



tesseract service management software  
core component v.6.1



tesseract

corecomponent



remote engineer access

# Tesseract **Remote Engineer Access** provides the tools to achieve full information flow directly between the engineer and service centre whilst retaining central control.

learn more @ [www.tesseract.co.uk](http://www.tesseract.co.uk)



**Remote Engineer Access - In today's response critical service environments, providing information to and receiving information from your engineers is essential for effective and decisive management.** Tesseract Remote Engineer Access provides the tools to achieve full information flow directly between the Engineer and Service Centre whilst retaining central control.

Once the engineer has logged in remotely he is allowed to handle several functions. These include viewing allocated calls for dispatch; call history for a site, customer or product; raising a parts request against a job; closing a completed job and adding all the service reports, validating times and codes and any parts used/replaced; checking on parts availability/price; enquiring on allocated call queue or location of other engineers.

This remote system even allows the engineer to print a job sheet, in the case of the PDA via an infrared port and a portable printer.

Tesseract Service Centre software can run on any device with an up to date browser.

## service centre 5 A true end-to-end web product

Developed using Microsoft.Net technology, **SC 5.0** is a browser based software supporting a range of databases and allowing for a 'zero footprint client'.



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