

Mobile Reports



Are you constantly looking for ways to further raise your service level? And have you made it your aim to ensure an optimal experience for your customers? In that case, it is important that you detect failures as quickly as possible, correct faults as soon as possible and/or continuously maintain the hygiene within your organisation. In order to achieve these goals, you should of course know what goes on within your organisation. The only way to be fully informed of the events is if you have someone informing you. After all, you can't be everywhere, right? In that case, an accessible way of having customers submit reports would be an absolute godsend. This is now possible with the Mobile Reports module. With the Mobile Reports module, you can have everyone (both internal and external) submit reports without them having to have access to an Ultimo account. This allows you to stay informed of the events and act accordingly!

REPORTING IS EASY

Customer satisfaction and customer experience are high on the agenda. Naturally, you want to facilitate your internal employees as best you can, but you would also like your visitors to positively assess your organisation. For that reason, it is important that you are aware of, for example, polluted rooms, poorly functioning equipment or other faults as soon as possible. After all, the sooner you know, the sooner you can act so fewer people will be inconvenienced. Mobile Reports allows you to let everyone (both internal and external) create reports easily and in an accessible manner. There are two ways of creating a report:

1. The customer enters a web address.
By entering a web address, you can let the customer navigate to a web page. The report form can then be opened.
2. The customer scans a QR code.
By scanning the QR code, the customer is automatically directed to the correct web page. The report form can then be opened.

In both cases, the report form can be offered in multiple languages. If you want, you can have the reporter select a language first.

The report form has a very simple setup which only requires you to fill in the information necessary to properly process the report. This can be information such as the device or room it concerns.

Obviously, this information is copied automatically when the customer scans the QR code of the room or device. It is also possible to give additional information in a text field and link an image to the report if necessary. Finally, the reporter can enter personal information such as name, telephone number and e-mail address. On top of that, the reporter can specify whether the processor of the report can contact them for additional information.

PROCESSING REPORTS

Because Mobile Reports is a functionality outside of Ultimo (after all, you don't need an Ultimo account), an e-mail is sent to your Ultimo environment after the report is submitted. This is then converted into a work order by means of the e-mail import functionality. The work orders will then immediately go through the regular work order process within your Ultimo application. You can assign the orders to the correct people so they can be taken up by the relevant back office. This way, the reports can be taken up quickly and efficiently and you compile a clear and complete history.

MORE INFORMATION

Please contact us if you would like more information about the Mobile Reports module.

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