# FEATURES
## Sigmax Connect

**Field service management for your workforce**

SIGMAX

empowering professionals everywhere

# FEATURE OVERVIEW

In today's competitive landscape, efficient field service management is crucial for delivering exceptional customer experiences. This document provides an overview of our features, demonstrating how our field service software can help organizations streamline operations and deliver top-notch service to their customers.

## Workflows based on best practices and industry templates

We deliver two customized workflows tailored to your industry and service processes. Based on 15 years of experience across various industries and the configurability of our product, we can digitize all complex processes

## Bundle multiple activities in one work order

Add multiple objects or activities to a work order

## Register used materials and working hours

Scan used materials or add them manually and easily record worked hours

## Take or add pictures and sketches

Add (multiple) photos, sketches, and other attachments to your work order. Photos and/or attachments can be configured as mandatory or optional at various stages in the workflow

## Utilizing contracts and coverage

The technician has insight into the service contracts and coverage. Both the customer and the technician thereby know whether a repair is covered by warranty or should be invoiced

## Mileage registration

Easily and quickly track driven kilometers/miles

## Customer approval and signing

The customer approves the completed order and easily provides a signature

## Add attachments to work order

Add photos, sketches, PDFs, and Excel files

## Multilingual support

Available in various languages, currently supporting: German, French, English, and Dutch

## Problem, cause and solutions registration

Easily register a problem or defect. Based on the selected issue, the technician is automatically guided through the analysis and registration process

## Add notes for both field service engineers as the back office

The technician can capture notes for various purposes

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## Pause and cancellation of work orders

Allow the technician to temporarily pause or cancel a work order. This gives them the opportunity to pick up another order in the meantime

## Support of scanning Barcodes and NFC

Scan objects or used materials and read NFC tags

## Status registration of work orders or activities

Effortlessly track the status of work orders or activities

## Instantly track technician location

Gain insights into the locations of technicians using the GPS feature of their mobile devices. This provides clarity on who is nearby for handling urgent orders.

## Timesheet and shifts

The technician records worked time within a shift or specific period

## Questionnaires and checklists

Questionnaires are customizable to best fit your process. These can be used for maintenance checklists, inspections, and commercial checks to facilitate upselling

## Manage assets: create, update or switch

Link assets to locations (location tree), view contractual agreements, and modify asset properties. Additionally, the technician can add or replace new assets

## Track material stocks, transfer between warehouses, order, and confirm shipments

Ensure 100% accurate inventory management through the registration of all item movements. Gain insight into warehouses, including stock of nearby technicians. Correct inventory discrepancies between warehouses and inspect received article

## Insight into unplanned tasks

Gain visibility into unplanned tasks. This can be applicable when they unexpectedly have spare time

## Work anywhere due to our offline feature

Thanks to the offline functionality, the technician can always carry out their work. Data remains available and entered information will be saved

## Working on (multiple day) projects

Collaborate with multiple technicians on multi-day projects in a streamlined manner. Gain insights into project progress and tasks completed by each individual

## Integration with navigation apps

Address details are automatically filled in. Navigate directly via Google Maps

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## Insight into all relevant customer information

Gain insight into information such as payment status, contracts, and object history prior to the assignment. This enables the technician to decide beforehand whether an assignment needs to be created in the ERP or planning system

## Customer engagement

Inform your customers of time of arrival of the technician by text, e-mail, PDF or online

## Cyle counting

Periodically audit and verify inventory levels by counting a subset of items in stock

## Reschedule appointments

Reschedule follow-up appointments seamlessly for customers at convenient times when orders are not completed in one attempt

## Onsite payment

Enable customers to make instant payments at their doorstep using POS technology

## Registration of F-gasses

Ensure compliance with regulations governing refrigerant usage through F-gas registration functionality