



# QFM Version 1.35

## Service Works Group

### Benefits

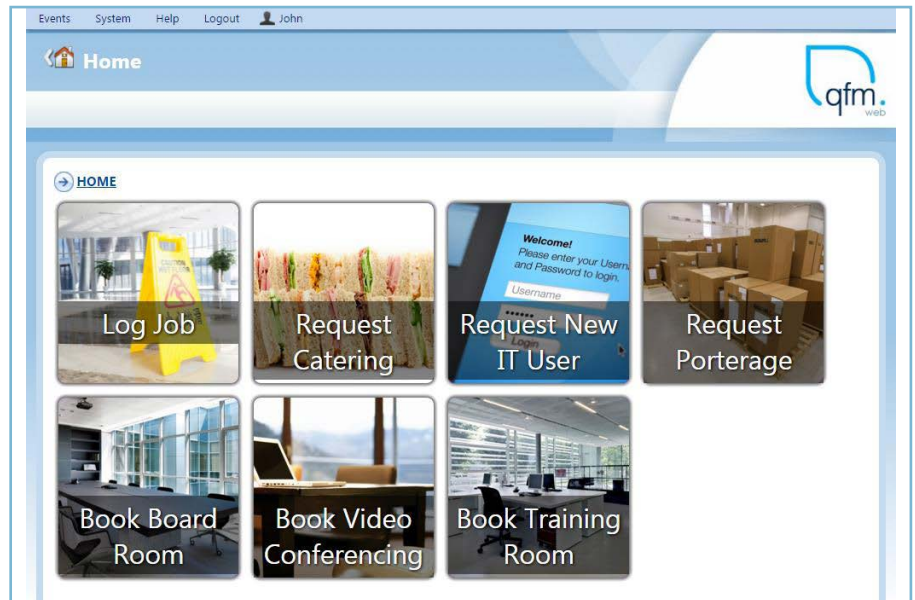
New self-service guest login features streamline the job logging process in public areas and via kiosks

The ability to change contractors once a job has been notified and retain previous visit history ensures complete auditability of the maintenance process

Satisfaction surveys can be tailored and automatically distributed, in order to optimise customer satisfaction levels

Scheduled user reports ensure that critical facilities information is available to key personnel when required

Extended field lengths across QFM Web, Mobile and Desktop products support additional characters for essential data



We are pleased to announce the latest release of QFM Web (version 1.35) which includes a broad range of enhancements, as outlined below:

#### Kiosks and Guest Self-Service Login

It is now possible to provide users with self-service access to QFM Web via a guest sign in. This is particularly useful for shared or 'kiosk' devices, offering opportunities for customers and members of the public to quickly and easily log jobs and requests, either from a public kiosk or via their own mobile device. Once signed in as a guest, the user is presented with an intuitive graphical interface, from which they can log their request and record their contact details. Job information such as Service Group, Service, Work Type and Priority is pre-configured based upon the job being logged, to streamline the data entry process.

A guest account can be accessed simultaneously by multiple users, making this feature particularly suitable for busy public areas, such as hospitals, theatres and stadiums. Guest login functionality can be configured to meet specific requirements, with the ability to restrict guest access to a limited set of QFM features.

Please note that this feature is licensed separately to existing QFM Web self-service users. Please contact your Account Manager to learn more.

#### QR Codes

A guest login can also be used when accessing QFM from a mobile device when scanning a QR Code on an asset or piece of equipment. And because QFM now provides the ability to create QR Codes for geographic locations, scanning



a QR code can automatically populate the geography details in QFM, meaning users are only required to enter instructions in order to log a job, saving time and ensuring accuracy.

### Changing Contractor

QFM version 1.35 provides the ability to allow contractors to be changed once a job (event) has been notified and visits have been created, started or completed, whilst retaining records of any visits carried out by the previous contractor, to ensure full auditability of maintenance history.

If there are visits in progress with the original contractor, (e.g. dispatched, started or on hold), then the contractor cannot be changed until these are finalised. Any visits which are provisional, confirmed or scheduled status are automatically allocated to the new contractor. If a new contractor is assigned, then the original start date of the job and any existing visits are retained.

This setting is fully configurable, allowing system administrators to determine whether original contractor visit records should be retained or removed.

### Customised Satisfaction Surveys

QFM Web now provides the facility to create, customise and distribute customer satisfaction surveys, in order to drive service levels.

Tailored survey questions, with a range of response types can be built. Surveys can be automatically circulated at specified times and are completed by users via a simple URL link. The distribution of surveys can be randomised and controlled to avoid individuals receiving surveys too frequently. Survey results, including weighted scores, can be reported upon in QFM in order to analyse and improve customer satisfaction levels.

Please note that satisfaction survey configuration must be carried out by Service Works' personnel. Please speak with your SWG Account Manager for more information.

### Scheduled User Reports

QFM Web now also provides the scheduling of user reports. This provides a highly flexible solution for the automated production and distribution of critical facilities and estates management information.

Reports can be scheduled for specific times, with a flexible choice of date ranges and frequencies, and distributed via e-mail, ensuring that key personnel have access to essential management information when they need it.

Please note that scheduled user reports functionality must be configured by Service Works' personnel. Please contact your Account Manager for further details.

### Extended Field Lengths

Many fields within QFM have been extended to allow additional characters as part of this latest release. Fields including site name, location, service group, work type, model and equipment group now support 50 characters.

This means that users are able to maintain data up to 50 characters within import spreadsheets and upload this data into QFM. Extended field lengths have been implemented across the QFM Web, Mobile and Desktop applications.

A full list of extended fields is available in the QFM version 1.35 release notes, which can be viewed or downloaded via Service Works' Client Portal ([www.swg.com/customer-area](http://www.swg.com/customer-area)).

To arrange a demonstration of the latest version of QFM Web version 1.35, or to request access to the Client Portal, please either contact your account manager or e-mail [info@swg.com](mailto:info@swg.com)

