

The Real Time Service Portal gives our customers immediate access to view service activities of their copiers, printers and fax fleets.

Real Time Service Portal		ABC Enterprises Inc.							
Assigned Tech	Call Number	Equipment ID	Customer Location	Model	Serial Number	Time Opened	Time Picked Up	Customer Comments	Call Status
10TE25	111370	43765	MONTGOMERY, AL	X745W	74XXXXXXXXXX	7/14/2010 11:13	7/14/2010 11:50	PART BROKE	ARRIVED
20TE30	122071	43766	AUBURN, AL	X418R	41XXXXXXXXXX	7/14/2010 12:20		LINES ON COPIES	
50TE50	103072	43767	BIRMINGHAM, AL	P3510	35ZZZZZZZZZ	7/14/2010 10:30		TRAY 2 JAMMING	
90TE90	123073	43768	LAS VEGAS, NV	X777W	77XXXXXXXXXX	7/14/2010 12:30		WILL NOT SCAN	
40TE40	141374	43769	MOBILE, AL	M550N	55SSSSSSSSS	7/12/2010 14:13		COMMUNICATION ERROR	

Legend

Hold Call	Dispatched	Tech On Site
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It includes features such as...

Secure Login

Equipment Information

Status Color Coding for quick & easy viewing