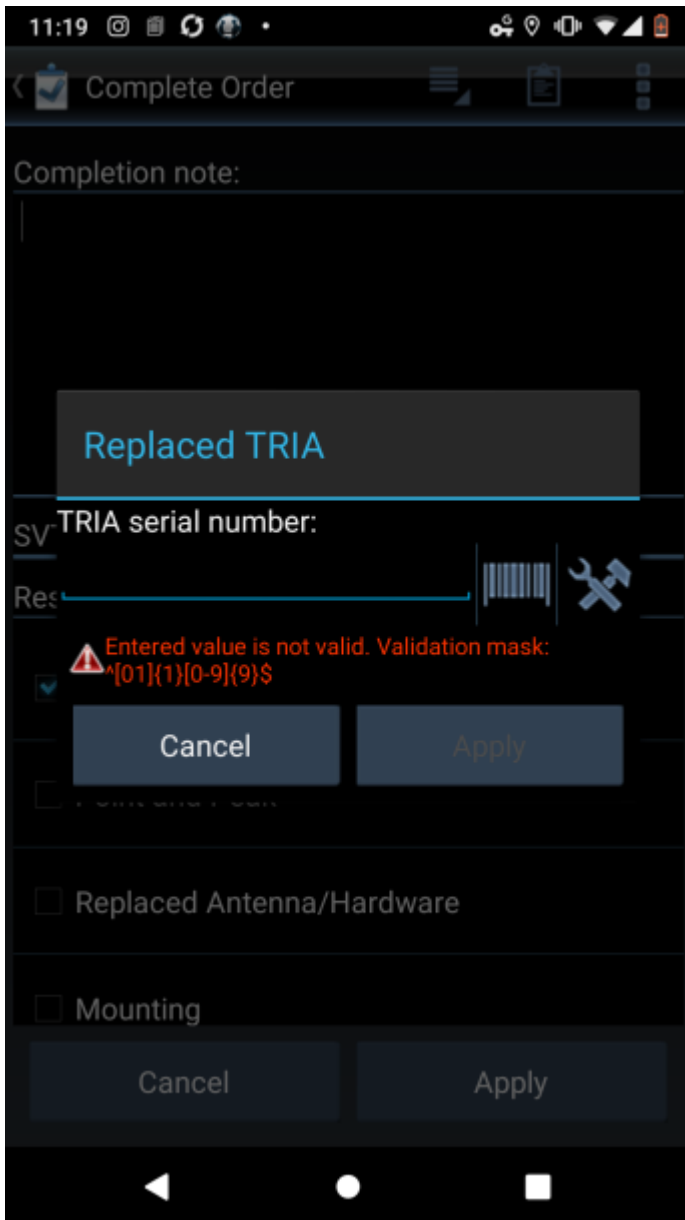
SVT Values:	
	DSSNR Downstream Signal-to-Noise 321.0 <= 324432.0 <= 4.32432432E8
	DSRX_PWR Downstream Receive Power 4324.0 <= 432432.0 <= 4.23432432E8
	USTX_PWR Upstream Transmit Power 321.0 <= 3213.0 <= 3.2132131E7
	USSNR Upstream Signal-to-Noise 213.0 <= 32131.0 <= 3.2132131E7

2. Confirm
 that all SVT service levels report a green value.

- If **yes**, go to Step 3.
- If **no**, continue repair. The user may use SVT to check on changes in the service levels before attempting to close the work order. End process.

1. Select **Resolution Codes** based on actual repair actions. Select as many as appropriate.
2. If selecting **Replace TRIA**, the TRIA SN field becomes active. Type or scan the serial number for the **new** TRIA into this field. Use the number as shown on the TRIA label.

If the **TRIA SN field** is left empty, an error message appears.



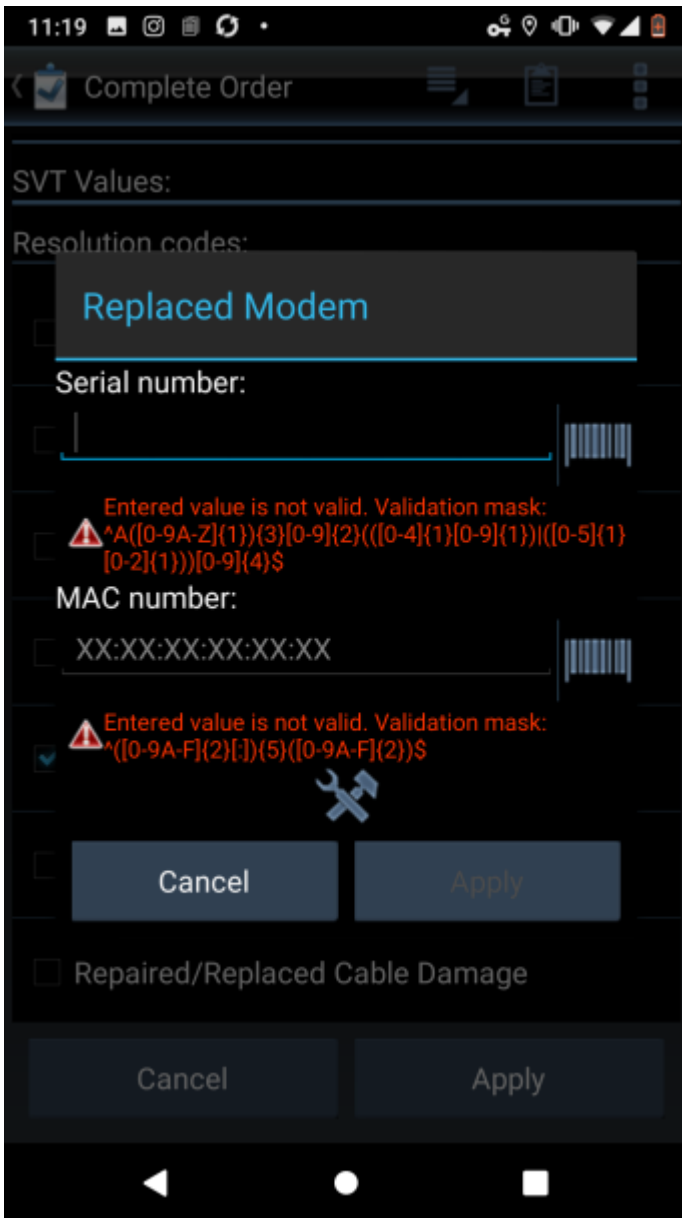
1. If selecting **Replace Modem**, the Modem MAC and Modem SN fields become active. Type the MAC address and serial number for the **new** Modem into these fields.

MAC format: XX:XX:XX:XX:XX:XX

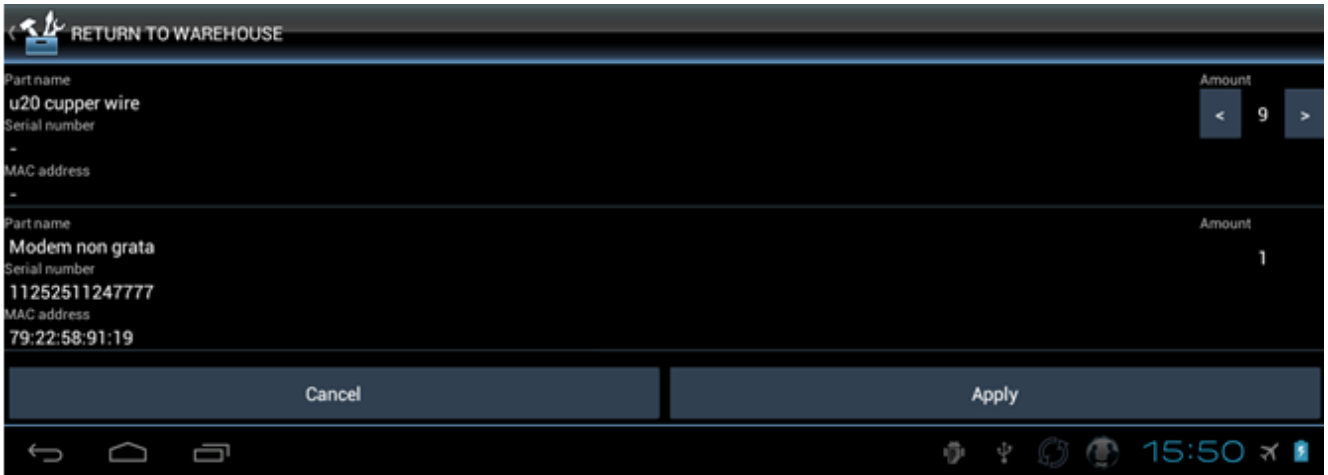
Note: Must use colons in MAC address

SN format: XXXXXXXXXXXX

If the Modem SN or Modem MAC fields are left empty, this error message appears



1. If the user is returning equipment back to the Main warehouse, the user will need to transfer the equipment in the mobile device. The user also has the responsibility to notify the warehouse user of this transaction.

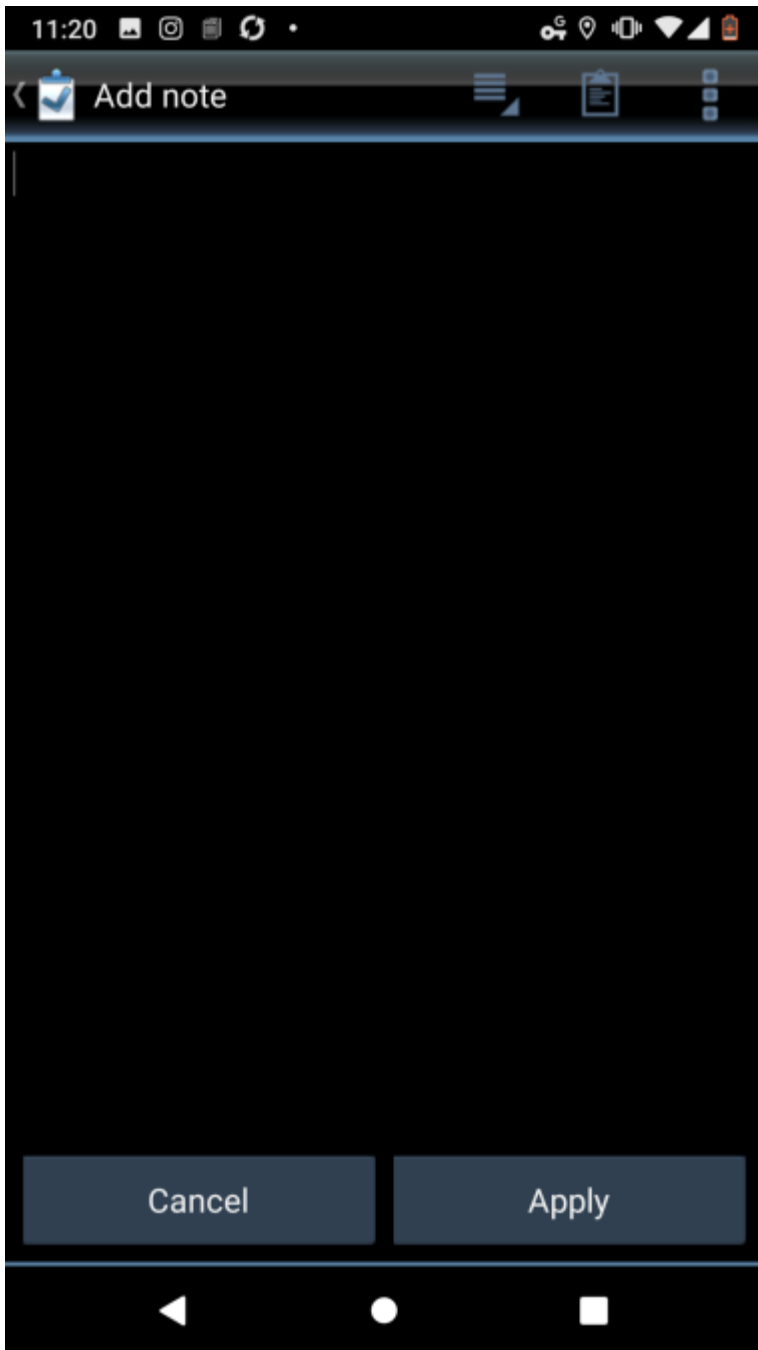


Adding Notes

1. User can add notes at any time. Type a note into the Notes section. This can be the same note as added at the beginning of the procedure.

There are icons for:

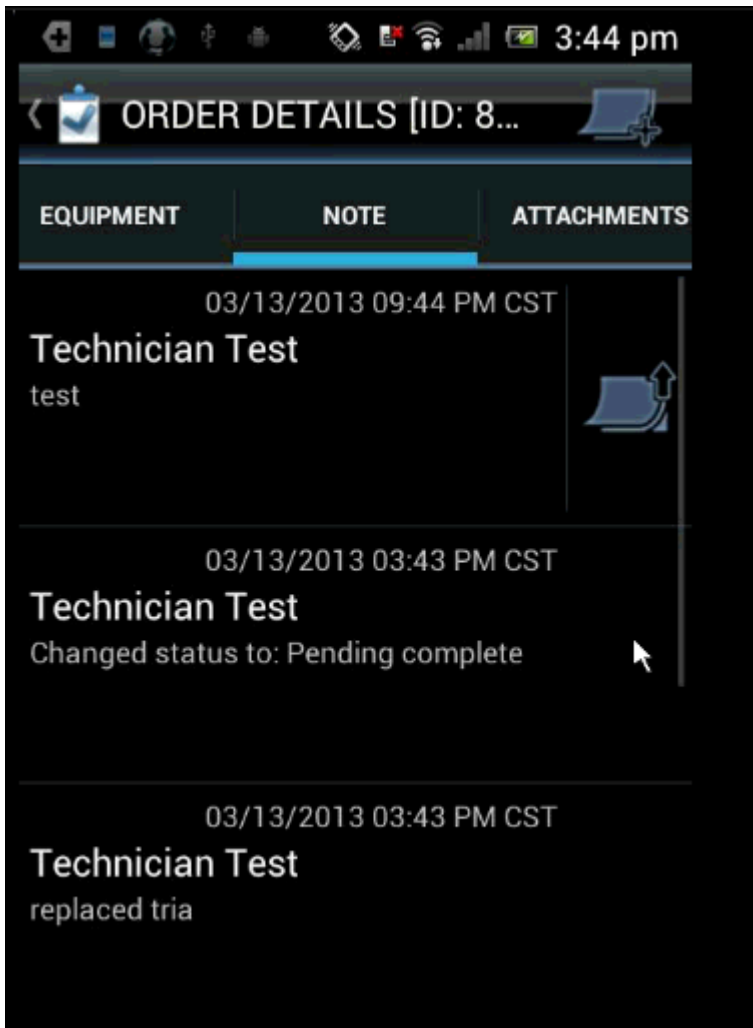
1. Add note
2. Menu




1. Click **Apply**.

Once uploaded, a list view will populate. The user can continue to add more notes as necessary using the add notes icon.

The upload icon will allow the user to complete this action.



Step

1.  Editing notes is only possible for notes added by User and not uploaded to server. Once the note is uploaded, the user can only view it. A note edit window looks the same as the new note one with one exception, the user can remove the note from the order by pressing "Delete" button on action bar: .

Adding note content from history

When adding new note or editing existing User can add content from history of last 10 notes inserted/edited by pressing button on action bar:

1. .Please see the "Adding Attachments to a Work Order

(Mobile)” job aid for any final steps.

