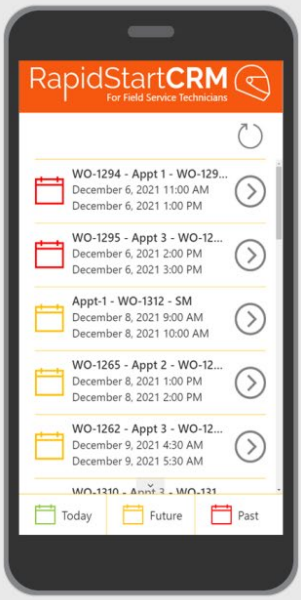
FORCEWORKS GLOBAL

RapidStartCRM THE ORIGINAL CRM

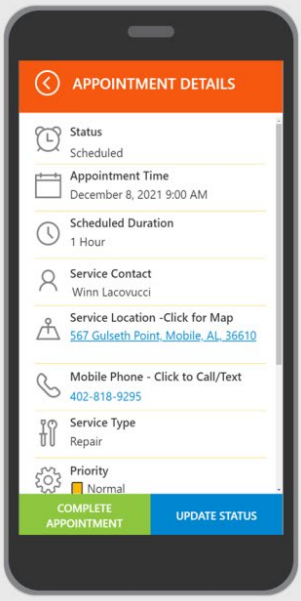
RapidStart**CRM** Field Service Technician Quick Guide for Mobile App

As a Technician in your organization, you have access to the Field Service Mobile App. To start using it follow these steps.

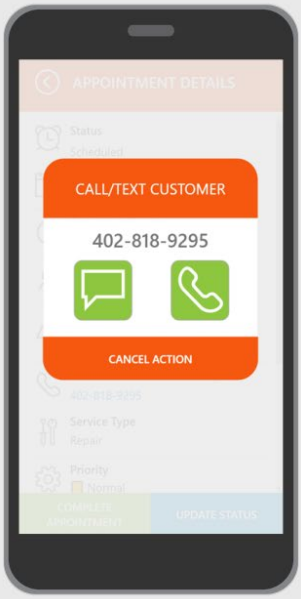
Open your iPhone or Android device and go to your phone app store. Search for “Power Apps” by Microsoft and install it. Then, open Power Apps and look for the RapidStartCRM Technician App and open the app.



All Service Appointments that have been assigned to you will appear on app home page. You can filter by Today, Past and Future using the buttons at the bottom. You can open an Appointment Record by Clicking on the arrow.

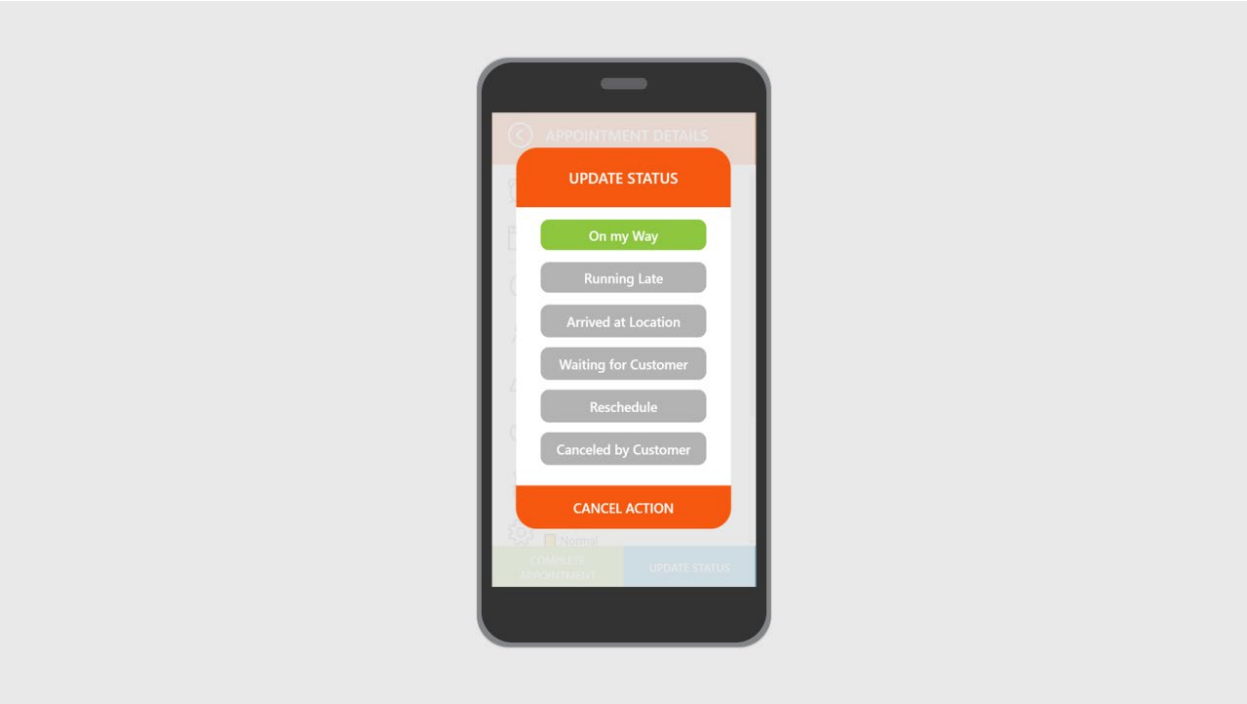


The Appointment Details provides the information about the Appointment. Clicking on the Service Location link will open your phone map app. Clicking on the Mobile Phone Number will open the Call/Text option below



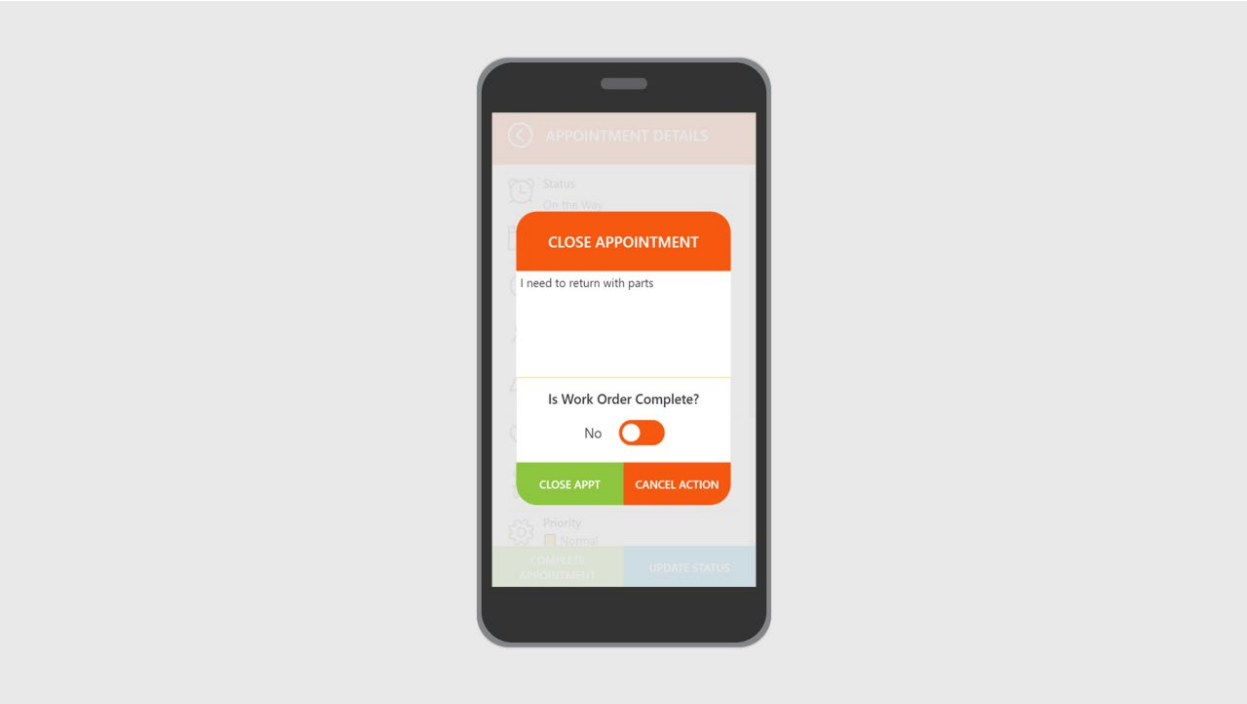
From here you can either Text or Call the service contact

Clicking on the Update Status button from the Appointment Details page will open the status screen:



Here you can select your status regarding this Appointment. The Service Contact and your Dispatcher will be automatically notified as you update your status.

Clicking on the Complete Appointment button from the Appointment Details page will open the following:



You are required to enter a result, after which you can indicate whether the Work Order was completed with this Appointment. Yes: means we do not have to return; No: means another trip is required.

End of Guide