



Nexterna™ Clearview Web Access gives end clients and/or technicians immediate access to service information. Using the web, they're able to add, view and change information specific to their account or service assignments in minutes. Instead of waiting for answers, end clients and technicians are able to get the information they need when and where it's convenient.

Overview

Web Access offers advanced functionality in two key areas: technician access and end client access.

Technician Web Access

Web access allows mobile technicians to do their jobs more quickly and effectively, without any paperwork. Call assignments, service details, and more can be immediately accessed from any computer connected to the Internet – whether it's in the office, at home, or at a client site.

- View & accept call assignments
- Review service history
- Update service call information
- Enter time, labor, parts, and travel details
- Reference parts availability, contracts, and warranties
- Close-out calls and generate invoices

End Client Web Access

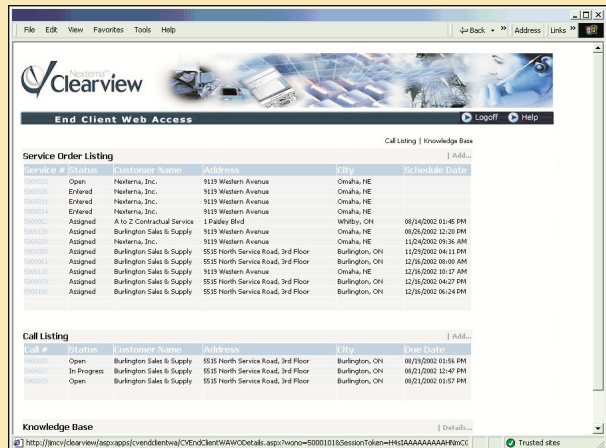
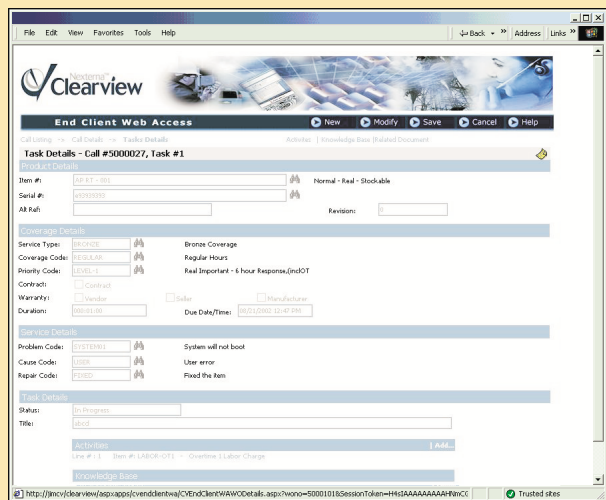
For end clients, web access eliminates time spent on the phone requesting service or trying to find out about the status of a call. Using a secure log-in and an Internet connection, they can instantly access information related to their account.

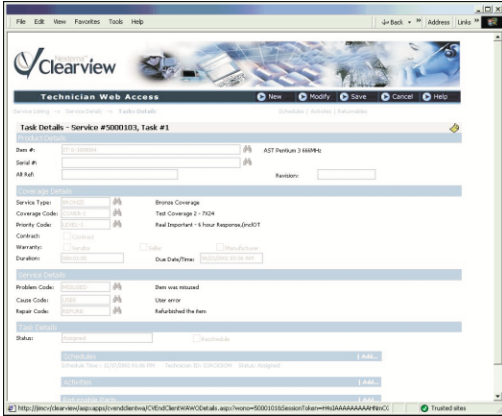
End clients are able to generate their own service requests, see when a technician has been assigned, and know when the tech is scheduled to arrive onsite.

- Initiate service requests
- View the status of current service calls
- Run reports on in-process and completed calls
- Examine invoice history
- Easily modify the type of information that's available

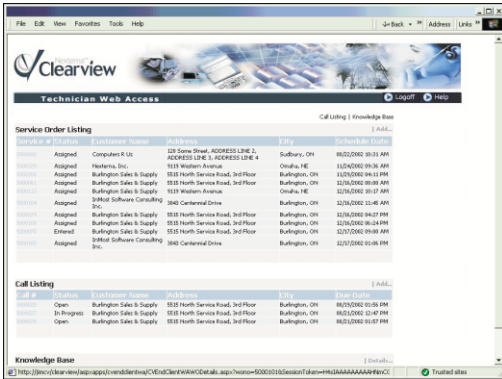
Benefits

The Nexterna Clearview Web Access module enables end clients and technicians to access the information they need directly – without having to go through extra steps that can delay service. It gives companies the up-to-date information they need to increase productivity and deliver better, faster service.





Nexterna Clearview Technician Web Access



About Nexterna

Nexterna, Inc. provides wireless mobile resource management solutions that help Field Service organizations increase productivity, lower operating costs, and improve customer satisfaction.

About Nexterna Clearview

Nexterna Clearview is a complete field service management application that is seamlessly integrated with GPS tracking and mobile communication systems. The Nexterna Clearview system is fully web-based, wirelessly enabled, and includes integrated mapping. It allows field service technicians to work together in real-time with the central office.

The Nexterna Clearview web-based application includes in-depth modules for service order management, sales order management, call avoidance, optimized dispatch with integrated mapping, contracts and preventative maintenance, product/asset tracking, and logistics and reverse logistics.

The Nexterna Clearview application can be deployed as part of a complete real-time service management system that includes the following optional modules: integrated mobile service management software, field web access, customer web access, data import/export, wireless data connectivity, and real-time vehicle location using GPS technology.

Learn more at www.nexterna.com/clearview