

PLATTFORM

ORDER MANAGEMENT

individual processes

adaptable life cycles

flexible categories and classification

intuitive creation

individual forms and views

audit-proof recording

The 446 Plattform® offers you an overview of all orders and their processing status, as well as extensive options for filtering, sorting, and grouping. Through its activity list, you always get an optimal overview of their current tasks within the orders.

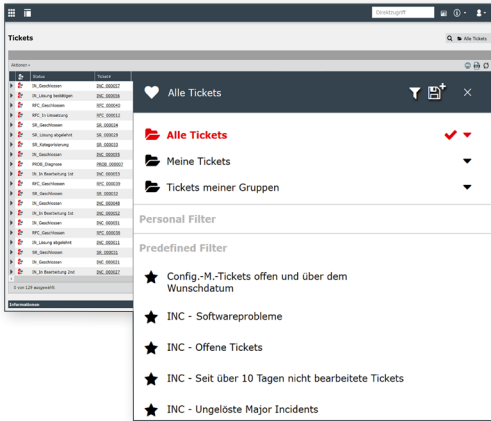
In module Order Management, you map information such as inquiries, malfunctions, problems, offers, orders, complaints, or changes in a structured way using forms. Create, therefore, individual schemas for the different order types.

For each order scheme, a process can be defined, which determines the processing sequence. You map dependencies such as a follow-up order using links between orders. In this way, you can link order with the quotation or a change request with the associated malfunction report or problem description.

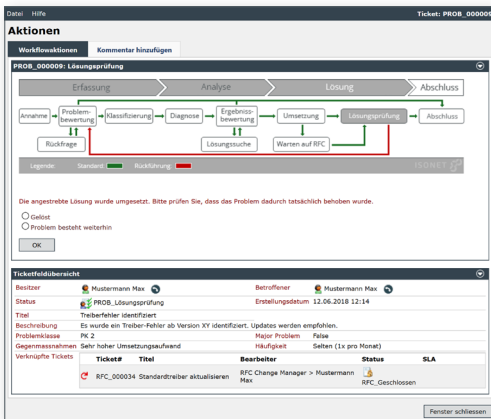
All changes and edits are logged. You can store comments and additional documents for the individual processing steps.



IMPORTANT FUNCTIONS AT A GLANCE



MANAGEMENT OF ORDERS
Personal and predefined filters and views



ORDER WITH PROCESS VIEW
Process-controlled tasks and actions with relevant information

ASSISTANT

The wizard supports you in creating an order and guides you through the forms in which the data is entered. After creation, the order is sent to the responsible group in the system.

STATUS

The status gives you an overview of the status of the order. The statuses and life cycles can be freely configured (e.g. „Processed“, „Test“ or „Resolved“). The sequence of the different statuses is controlled by the processes of the 446 Plattform® or triggered by interaction with the user.

SCHEME

You can use schemas to define the structure and life cycle of an order. You can use the designer to configure a wizard that guides the user through the creation of a new order. A large number of field types are available for this purpose. For example, designer allows you to arrange input fields in sections and tabs.

TEMPLATES

You can define templates for fast entry of recurring tasks. Use the possibility to provide pre-filled fields, solutions and file attachments for an order to be created. When entering the data, the user only has to enter the remaining fill in the fields.

CONVERSION

With the conversion, you can transfer an order to another schema. This enables you to react to errors in the creation of new findings and to direct the task or request to the correct process. To save time, the relevant data can be transferred automatically.

ACTIONS

Actions allow you to set advanced processing options for jobs. For example, you can subsequently change information contained in the order, such as status, affected user, fields. Containers are available for handling similar requests. You can use them to define actions for all contained orders that are carried out at the same time. Other useful actions are available, including:

- add comments
- upload files
- send e-mails
- assign order
- edit or duplicate tasks
- convert