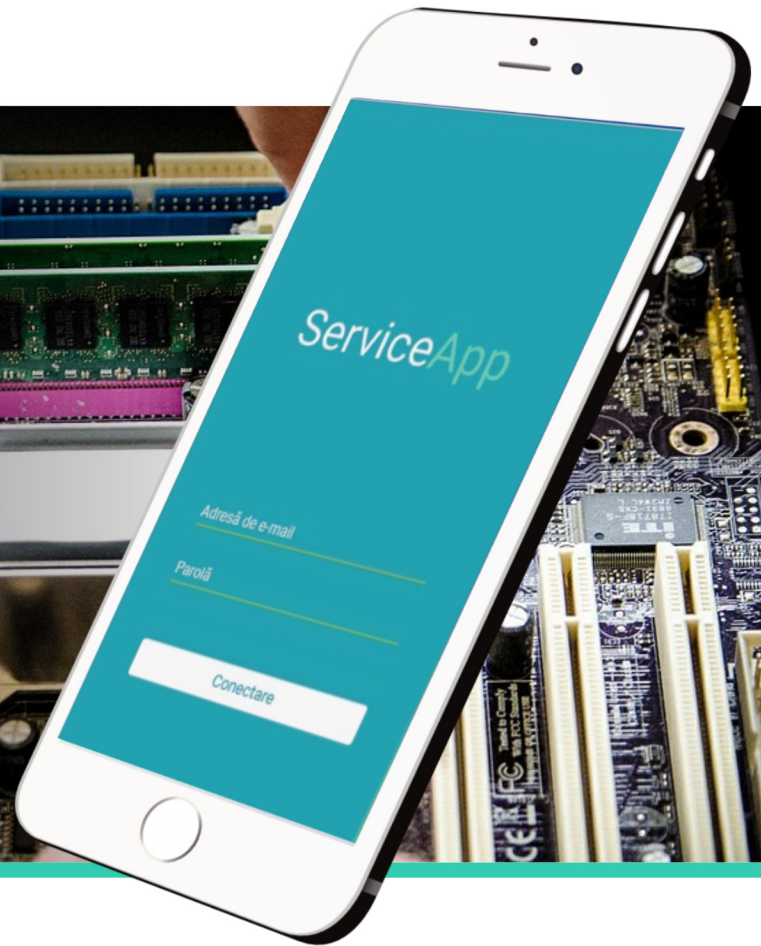


The mobile app for service representatives



Enter field interventions data, from anywhere, on any device

SocrateService - the mobile application, a native extension of the SocrateCloud solution that facilitates the field work of service representatives, efficiently manages the time and services offered, improving quality.

For field activities, with **SocrateService** you can easily plan requests and tasks and enter intervention actions, consumables and spare parts, you can generate the expense report at the place of intervention, on any mobile device: phone or tablet, regardless of the operating system.

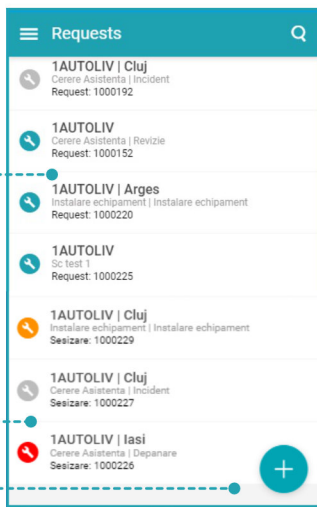
- Know at all times what the planned interventions are
- Reduce time with recording activities
- Keep records of notifications and assigned tasks
- Keep records of customers and equipment
- Generate expense reports and get their approval right away

SocrateService Functionalities

View the assigned Requests and Tasks in the calendar



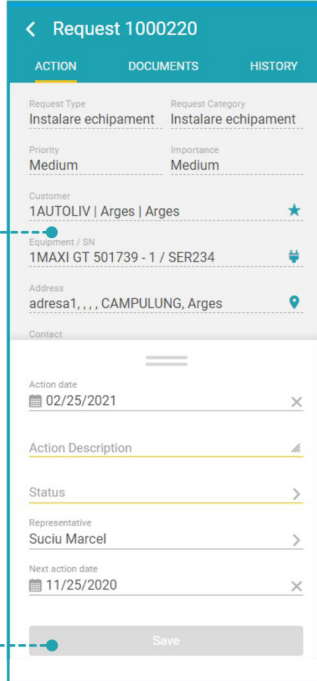
View and filter scheduled Requests in the list



Plan your interventions by area and priority

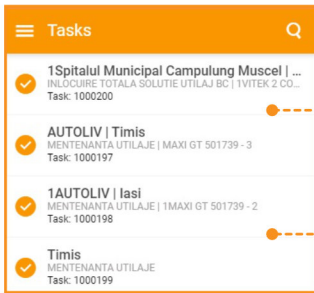
Warning for overdue requests

Add a customer request, directly from the field, if needed

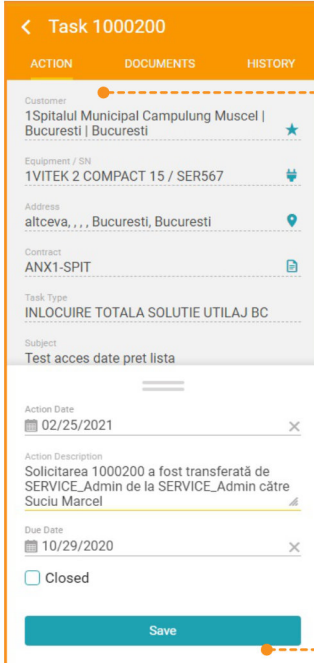


On each request, view details, processing status, expense reports, and update history

Process the assigned requests



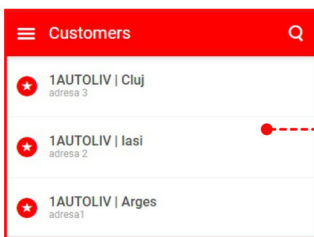
View and filter assigned tasks in the list



Check the processing stage of the tasks

View details, expense reports, and update history for each task

Process the assigned tasks



View and filter customers from requests and tasks assigned to the representative



On each customer, view requests, tasks, equipment, and contacts



SocrateService Functionalities

View and filter customer equipment from requests and tasks assigned to the representative

View details, notifications and open tasks, contacts and history of requests and tasks on each device

Generate, edit and view expense report intervention

Add service, replaced supplies, and spare parts

Get approval and sign the expense report on the spot directly from the app

SocrateCloud integration

The SocrateService application is natively integrated with SocrateCloud

Records from SocrateCloud are automatically downloaded and updated in SocrateService, for each representative:

- Requests and tasks for service activities
- Expense reports
- Equipment
- Customers

Records from SocrateCloud are automatically downloaded and updated in SocrateService, for each representative:

- Requests can be found in the Requests window
- Tasks can be found in the Tasks window
- Expense reports can be found in the Expense Report - Services window