

FEATURE SPOTLIGHT

Teamwork

- ✓ **Optimize** field service visibility
- ✓ **Increase** productivity
- ✓ **Enable** technicians to share forms

"ProntoForms [...] allows us to be a lot more efficient in enabling customers to be more successful and to move from a reactive to proactive, and from a proactive to predictive maintenance model."

IAN WRIGHT, FIELD SERVICES PRODUCT MANAGER



THE PROBLEM

Technicians can only accomplish so much in a day. Add to this reality increased task complexity, techs with different skill levels, proximity to the location of the site, asset access and readiness, and the availability of spare parts and tools.

If the need to complete an assignment in a different order arises, perhaps due to an unforeseen scheduling opportunity or conflict, there was previously no way to pass work between technicians.

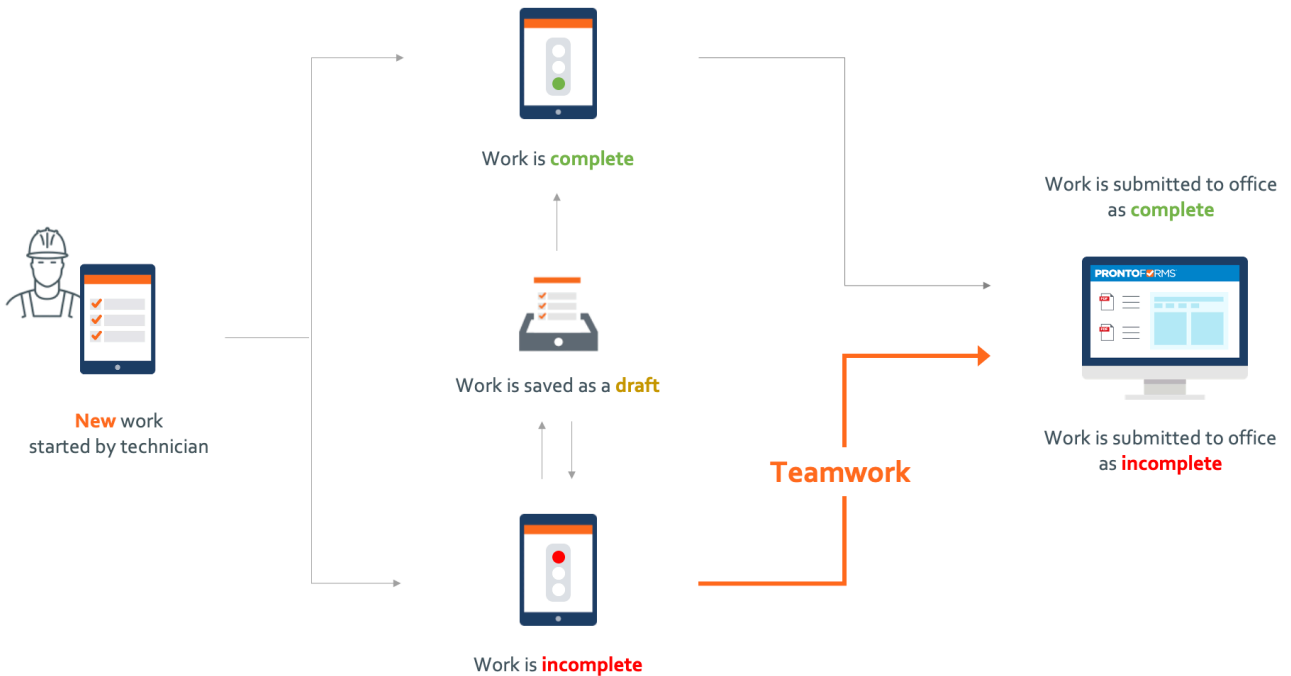
Being unable to transfer forms between technicians can lead to longer work visits, lost productivity, and increased asset downtime.

OUR SOLUTION

With ProntoForms' Teamwork feature, service technicians can now submit ProntoForms' mobile forms as incomplete—even if there are required questions that haven't been answered. Another tech can resume the job using the same form, or a dispatcher or team lead can reassign the work.

This feature provides increased flexibility in solving complex service scheduling challenges and improves asset-based service uptime. Teamwork ensures service tasks are completed faster and encourages increased customer satisfaction.

To ensure work is done, supervisors or team leads can also track work in progress from ProntoForms' web portal and take action to unassign or reassign work.



[Request a demo](#)