USER MANUAL

FixMyNeed

Prepared By: SDS SOLUTION

Date: 09-11-2017

USER MANUAL

Introduction

FixMyNeed is a web based 'Android' based mobile application meant to support the daily based service needs of the people where in the services will be provided at the doorstep. The mobile application has the supporting web module comprising of admin section and internal user section where concerned activities are performed with user privilege rights.

There are basically eleven types of users' viz. Client (consumers), service engineers/ servicemen, Franchise, Help Desk, SOS Manager, L2 Manager, Zone Admin, Zone Sale Manager, Admin respectively having specifically defined functions and roles.

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Page No

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- V. <u>Client Balance</u>
- W. partner / Franchise
- X. Dashboard
 - Total Client count
 - <u>Total engineer count</u>
 - <u>Total franchise count</u>
 - <u>Total order count</u>
 - Engineers Verified but not activated
 - Engineers registered but not verified
 - Franchisee registered but not activated
 - <u>Today's completed order & value</u>
 - Open /close Order

Y. Report

- Franchise Payable Report
- o Franchise Service Wise Amount Report
- o Franchise Order Wise Amount Report

A. Login

A. Every Registered user can login by registering their mail id or mobile no. and password. Capcha entry is mandatory for each log in activity. The Capcha provided alongwith shall remain valid for 59 second after loading this page and then need to be refreshed after the time out.

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B. Forgot Password

If any registered user forget his/her Password, then the user needs to enter his/ her mobile number on which the user will receive an OTP(One Time Password) on the registered mobile number. On entering this OTP, the user can reset the password for further uses. The process has been detailed below:

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After login

Welcome page



Update Profile Data

Updating user's personal data. It is mandatory for all the users.

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<u>Add Skill</u>

Franchise and Engineer can add skill. This menu is available in the 'Update profile' section in their respective fields.

** The services that are provided by franchise are defined as skills of the respective franchise. Similarly the specialized and expertise skills of a particular service are the skills of the engineers which they can add upon.

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<u>Commitment</u>

This is only for the Franchises. This menu is available in the Update profile. Franchise commits manpower based on the services provided by them and also the area where the services can be provided.

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Change Password:

User can Change their password following proper authentication process.

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User Creation

Admin can create user for the management of the different user category like L2 Manager ,Helpdesk, SOS Manager, Zone Admin, Zonal Sales Manager

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User List & Active/ inactive

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Admin can check the franchise's commitment and can 'Add' the % -age of share according to the terms and conditions applicable.

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Engineer Skill verification

Once the Engineer updates all data, L2 manger can see and identify the engineers under his location and also corresponding services.

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Engineer Selection:

Franchise user select engineer for his organization and send the request with agreement Document

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Partner and Engineer Linking.

Helpdesk can link Franchise and engineer. The process involves approval of the engineer by the franchise after necessary scrutiny and verification of their skill and other details. Then the Franchise puts the request to the Helpdesk to enlist the concerned engineer under him. The services of the engineers shall be available from next day. However, the helpdesk can decline the request if not satisfied.

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Monitor Engineers Availability

Helpdesk User can see franchise wise, area wise and date range wise about the availability of the engineers.

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Manual Reassignment of Order

Once the client places an order, then the system automatically assigns an engineer. However, if the assigned engineer may be for some reason cannot attend the client, then the engineer calls the helpdesk about his non availability and the helpdesk reassign the job to the engineer available to attend the client.

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Name : Samrat Bhattacharya				Mobile : 9433007077						
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View Order for assistance

This feature is meant for those clients who have issues regarding the service provided. The concerned client can press the SOS button to register the complaint with the SOS manager for needful at the SOS manager's end.

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Engineer Work History

Engineer can view the order list with a date range filtration

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6	FMN/ORD/00000174	N/A	Baby	Samrat Bhattacharya	9433007077	29 Mitra Para 2nd Lane	2017-09-12,13:33:0	1	Closed	1	
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8	FMN/ORD/00000172	N/A	Feminine	Samrat Bhattacharya	9433007077	29 Mitra Para 2nd Lane	2017-09-12,13:31:0	1	Closed	 Image: A second s	
9	FMN/ORD/00000170	N/A	Medicine	Sujit Ghosh	9836414900	83, mitrapara 2nd lane	2017-09-11,20:31:0	1 Image	Closed		
10	FMN/ORD/00000158	N/A	Soft Drink	Samrat Bhattacharya	9433007077	29 Mitra Para 2nd Lane	2017-09-05,14:27:0	1	Closed	 Image: A set of the set of the	
11	FMN/ORD/00000156	N/A	Soft Drink	Samrat Bhattacharya	9433007077	29 Mitra Para 2nd Lane	2017-09-05,14:22:0	1	Closed		
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Price Location Wise

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Resignation

If the engineer wants to resign from the organization, then engineer fills the following form and select the effective date of resignation and put comments in the space provided for remark.

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Client Wallet Balance

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Account statement

Client can view his wallet balance with transaction with a date range filter.

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Client can view all the details of the order placed having filters on order status and date range.

Client

Helpdesk can view a client's order history with client's Mobile number and date range filtration

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HelpDesk can view Client's wallet details using client's mobile no or mail id.

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DashBoard

This Dashboard report is for the Admin User where admin can view sate wise no of client



This Dashboard report for Admin User where admin can view state wise no Of engineer



This Dashboard report for admin User here admin can view state wise no of Franchisee

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This Dashboard report for Admin User where admin can view state wise year to date and month to days wise order count.



This Dashboard report for Admin User where admin can view Location wise and Service wise Not activated engineer list.

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This Dashboard report for Admin User where admin can view Location wise and Service wise Registered but not verified engineer list.

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This Dashboard report for Admin User where admin can view Location wise and Service wise Registered but not Activated list.

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Dashboard For I2 manager , helpdask , Sos manager, Franchaisee.

Order status wise search (open, close).

- Open all order(show).
- close date range(filter).

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click on open order then

- .1. Reassign the job with another available engineer at that location by Helpdesk
- 2. Reschedule a job with the same engineer for later date and time by Helpdesk and L2
- 3. Revise Quote for acceptance of the client L2
- 4. Cancel with or without sit-visit charge by Helpdesk and L2
- 5. Force close by helpdesk
- 6. View client Requirement and requirement captured by Technician
- 7. Call Client, Engineer, Franchise for the work, Police (for the area)

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3.click on location then

• engineer current location



engineer rating wise color(red, yellow, green)

reporting time wise color(red, yellow, green)

if client challenge to sos then sos button will be red.

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Franchaisee Report service Waise

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Franchise user also view this report for himself report.

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Franchaisee Report Order Waise

Franchaisee user view this report for himself report Order wise With date Filter

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