



A day in the life Of a Prevail Field Service Tech

Arthur is a Field Service Technician for Prevail IT. His day starts with a review of the new service calls that are placed in his portal at 8am. He reviews the calls, insures he understands the issues of each call and accepts them by 10:30am.

Arthur's parts are delivered to a FedEx staffed location. He arrives at the FedEx depot, picks up the parts shipped to him by the computer manufacturer, Dell, Sony, IBM etc...and reviews the parts against his work orders in the portal.

Arthur begins his daily scheduling calls by contacting each customer that he has received parts for. He contacts Smith Furniture, sets a time between 1p and 2p to arrive at the customer site. He contacts the remainder of his customers for the day and schedules service for the next day if at all possible.

Arthur arrives at Smith Furniture at 1:15pm, reviews the broken computer, insures that he has the correct parts, and begins his service. The computer is a simple fix, replacement of a hard drive. Arthur completes the service in fifteen minutes, contacts the call center, advises them the repair is complete, and gives the

telephone to the customer to complete the final steps from technical support. Arthur thanks the customer, retains the old hard-drive, places it into a FedEx mailing pouch, and prepares it for shipping back to the manufacturer. Since he has some time in-between calls,

Arthur logs into the portal, enters his time in and time out on the call, enters his mileage, and closes the call as ‘fixed’

On his second call of the day, Arthur realizes he was shipped the wrong parts. He contacts the call center, explains that the incorrect parts were shipped and requests that the call be closed and new work order be issued. He reassures the customer that the parts will arrive tomorrow and after verifying that they are received, he will be back to complete the service. He retains the incorrect part, places it into the shipping envelope and prepares it for shipping back to the manufacturer.

During Arthur’s third call of the day, he realizes the problem is not a hardware issue, but just a loose cable. Arthur corrects the cable issue, tests the machine, calls technical support and closes the call...he then prepares the unused parts for shipping back to the manufacturer.

On his fourth and final call of the day, Arthur replaces a motherboard and a ribbon cable. He finishes the fix, but the computer will still not boot properly. Arthur calls technical support, and through the troubleshooting process, he realizes the ribbon cable is the culprit. He then requests that the work order be closed, a new one opened, and a new ribbon cable shipped to him.

At the end of the day, Arthur enters all the information into his portal, makes sure his times on site and times of job completion are entered, and that all the codes are properly input, “fixed”, “parts delay”, “customer delay” etc... Once his portal is current and up to date, Arthur prepares for another day.