

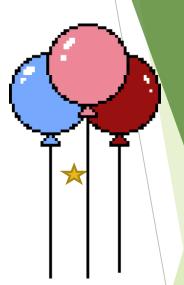
Utility Assistance Scheduler

You Can Now Schedule Appointments for Utility Assistance



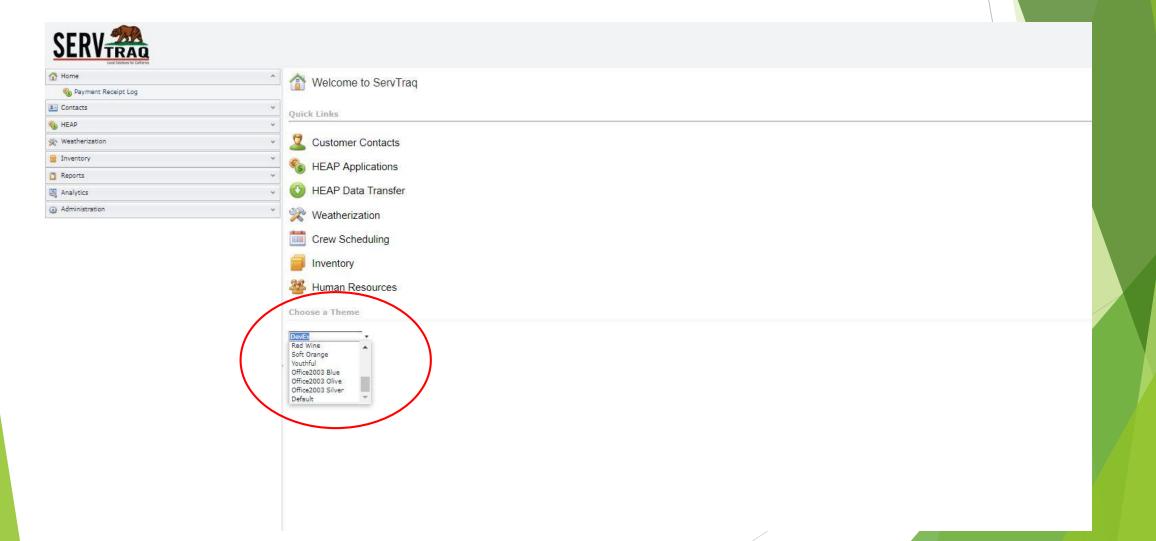






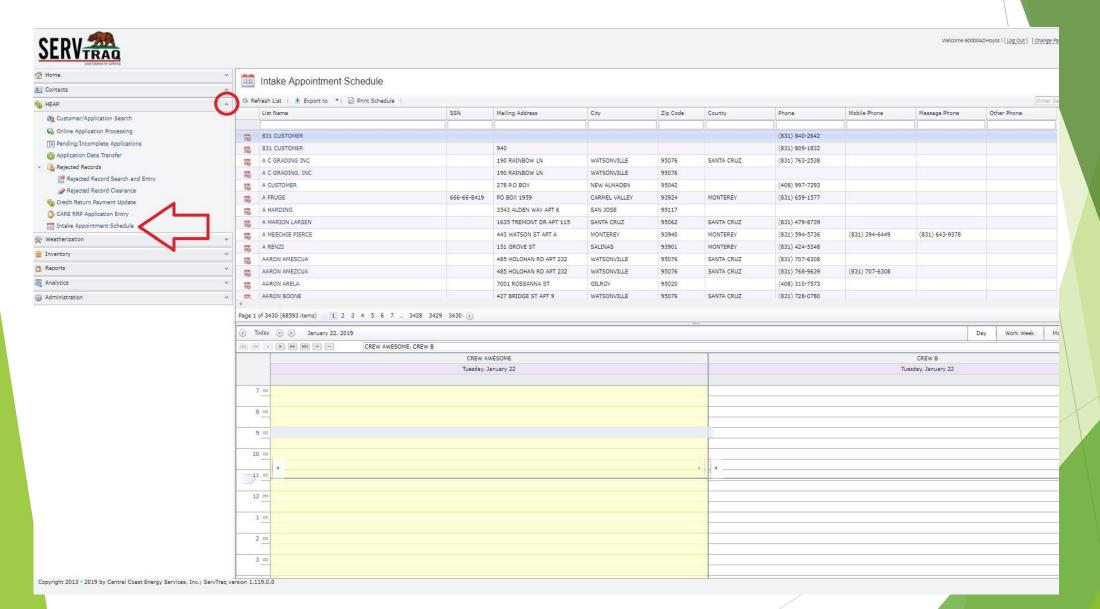


You can change the color of ServTraq by selecting one of the available themes below

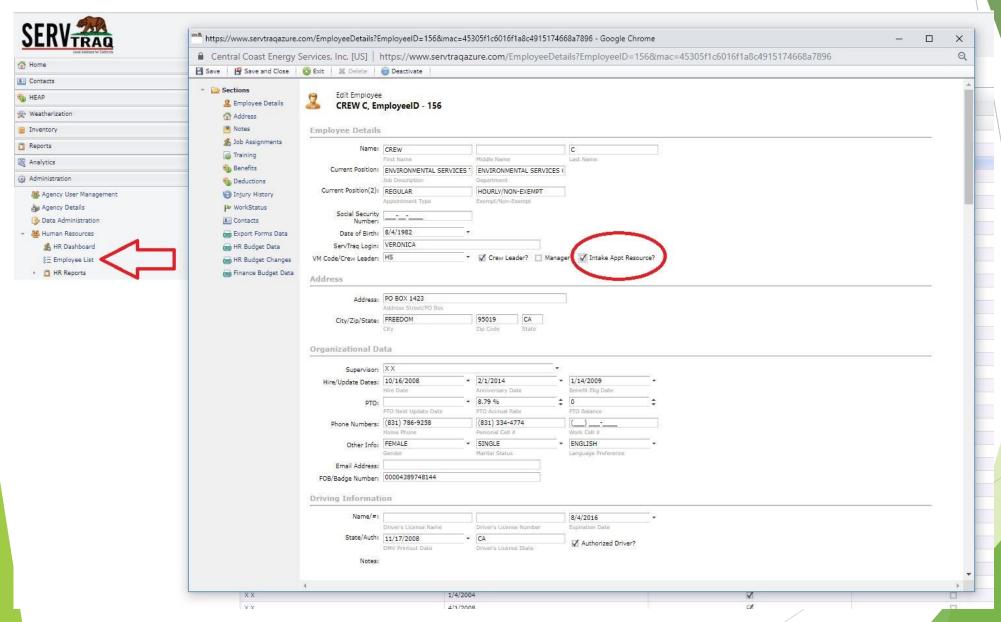


NEW to the Heap Section of ServTraq



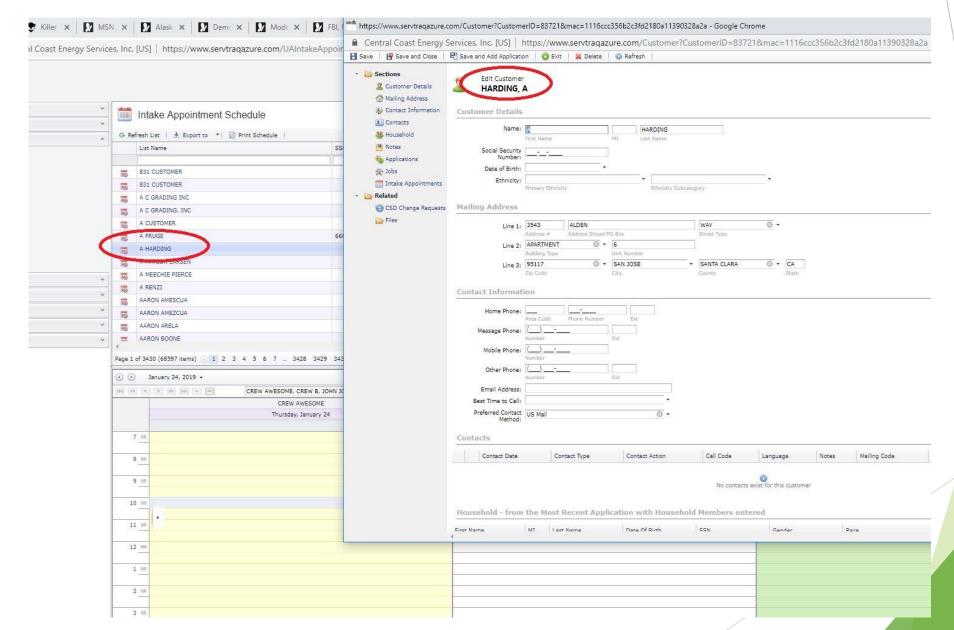


To Use Employees with the Scheduler, Checkmark the box for "Intake Appt Resource" (locations can be created as employees)





Click on customer name to open customer record





If the customer has not yet been saved in ServTraq, you must enter them

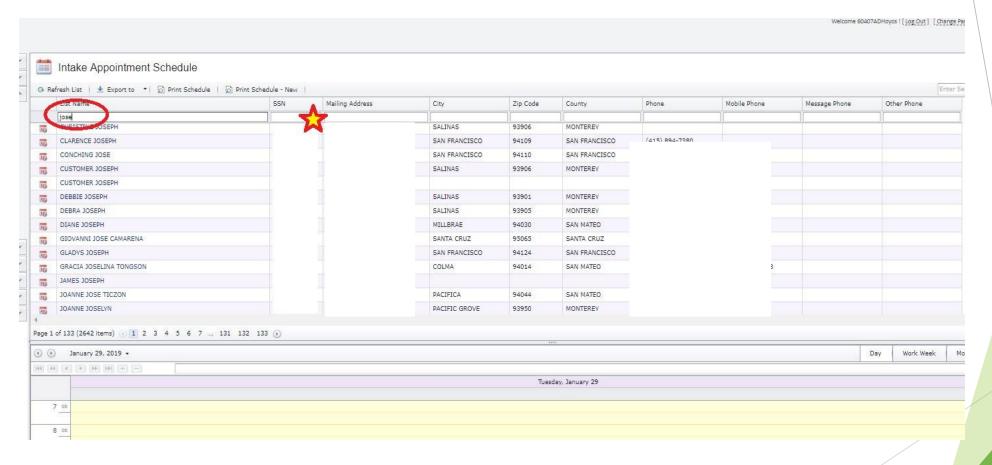


Incoming Application Processing Search Parameters Incoming Application Processing Barcode: Customer Search/Contact Entry Callbacks Social Security Number: **& Customer Contacts** Mailing Address: HEAP Mail Zip/City: Zip Code Weatherization Inventory https://www.servtraqazure.com/Customer?ZipCode=&mac=73ea8e2ebfb837d25a75b70ca69a09a9 - Google Chrome Reports New Customer ■ Central Coast Energy Services, Inc. [US] | https://www.servtraqazure.com/Customer?ZipCode=&mac=73ea8e2ebfb837d25a75b70ca69a09a9 Analytics Analytics 🖁 Save 📳 Save and Close 📑 Save and Add Application 🔞 Exit 💥 Delete 🕔 Refresh #3 Add Customer #4 **New Custome Customer Details** Social Security Date of Birth: Ethnicity: Mailing Address Street Type Contact Information Home Phone: ____

#1

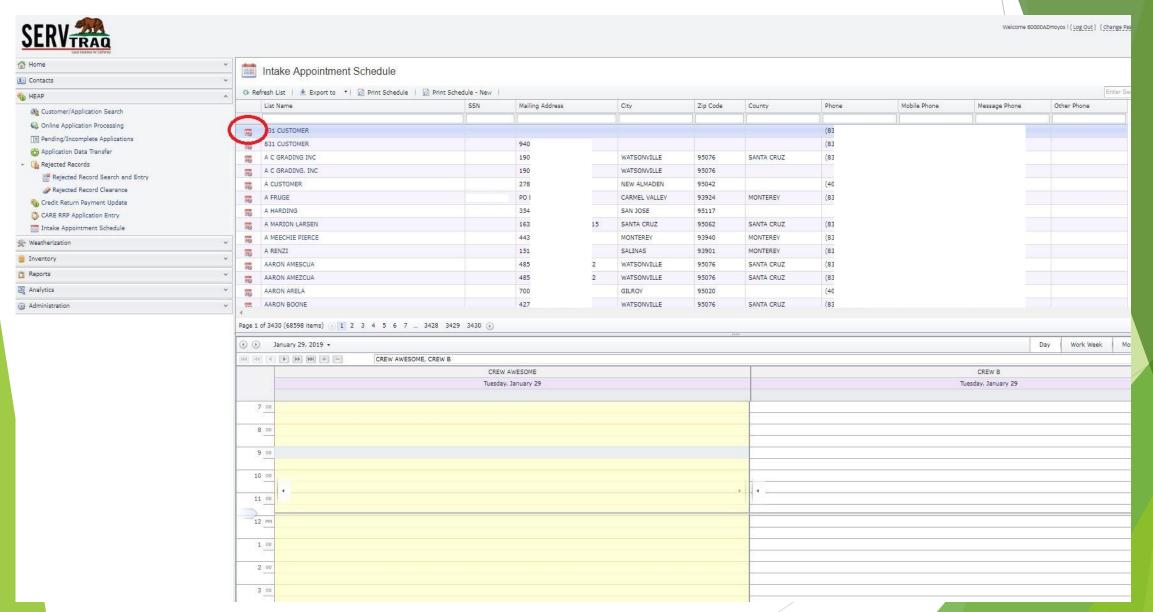
Use the fields at the top of each column to search for your customers





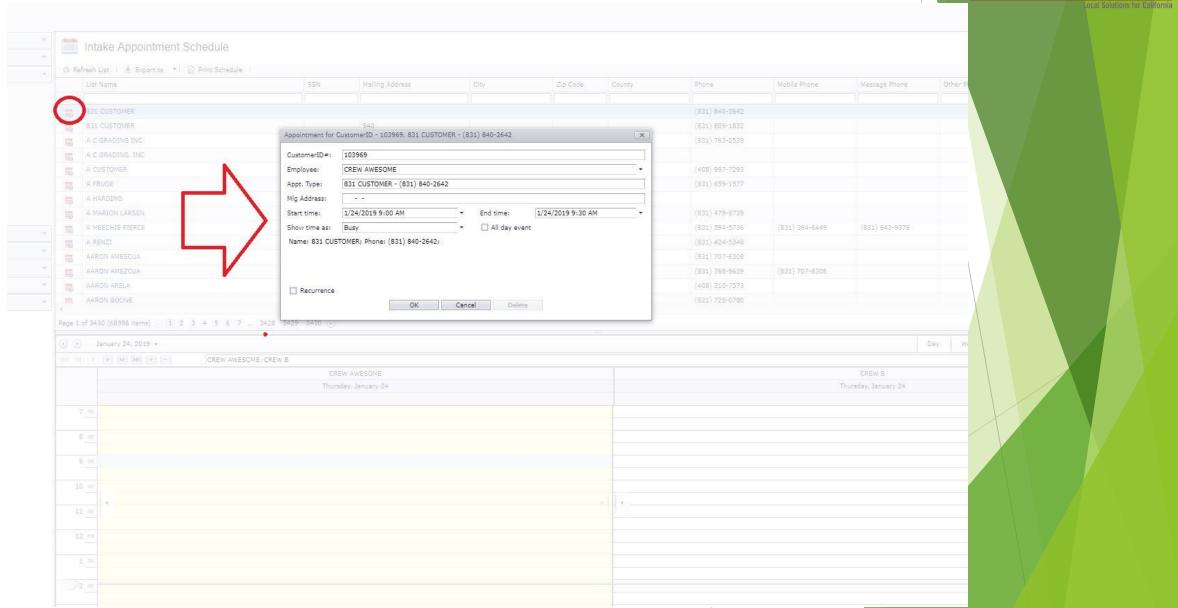
Click on calendar icon to open appointment entry





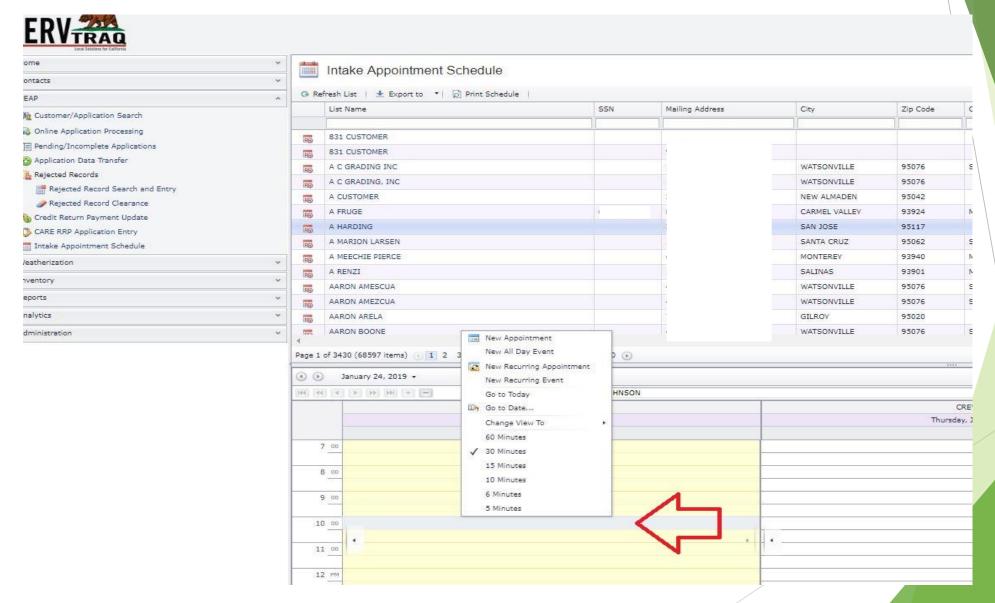
Edit the fields in accordance with your planned schedule





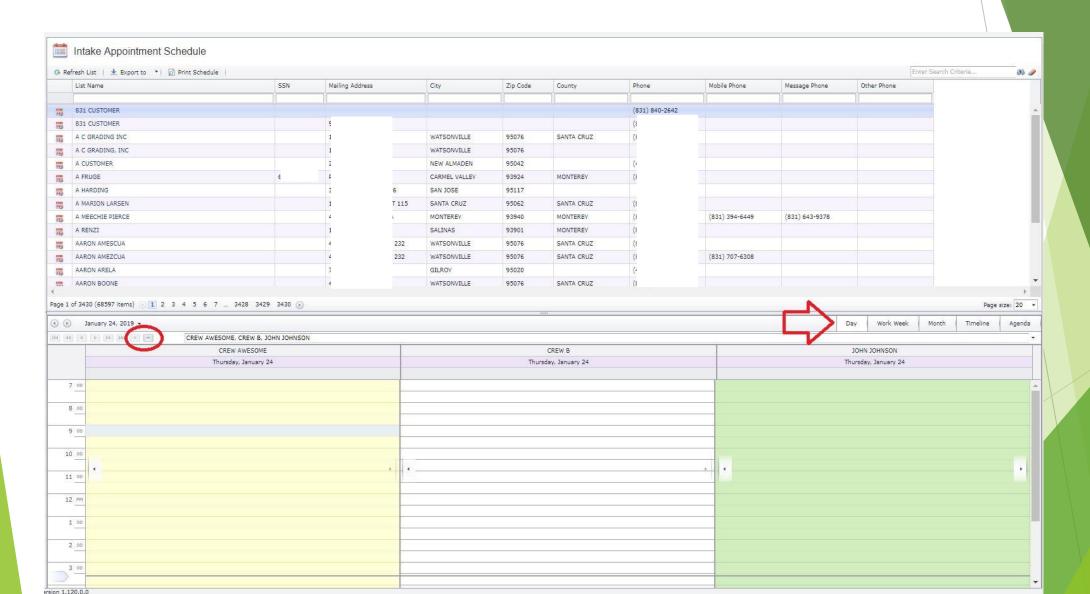
You can also click on an open time slot under an employees name





You can add or subtract the number of "employees". Alter the view of the calendar



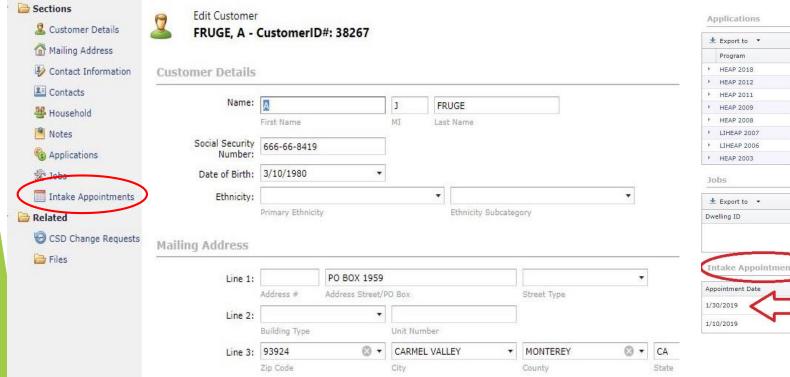


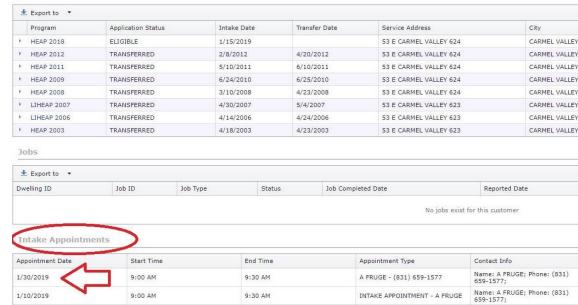


Scheduling an appointment for a customer, creates a contact note on their customer record

•	1	January 30, 2019 ▼	
44	4		CREW AWESOME, CREW B
			CREW AWESOME
			Wednesday, January 30
7	00		
>8	00		
9	00	A FRUGE - (831) 659-1577	(PO BOX 1959 - CARMEL VALLEY - 93924)
10	00		
11	00		
12	РМ		

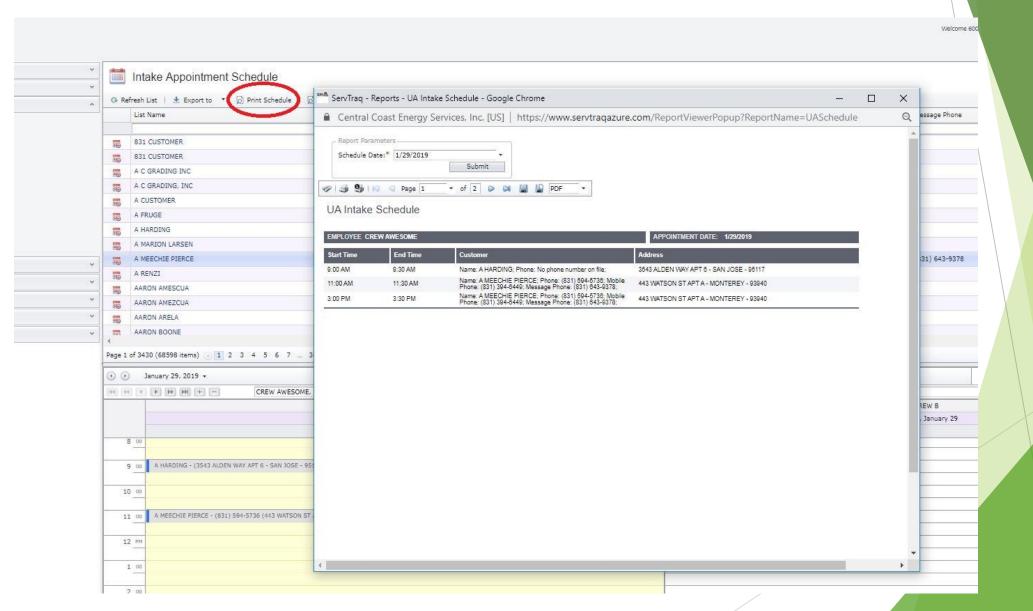
Click on the customers name to go to the Edit Customer page and view their Customer Record. A section has been added for intake appointments





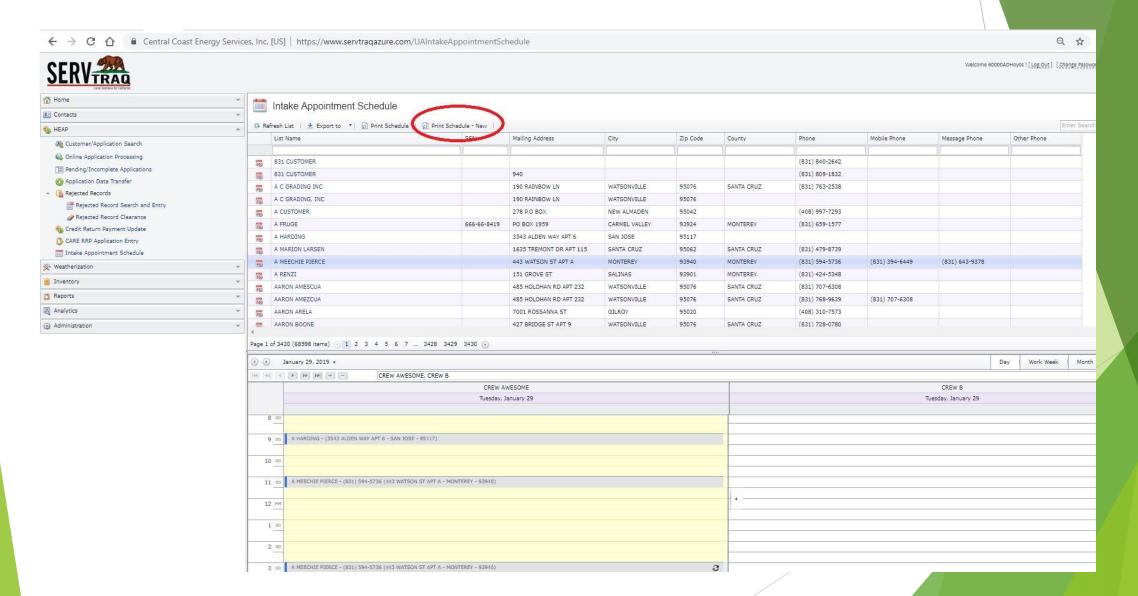
There are 2 types of schedules you can print



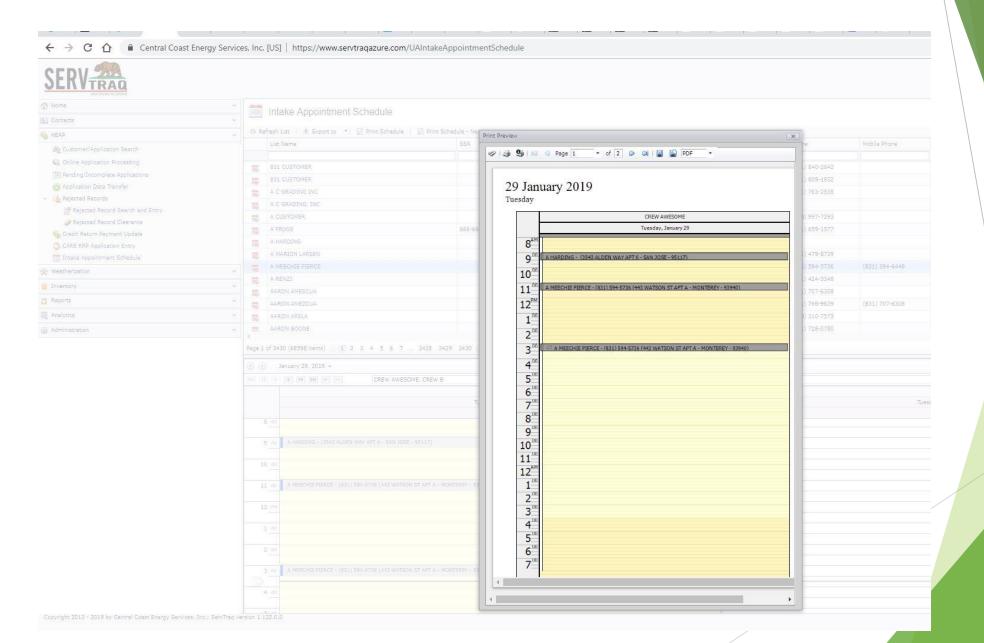


Print out the schedule for an employee or location











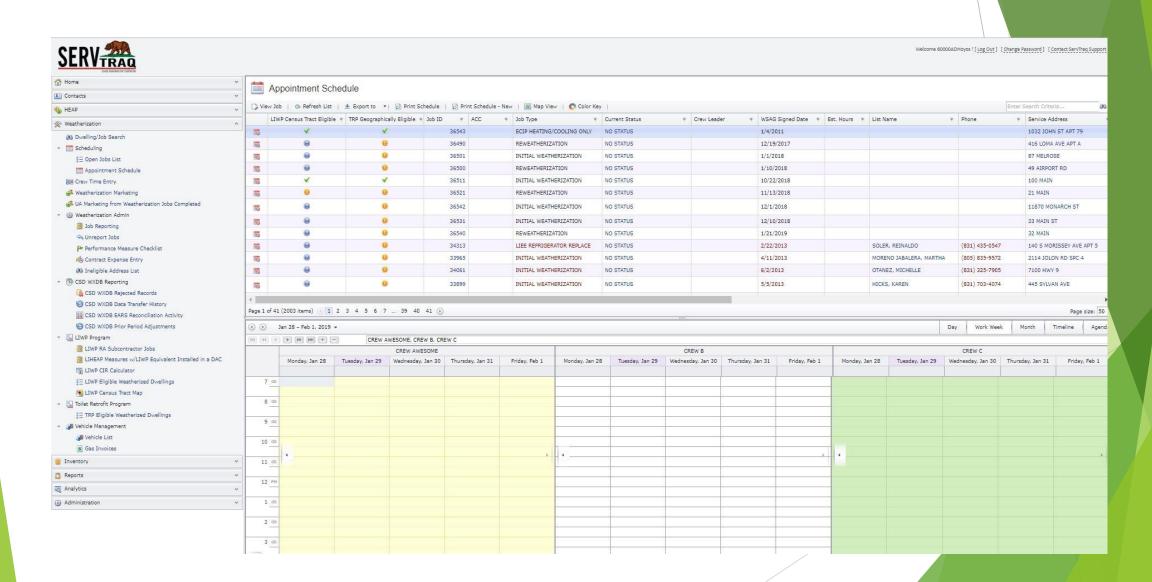
LIVE DEMO



WX Scheduling Review

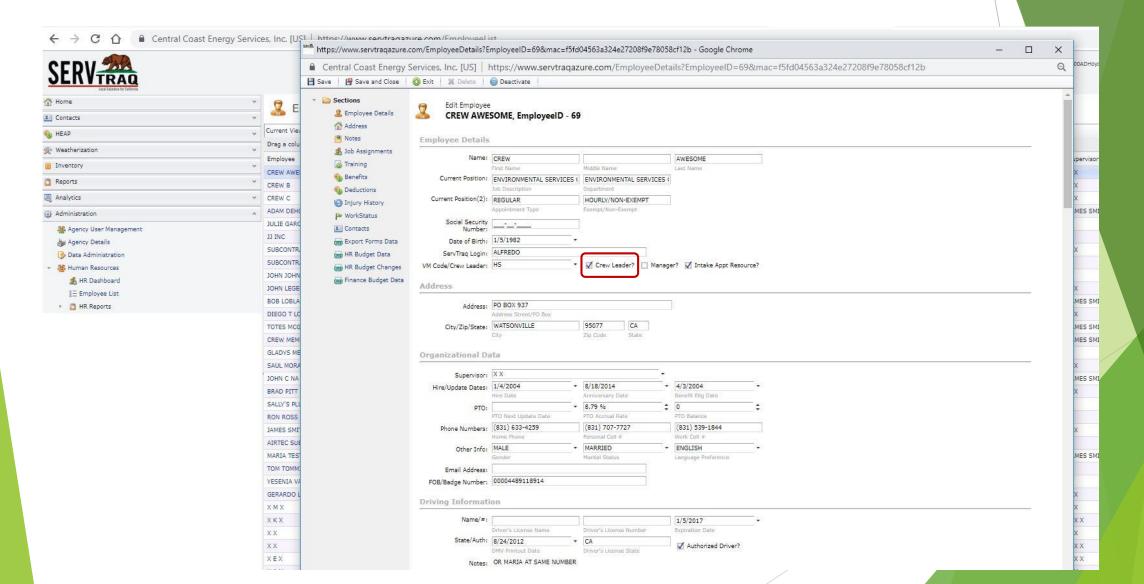
There are 2 sections to the Weatherization Scheduler SER





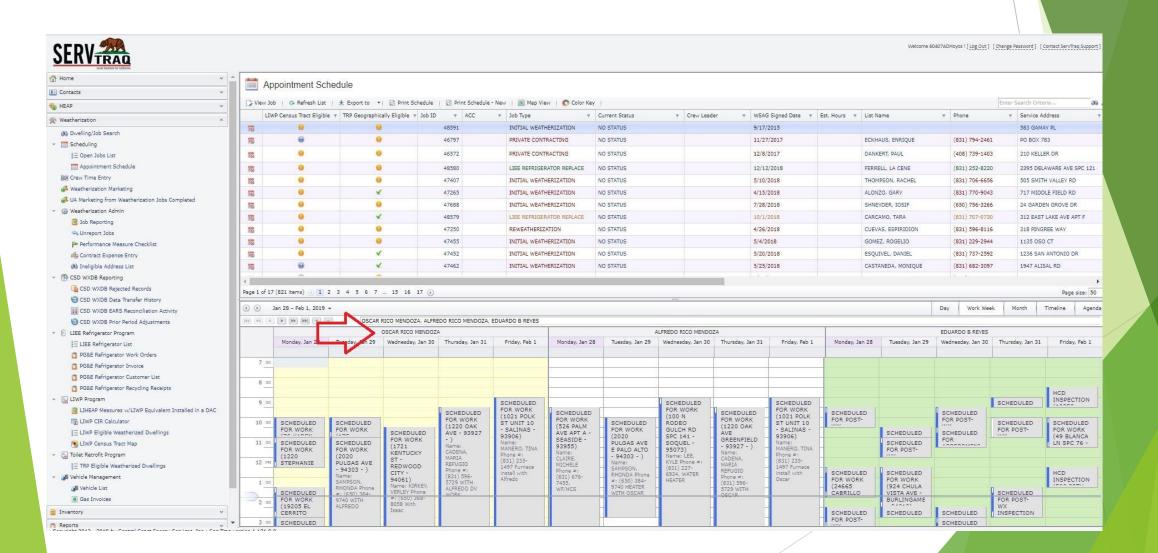


You must have some employees marked as "Crew Leader"



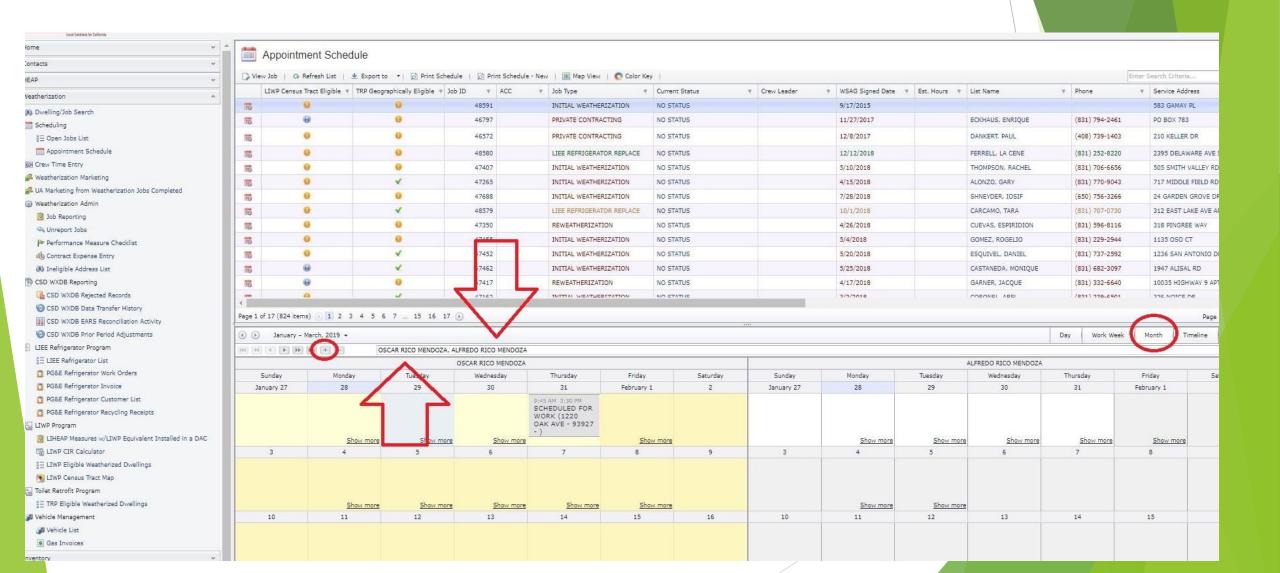






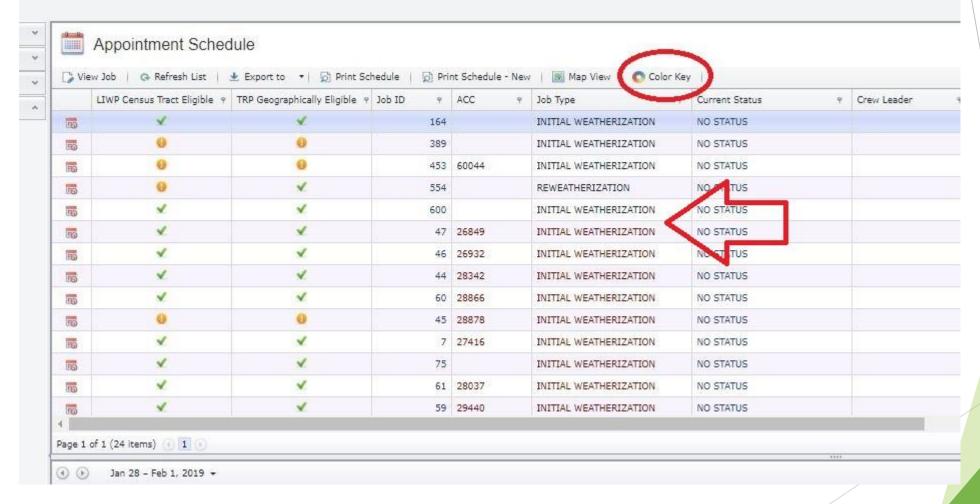
Different views for Calendar and Crew Leaders





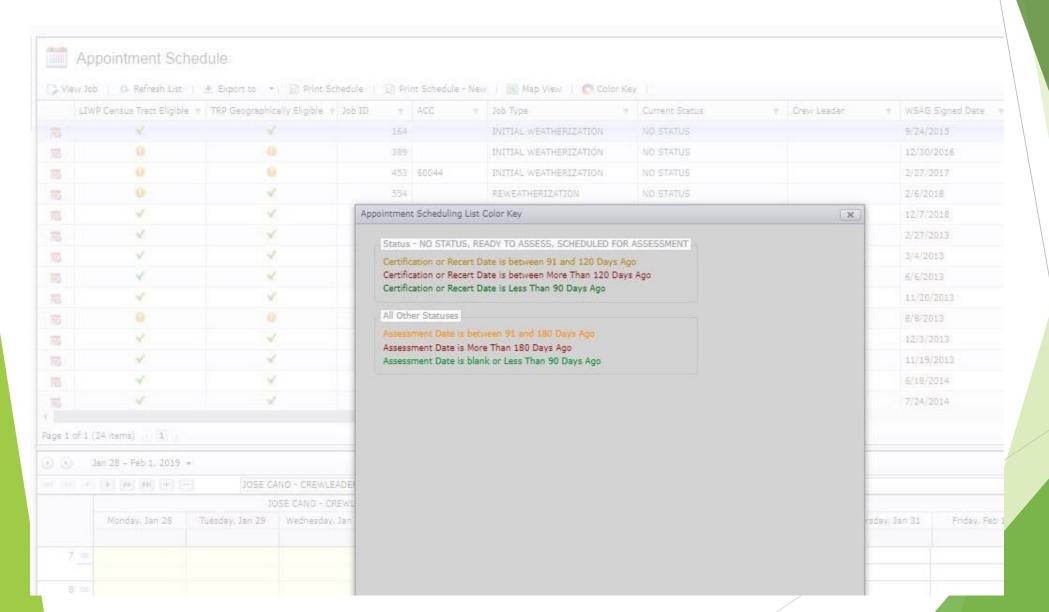






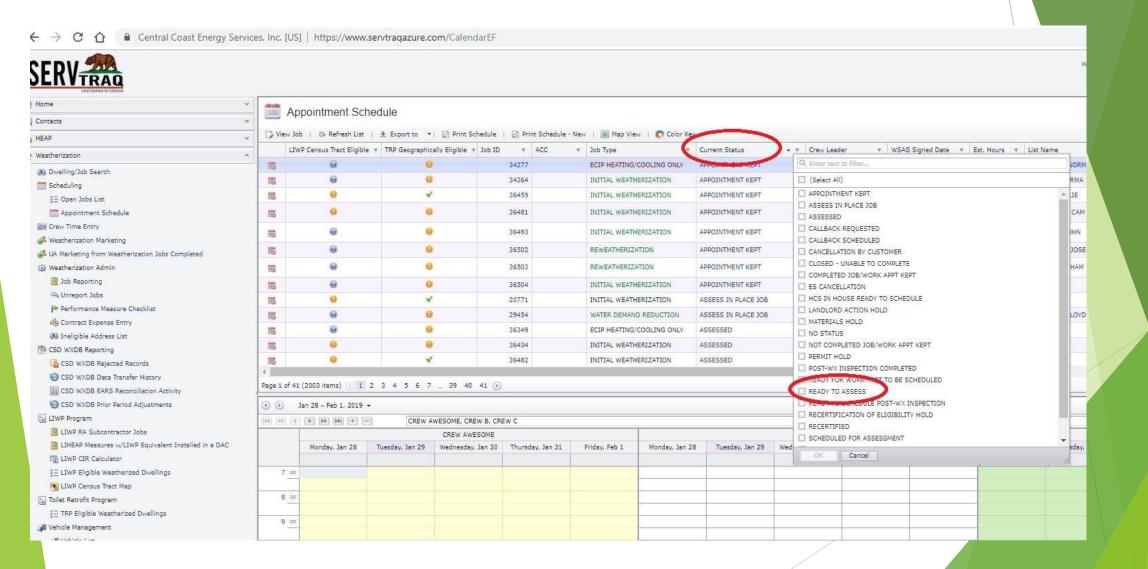
The Color Key can help plan which dwellings to schedule





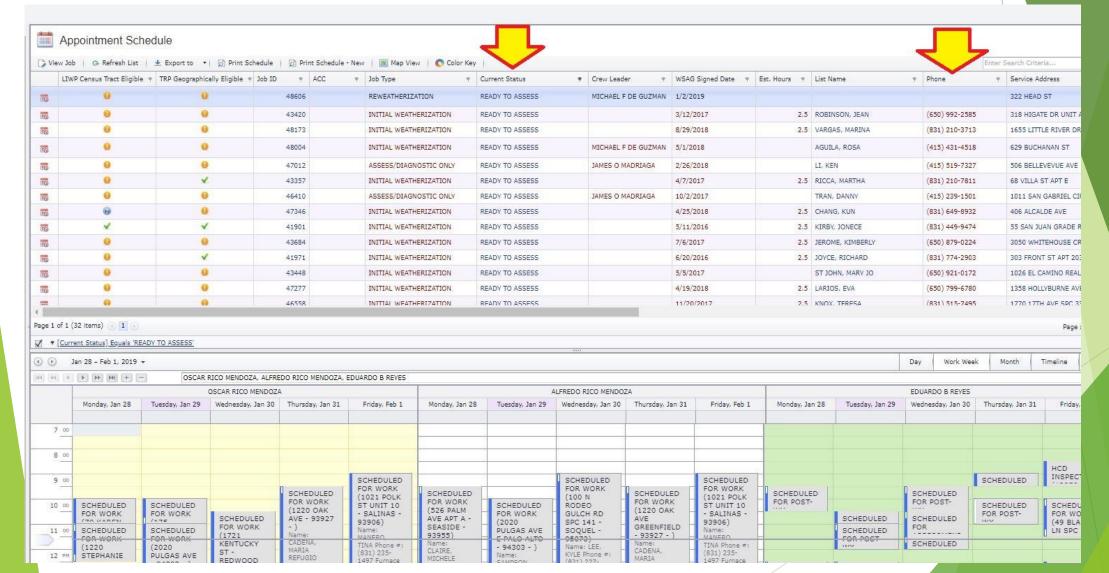
Set a job status filter to help you schedule





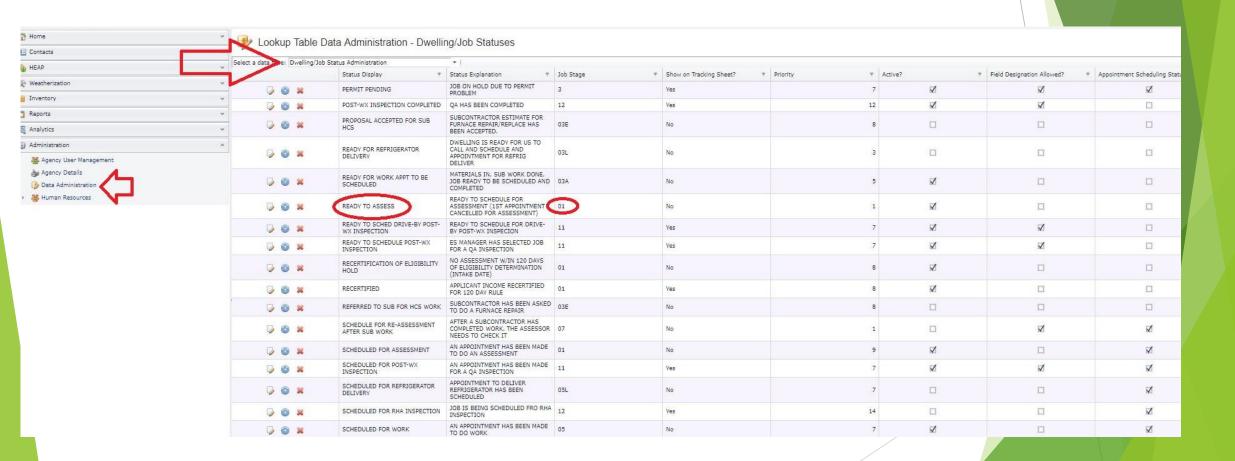


Use various filters and fields to assist you in setting up your schedule





Edit and alter your job status to better suit the flow of work at your agency





LIVE DEMO



ServTraq Support



Email: <u>Support@ServTraq.com</u>

Phone: 831-761-1747

ServTraq Support Chat:

https://www.servtraqazure.com/Support.aspx