



Newly Introduced

Field Service QC (Quality Control)

Enhance quality control process of field service orders, allowing for improved controls

The eWorkplace Apps Quality Management Suite for Acumatica now integrates with Acumatica's Field Service module, empowering field service users to document essential criteria effectively. Technicians can perform tests and complete checklists while carrying out tasks at the client's location. This integration facilitates the capture of critical data, ensuring better documentation and enhanced controls to maintain quality standards in the work performed.

Key Features Include:

- Generate QC orders and checklists for target equipment, components, stock items, and non-stock items, related to an Acumatica appointment.
- Validate QC order and checklist at the time of appointment completion.
- Perform QC on equipment stored at the client's location.
- QC and checklist orders trigger when the technician's appointment starts at the field.
- Capture data to provide maintenance history and allow insight on when equipment or components might need to be replaced.

Why Field Service QC?

- Ensure service excellence by performing quality tests and checklists in the field.
- Improve operational efficiency and ensure consistency by equipping technicians with structured checklists and QC plans in the field.
- Ensure the completion of recurring tasks are performed.
- Deliver consistent high-quality service meeting compliance and service standards.