

BlueSky Wireless



Service Request Module

The additional modules give the application gateway the flexibility to provide you with real solutions to real problems.

Service Request Module

Designed to be a simple to use module for maximum productivity, the Service Request module is an ideal complement to the BlueSky Messaging Gateway. It has uses in all vertical markets where service requests need to be monitored at every stage or process for example – logged, ownership accepted, actioned, completed reported upon.

Typical applications for example could be in...

Hospitality

Housekeeping notice a problem with the shower incorrectly working, they report this using either the room handset or if they are supplied with mobile handset via that - they simply record the room number, fault type off a pre-printed fault card or via an enunciated message selection. Each fault type has a pre defined criticality level which determines the level of response from the assigned individual or group responsible for rectifying the problem or request.



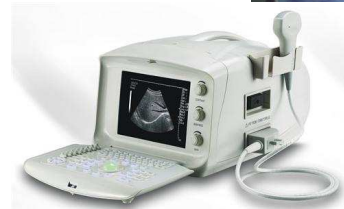
It isn't just the housekeeper that can raise requests, guests can also call the reception, where the receptionist can then enter a guest request via the web interface. If for example they request additional bedding this is a simple drop down selection from the web interface - this would send a request to housekeeping where the relevant person would accept the request, alternatively the guest could have reported a faulty TV then this request would have been issued to the maintenance department.

Fully Integrated Real Time Messaging Solutions

Healthcare

As in the Hospitality marketplace, service requests can be made - it may be that the facility manager inspects the buildings and assets on a regular basis and when they see a fault they record it on the service request system. This request would then be assigned to the maintenance group to rectify the problem.

The ward sisters may be responsible for reporting faulty medical equipment using the web interface from the PC at the nurses station, again every request is logged, and the status together with the date and time is recorded. Every entry can be reported on.



Manufacturing

What if you're the production supervisor for line 1 and a machine stops working on your line? you simply log the fault and because it is on the production line the fault type has been registered as critical - the maintenance team are informed immediately.

Second scenario, you're the health and safety supervisor and you see a potential hazard taking your mobile handset you can record the hazard immediately, safely knowing that the hazard has been reported on and that dependent upon its status it will be dealt with appropriately. You're also comforted knowing that the report has been recorded and a full audit trail is being created for future use.



Retail

The service request could be utilised for shelf filling requests or price look up requests—the way you configure it is entirely up to you.

Education

Facilities manager, as in the previous scenarios the service requests can be made whilst performing routine site and asset inspections, quickly report faults or request whilst you're on the move.



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