



Easy Maintenance

On-field ticket management



Simplicity

Empowering field service excellence with tools that simplify their digital tasks and real-time timesheet registering to make the digital tool a helper rather than an obstruction.

Flexibility in configuration is key in defining each company's own ticketing process.



BUSINESS VALUE

- Ticket management
- Regulation checklist configuration
- Real-time logging of activities
- Picture/pdf attachment
- Cooperation among technicians
- Inventory movement tracking
- Quote creation for backoffice team

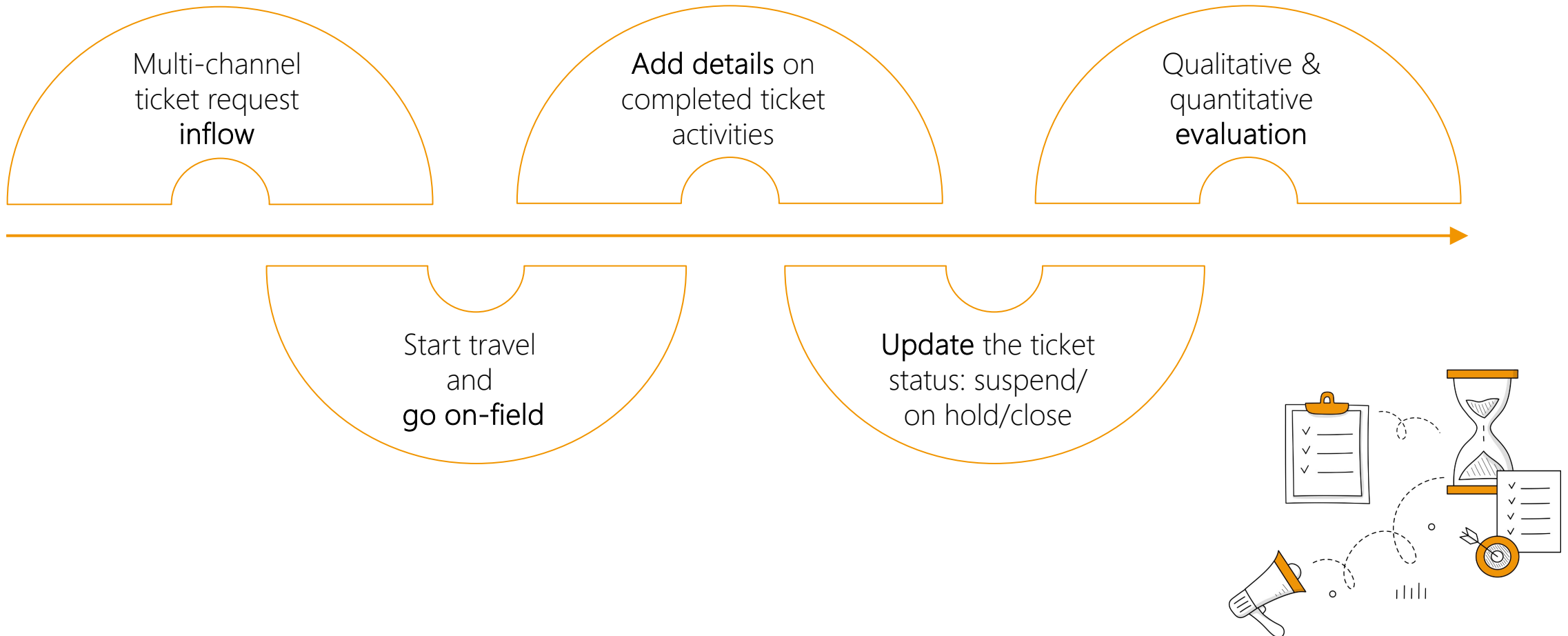
INTEGRATION

- Full mobile support
- ERP data sync
- Support for call centre
- Azure Blob Storage for image attachment

App Features

Smooth step transition

Supports users all the way down the line



Ticket



Ticket S...	Code	Type	Date	Am...	Asset	Address (Asset)	Class Type	Ticket Subclass	Issue	Owner
Suspended	TKT-01021-...	Annual	7/17/2025...	€0.00	LSN02288	Contrada Buonano...	Ticket Class A			RESOURCE 1
Acceptance	TKT-01014-P...	Semiannual	2/1/2025 ...		LSN01000	Via Piazzale 4	Ticket Class A	Subclass A3	Issue A3II	RESOURCE 2
Acceptance	TKT-01013-P...	Semiannual	12/1/202...		LSN01260	Viale Nord 3	Ticket Class A			RESOURCE 1
Acceptance	TKT-01025-F...	Semiannual	11/28/20...		LSN02232	Via dei Tre Pupazzi ...	Ticket Class A	Subclass A2	Issue A2III	RESOURCE 2
Acceptance	TKT-01023-B...	Semiannual	10/31/20...		LSN02283	Via Vecchia del Pino...	Ticket Class A	Subclass A1	Issue A1IV	RESOURCE 2
Acceptance	TKT-01022-S...	Repair	9/30/202...		LSN02289	Piazza Padella 12	Ticket Class B			RESOURCE 1
Acceptance	TKT-01018-B...	Annual	9/30/202...		LSN02164	Vicolo Baciadonne 5	Ticket Class B	Subclass B1		RESOURCE 3
Acceptance	TKT-01017-Q...	Semiannual	8/31/202...		LSN01403	Piazza Rimini7				RESOURCE 3
Acceptance	TKT-01024-K...	Annual	8/3/2024 ...		LSN02196	Via Tiradiavoli 55	Ticket Class A	Subclass A1	Issue A1III	RESOURCE 1
Acceptance	TKT-01020-J...	Annual	7/30/202...		LSN02288	Contrada Buonano...	Ticket Class A			RESOURCE 1
Acceptance	TKT-01019-K...	Annual	7/17/202...		LSN02283	Via Vecchia del Pino...	Ticket Class B			RESOURCE 1
Acceptance	TKT-01016-P...	Repair	7/17/202...		LSN01403	Piazza Rimini7	Ticket Class A	Subclass A3	Issue A3II	RESOURCE 1
Arrived in...	TKT-01012-P...	Semiannual	7/17/202...	€22.20	LSN01260	Viale Nord 3	Ticket Class A	Subclass A1		RESOURCE 1
Acceptance	TKT-01011-Y...	Annual	7/17/202...		LSN01260	Viale Nord 3	Ticket Class B	Subclass B1		RESOURCE 1
Acceptance	TKT-01010-C...	Repair	7/17/202...		LSN01571	Via Paccone 3	Ticket Class A	Subclass A2	Issue A2I	RESOURCE 1

Active Tickets:

- Track ticket progress
- Check technician responsible for the ticket
- Overview on technicians currently on field

Ticket management:

- Check asset task deadlines
- Insert completed activities, used items, notes, files
- Verify checklist to stay compliant in safety regulation
- Update ticket status
- Log tracking on every changes

TKT-01021-M2S4S - Saved

Ticket Code: TKT-01021-M2S4S, Owner: RESOURCE 1

General | Deadlines | Remarks | Details | Checklist | Logs | Attachments

Date: 7/17/2025, 12:34 PM

Closed on: [Empty]

Type: Annual

Ticket Status: On Hold

Transition: On Hold

External Update TimeStamp: [Empty]

Account Operator: RESOURCE 1

Asset: LSN02288

Type: ElectricTSP

Registration Number: A7258

Brand Name: PlantLift Pro

Contrada Buonanotte 41

Belluno

BL

Priority: Low

Class Type: Ticket Class A

Ticket Subclass: [Empty]

Issue: [Empty]

Caller Name: [Empty]

Care of: [Empty]

Telephone: [Empty]

Quotes & Checklist

Quote configuration details:

- Quote Type: Service Order
- Payment Term: 30-60.90
- Date: 8/1/2024
- Subject: Offerta vs impianto levatore presso vs stabile

Name	Priority	Status Reason	Status Reason (Quote)
Careful on automatic doors	Medium	Active	Sent
Suggerimento 3	Low	Active	Sent

Checklist configuration:

- Set up checklist for ticket type and asset type
- Automatically added on each ticket
- Helps technicians to stay compliant on each field activity

Quote:

- An administrative user can manage quote proposals
- Document template management and printing
- Versioning

Checklist configuration details:

- Name: Checklist 2024 - GDS
- Code: 2024GDS
- Asset Type: Electric 123
- Ticket Type: Annual

Or...	Mandatory	Type	Name	Description
<input type="checkbox"/>	1 Yes	Control	Doors operativity	Check the operation of doors
<input type="checkbox"/>	2 Yes	Control	Emergency rescue fac...	Inspect emergency rescue facilit...
<input type="checkbox"/>	3 Yes	Health...	Examine door panels	Examine door panels
<input type="checkbox"/>	4 Yes	Dange...	Lubrication	Ensure all systems are properly L...
<input type="checkbox"/>	5 No	Info	Mark Aisles	Are aisles marked?
<input type="checkbox"/>	6 No	Info	Are MSDS's current?	Are MSDS's current?
<input type="checkbox"/>	7 No	Info	Examine Ceiling panels	Examine Ceiling panels
<input type="checkbox"/>	8 Yes	Dange...	Building exits	Are building exits adequate?

Logs & Ticket Status Transitions

Easy Maintenance SANDBOX

Logs

Code	Type	StartTime	Owner	EndTime	Ticket	Ticket Status	Asset
CGL-2024-17-07...	Filter By	1 PM	Luca Cecon		TKT-01012-P5N8P	Pre-Billing	LSN01260
CGL-2024-17-07...	Equals	1 PM	Luca Cecon		TKT-01012-P5N8P	Closed	LSN01260
CGL-2024-17-07...		13 ...	Luca Cecon		TKT-01012-P5N8P	Arrived in Place	LSN01260
CGL-2024-17-07...	LAVORO		Luca Cecon	7/17/2024 2:27 PM	TKT-01012-P5N8P		LSN01260
CGL-2024-17-07...	Status Change		Luca Cecon		TKT-01021-M254S	Suspended	LSN02288
CGL-2024-17-07...	Travel		Luca Cecon		TKT-01021-M254S	Arrived in Place	LSN02288
CGL-2024-17-07...	Warehouse Picking	7/17/2024 12:53 ...	Luca Cecon	7/17/2024 12:53 ...	TKT-01021-M254S		LSN02288
CGL-2024-17-07...	Status Change	7/17/2024 12:46 ...	Luca Cecon		TKT-01025-F6W2P	Assigned	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:46 ...	Luca Cecon		TKT-01025-F6W2P	Acceptance	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:46 ...	Luca Cecon		TKT-01024-K4P1D	Acceptance	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:46 ...	Luca Cecon		TKT-01024-K4P1D	Assigned	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:35 ...	Luca Cecon		TKT-01023-B3B2P	Acceptance	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:35 ...	Luca Cecon		TKT-01023-B3B2P	Assigned	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:34 ...	Luca Cecon		TKT-01022-S1P6X	Acceptance	LSNC
CGL-2024-17-07...	Status Change	7/17/2024 12:34 ...	Luca Cecon		TKT-01022-S1P6X	Assigned	LSNC

1 - 50 of 83

Logs:

- Track status changes on ticket
- Track technicians start and end of a work, travel
- Track warehouse picking time

Ticket Status Transition:

- Set up your own transition rules
- Flexible transition: automatic, assign, closure...
- Select who can proceed a specific ticket transition

Easy Maintenance SANDBOX

Active Ticket Status Transitions

O.	Name	Code	From Status	Transition	To Status	Closing ...	Close All ...	Resource T...	Log T...	Owner	is Aut...
1	Assign	ASSIGN	Open	Assign	Assigned	No	No			#TECHNIC	Yes
2	Acceptance	ACCEPTED	Assigned	Accept	Acceptance	No	No			#TECHNIC	Yes
3.1	Call Round	CALLROUND	Acceptance	Call Round	Transferred	No	No			#BACKOFF	No
3.2	Acceptance	ACCEPTAN...	Transferred	Accept	Acceptance	No	No			#BACKOFF	Yes
4	Arrive in Pl...	ARRIVE	Acceptance	Arrived in Pl...	Arrived in P...	No	No	LAVORO		#TECHNIC	No
5	Suspension	SUSPENDED	Arrived in Pl...	Suspension	Suspended	No	Yes			#TECHNIC	No
5.1	Resume	RESUME	Suspended	Call Round	Transferred	No	No			#TECHNIC	No
6	On Hold	ONHOLD	Arrived in Pl...	On Hold	On Hold	No	Yes			#TECHNIC	No
6.1	Transfer	TRANSFER...	On Hold	Call Round	Transferred	No	No			#TECHNIC	No
7	Close	CLOSE	Arrived in Pl...	Closed	Closed	Yes	No			#TECHNIC	No
8	Check for ...	PREBILLING	Closed	Update	Pre-Billing	No	No	#BACKOFFICE		#BACKOFF	Yes

1 - 11 of 11

Mobile App

Features

Mobile App



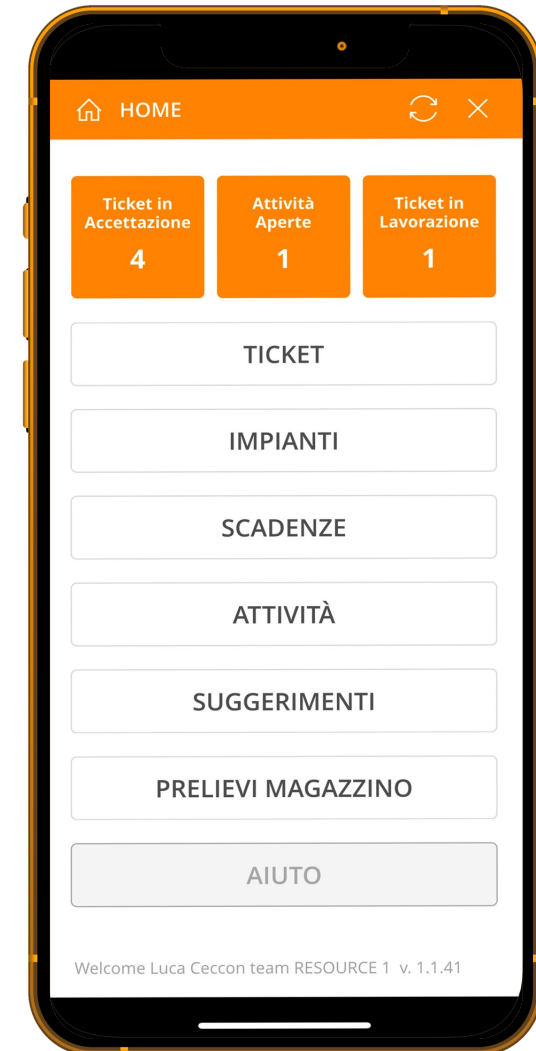
Home Page

Relevant statistics:

- Clickable, allowing direct access to the relevant page

Main objects for access pages where you can:

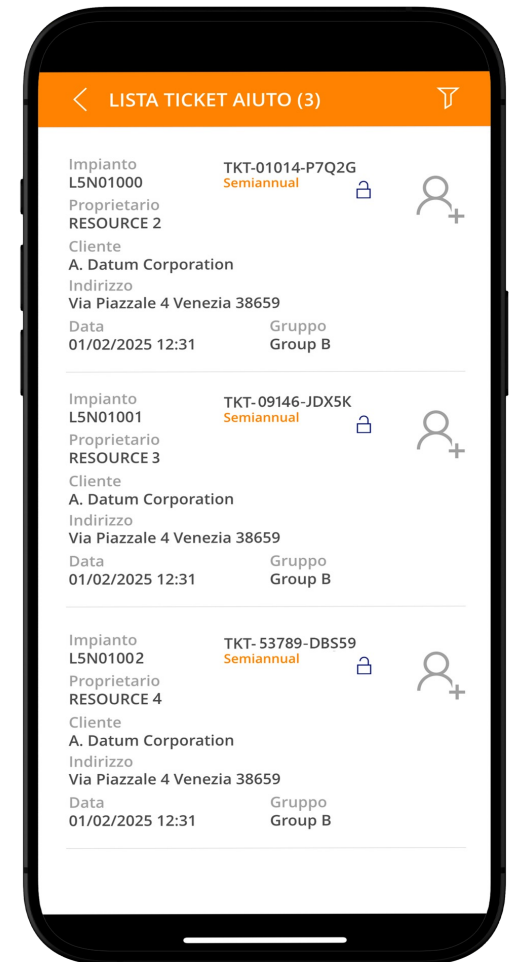
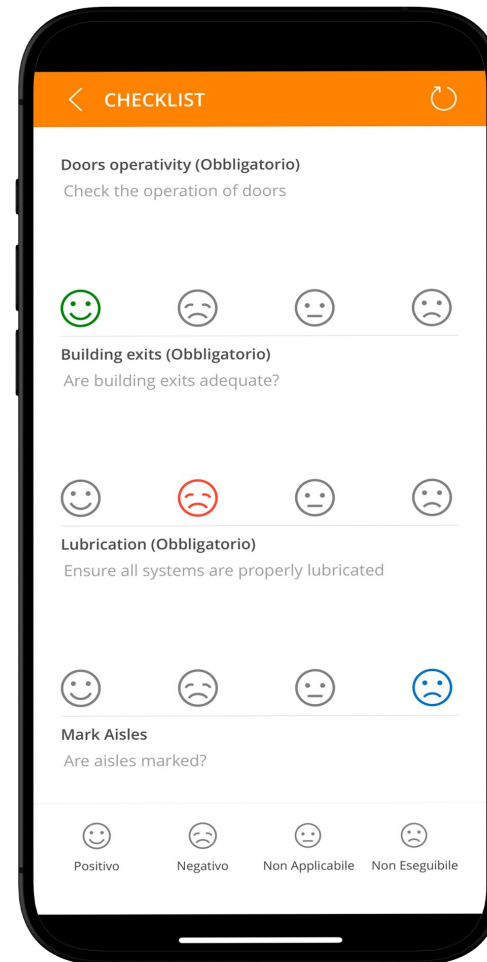
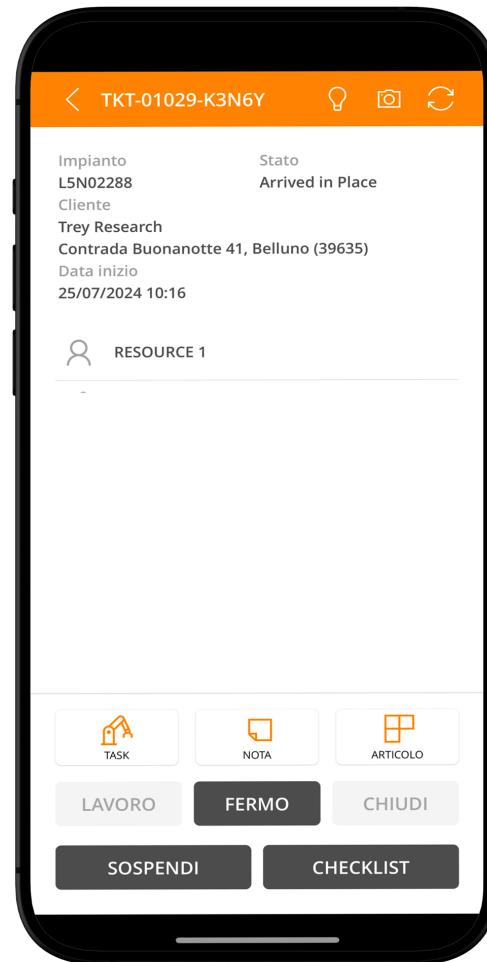
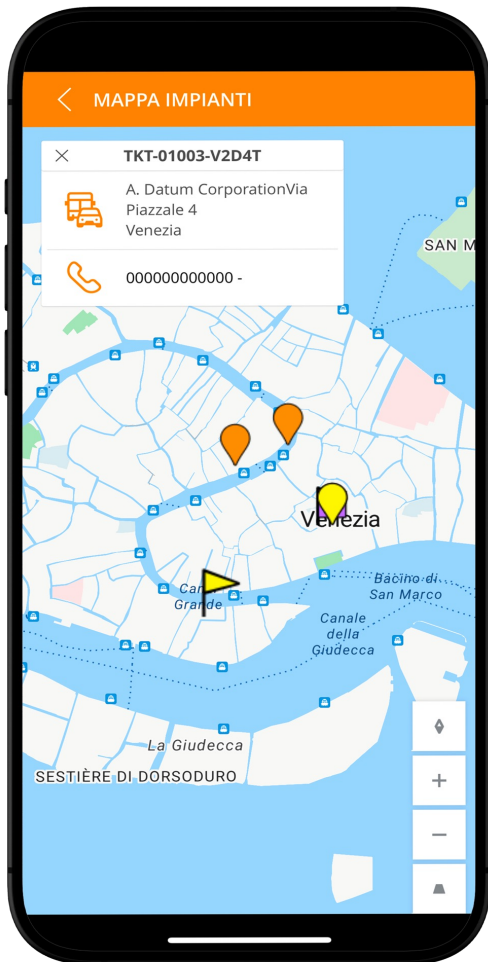
- Search by keyword
- Filter by value
- View map to easily understand asset positions



Mobile Overview



Map, Ticket, Checklist, Help



Key Advantages

KEY ADVANTAGES

- Technicians can actually focus on their job, as the user experience is smooth
- Tracking is fundamental and automatic
- Flexibility on system configuration
- Possibility of versioning quote proposals
- Open to external integrations



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