

**EASILY BOOK
AND MANAGE
CALLS ON THE GO**



myMCS Mobile Service Request enables you to book and follow up calls from a smartphone, anywhere you want. You can book a call in seconds, and view and manage all your calls on your mobile phone. Call templates and scanning support make the call booking process even more convenient. End users can easily be kept informed on call progress through call actions.

Prioritize, track and report on service calls

myMCS Mobile Service Request allows you to search, filter and sort your calls, based on criteria such as priority, status, date and location. The app makes it easy to track call progress and to provide correct and timely feedback regarding incidents or service requests. This is further supported by the ability to attach pictures and voice notes to calls.

Use scanning for logging new calls faster

Service technicians and facility workers can scan QR codes and barcodes in order to quickly add locations and maintenance objects to calls. Through QR code scanning, they also have immediate access to call templates. For example, by scanning the QR code on a vending machine in need of replenishment, the call for refilling it can be booked immediately.



Your benefits

- ✓ Book and follow up calls from your smartphone (iOS/Android)
- ✓ Fast, easy and convenient call management on the go
- ✓ Book calls using call templates
- ✓ Track call progress and manage your calls anywhere
- ✓ Quickly sort calls based on priority, status, etc.
- ✓ Open the correct call template by scanning a QR code
- ✓ Scan locations and maintenance objects to facilitate call booking

Sample views of myMCS Service Request

