

Impact

Work Orders Module

The Work Orders module provides communities with the tools necessary to track and manage infrastructure construction, maintenance, and repair. Work Orders are completely user defined and can range from patching pot holes to setting water meters.

Users can track all work order actions, including follow up phone calls, meetings, and correspondence. Additionally, work orders are assigned to key employees, enabling communities to designate a single point of contact and responsibility.

The Work Orders module includes a comprehensive scheduling component so work can be planned and crews scheduled in a timely manner. It also includes the requisite tools to track the people, parts, and equipment (including their costs) required to complete the work

order. Summary reports to determine the average cost of repairs by facility are easy to create.

The Work Orders module is tightly integrated with the Customer Service module. A citizen's request to fix a pot hole, for example, can easily lead to a work order. Similarly, a work order can easily be traced back to the original customer service request.

*Find out more at
www.imp-res.com*

The screenshot shows a software window titled "Work Orders" with a form for creating a new work order. The form is divided into several sections:













- Work Order ID:** TR-02-0022
- Category:** Transportation
- Type:** Pot Hole
- Service Address:** 1400 To 1900
- Street:** W University Blvd N
- Cross Street:** N Adams Pl N
- Location:** Street
- Assigned To:** Bill Allen, Foreman
- Created By:** Sue Peterson
- Description:** Pot holes are everywhere
- Comments:** The street will require a total repaving.
- Details:**
 - Initial Date: June 18, 2002
 - Start Date: [empty]
 - Final Date: [empty]
 - Cust. Service ID: TR-02-0023
 - Reference Map: A-12
 - User 1: [empty]
 - User 2: [empty]
 - User 3: [empty]
 - User 4: [empty]

*The right tool for
managing
infrastructure.*





Quickly find critical work order details.

- | | |
|---|--|
|  Select a work order using an extensive range of criteria, including: <ul style="list-style-type: none">• Work Order ID• Address or Address Range• Cross Street |  Enter or view work order actions. |
|  Lock a work order to gain update access. Other users will be able to view the same work order, but not update it. |  Create or view a schedule for work order tasks. |
|  Unlock a work order and restore any changes (undo). |  Track all people, parts, and equipment required to complete the work order |
|  Save any new or changed work order data. |  Enter or view work order images. |
|  Clear the current work order folder. No data is deleted or lost. | |
|  Cut the highlighted text. | |
|  Copy the highlighted text. | |
|  Paste the text saved in the Windows clipboard. | |

Impact Resources
4131 Spicewood Springs Rd Suite N-2
Austin, TX 78759

(512) 338-9505
sales@imp-res.com