proteus mmx

REQUESTER DETAILS IN EMAIL – ASSIGN EMPLOYEE

EAGLE TECHNOLOGY, INC.

eagle
TECHNOLOGY

REQUESTER DETAILS IN EMAIL

ADD REQUESTER (SETTINGS >> COMPANY >> REQUESTERS)

- Fill in the **Requester Name** field.
- Fill in the **Requester Email** field.
- Fill in the **Requester Phone Details** field.

The **Requester's** details are shown in the below image.

SCENARIO 1 – ACCEPTING SERVICE REQUEST

- Select the *Requester* from the drop-down.
- *Accept* the service request.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

SCENARIO 2 – ACCEPTING SERVICE REQUEST

- Add the *Requester* by clicking the *Add* button, which is displays in front of the **Requester** drop-down.

- *Accept* the service request.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Requester details such as **Name, Email,** and **Phone Number** are displayed.

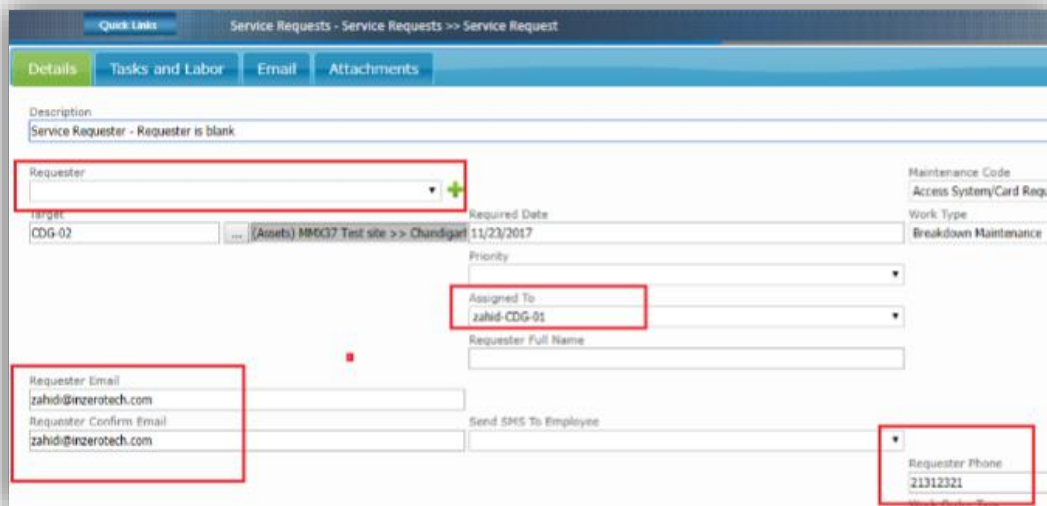## SCENARIO 3 – ACCEPTING SERVICE REQUEST

- The **Requester** drop-down is now blank.
- Fill in the *Requester Email* and *Requester Confirm Email* field shown below.
- Fill in the *Requester Phone* field shown below.
- *Accept* the service request.

- The manually-filled **Requester Email** and **Requester Phone** fields are shown.

SCENARIO 4 – ACCEPTING SERVICE REQUEST

- Select the **Requester** from the drop-down.
- Fill in the **Requester Email** and **Requester Confirm Email,** as shown below.
- Fill in the **Requester Phone,** as shown below.
- **Accept** the service request.

▪ Details such as *Name, Email,* and *Phone Number* are displayed, which are selected from the drop-down.

SCENARIO 5 – ACCEPTING SERVICE REQUEST

▪ Add the **Requester** only. Fill in the *Requester Name* field, as shown below.

- Fill in the *Requester Email* and *Requester Confirm Email,* as shown below.
- Fill in the *Requester Phone,* as shown below.
- *Accept* the service request.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- The *Requester Name* is shown.
- The *Requester Phone Number* is shown.
- The *Requester Email* is not shown below.

SCENARIO 6 – ACCEPTING SERVICE REQUEST

- The **Requester** field is blank, as shown below.
- **Requester Email, Requester Confirm Email,** and **Requester Phone** fields are blank, as shown below.
- **Accept** the service request.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

You have been assigned a new Work Order. Inbox x	
MMX37 Test site to me	
Work Order Number	20171123458
Job Number	
Description	Service Request - Requester blank & other fields also blank
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Additional Details	

SCENARIO 7 – WORK ORDER (CREATED)

- ▪ *Create Work Order* and select the *Requester* from the drop-down, as shown below.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- ▪ Details such as *Name, Email,* and *Phone Number* are displayed, which are selected from the drop-down.

You have been assigned a new Work Order. Inbox x

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to me ▼

Work Order Number	20171123014
Job Number	
Description	Work Order - Created
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahidi@inzerotech.com
Additional Details	

SCENARIO 8 – WORK ORDER (CREATED)

- ▪ *Create Work Order* and *Requester* fields are blank, as shown below.
- ▪ Fill in the *Requester Full Name* and *Requester Phone* fields, as shown below.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- ▪ Details such as *Requester Name* and *Requester Phone* fields are shown.

You have been assigned a new Work Order.   Inbox x

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to me

Work Order Number	20171123017
Job Number	
Description	Work Order - No Requster
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	11/23/2017
Work Order Status	
Target (Assets)	CDG-02 (Battery-Site-CDG-02)
Requester Name	Nazish Alam
Requester Phone	111111111
Additional Details	

- Create **Work Order** from **Call Log** and select **Requester,** as shown below.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Name, Email,** and **Phone Number** are shown, which is selected from the drop-down.

Work Order Number	20171123020
Job Number	
Description	Call Log - Create Work Order
Work Order Type	DemandMaintenance
Activation Date	11/23/2017
Required Date	08/03/2017
Work Order Status	
Target (Locations)	MM - 1 GROUNDS
Requester Name	zahid iqbal
Requester Phone	+91 (012) 828721956 x3
Requester Email	zahidi@inzerotech.com
Additional Details	

SCENARIO 10 – CALL LOG – CREATE WORK ORDER

- Create **Work Order** and the **Requester** field is blank, as shown below.
- Fill in the **Requester Full Name** and **Requester Phone** fields, as shown below.

THE ASSIGNED EMPLOYEE WILL RECEIVE THE BELOW EMAIL:

- Details such as **Requester Name** and **Requester Phone Number** are displayed, as shown below.

SCENARIO 11 – ASSET – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 12 – ASSET SYSTEM – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 13 – LOCATION – CREATE WORK ORDER

- Same flow as shown in: **Scenario 9 & 10**

SCENARIO 14 – STOCKROOM >> STOCKROOM PART – ISSUE REPAIR ORDER

- Same flow as shown in: **Scenario 9 & 10**