



Help Desk

Seamlessly manage and report on all your Maintenance activity. This part of the application provides a simple, efficient and reliable Help Desk solution for both reactive and Planned Maintenance. CAFM Explorer also provides clever on screen alerts, filters and search functionality.

Key features include:

- Fully scalable for multiple or single company, location or buildings.
- Work assignment to both internal maintenance staff or external contractors.
- Easy tracking of maintenance activity, status updates and the provision of on screen alerts.
- Automated email notifications of work requests to engineers and service providers.
- Automatic status updates to clients and end users.
- Easy search and visibility of calls.
- Automatic associated hazard warnings, such as asbestos alerts.
- Cost and Stock Allocation.
- Clear and proactive management of Service Level Agreements.
- Automated prioritisation of work and job escalation when appropriate.
- Powerful suite of Help Desk strategic reports.
- Direct link to Purchase Orders when raising a Work Order.


If you would like to book a **FREE** one-to-one product demonstration with one of our friendly account managers, please email us at sales@cafexplorer.com or telephone +44 (0)1293 560 056. Alternatively if you would like to take a quick tour of CAFM Explorer, please visit www.cafmexplorer.com and click watch demo.

Screenshots of CAFM Explorer Help Desk

The screenshot shows the CAFM Explorer Help Desk interface. At the top, there are filter tabs for Standard Filters, Advanced Filters, and Date Filters. Below this is a search and filter area with fields for Location (Brighton), Building (St Marks Place), Main Contact, Work Order Number, Trade Code, Trade Person, and Service Provider. There are also dropdown menus for For Locality, Source, Alert Status, Life-Cycle Status, Internal/External, and Due Date From/To. A 'Retrieve' button is located at the bottom right of the filter area.

The main area displays a table of work orders. The table has columns for Res, Fix, Rev, Notes, Life Cycle Status, Description, Work Order Number, Due Date, Notice Days, Building Description, and Floor Description. The work orders are grouped by Life Cycle Status: Open (10 items), On Hold (2 items), and Notification Due (3 items).

On the left side, there is a sidebar menu with icons for CAFM Today Live, Hierarchy, Localities, Help Desk, PFM Schedule, Standard Work Orders, Purchase Orders, Invoices and Credit Notes, Budgets, Contracts, Projects, Room Bookers, Service Providers, Stock Control, and Asset Register.



WORK REQUEST

Please quote Work Order Number when making enquiries
Work Order Number: 00002057

Date/Time logged:	09/05/2010 13:07	SLA Response:	P2 - High Priority - 2 Hours
Main Contact:	Jenson Button	Telephone:	Ext 542

Locality Details:		Location: Brighton	
Building:	St Marks Place	Floor:	Ground Floor
Zone:	East Zone	Space:	Sales
Locality Address: Montpeller Road, Brighton, East Sussex, BN3 7PP			

Asset Description	Asset Reference
Air Conditioning Unit	AC108515

Work Details

Air Conditioning - Too Hot

Which Unit? back wall

What is the temperature on the display? 17

The temperature doesn't seem to do anything - please investigate

Trade code	Trade Person	Response Date/Time	Arrival Date/Time	Finish Date/Time
Electricians	Tim Jones			

Materials Used/Costs:

Other Comments:

Signature.....Name (Print).....Date.....