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AWa2000 Option SAM* (Error in Service Module)

Error and service request message module

The sender of the error message (client) can capture in an unqualified way fault/error messages of all kind and transmit them to the error message receiver (host). The error message receiver (host) serves as the central port for error messages of all kind coming in from any source of error messages (client) at any time from any PC. Alternatively and in addition to the error messages, orders (restructuring, improvement ideas, expansions, etc) can also be transmitted. The optional approval layer (profit center) enables the evaluation and event approval.

The error message receiver (host) qualifies and classifies the error messages, identifies the malfunctioning object and sets the priority. The in-house or external maintenance personnel then initiate the service. The service/repair work is fully integrated in the Awa2000 procedure, i.e. it is processed in the same way with identical record and callback message flows.

Once the processing of the error incident starts, a callback message is returned to the sender of the error message (client). This keeps the sender of the error messages informed about the service progress at all times. The error message sender therefore knows who works on the reported error and when the work is done with what priority. Once the error/failure is removed, the error message processing is tagged as completed and the process stored as case history in memory. This keeps the error message sender (client) as well as the receiver (host) 'in the loop' about all errors and their service status at all times. The process prevents work on 'duplicate error messages' or the 'dropping' of service requests.

Client	Profit Center	Host	Request

The error messages are color-coded. This immediately indicates whether the service request is new or a follow-up to an existing service process or whether the order has or has not been completed. The object itself is color-coded according to priority. The color code immediately shows whether the 'Profit Center' has reported an approval or message lock.

The optional WebClient may transmit service requests to Awa2000 using the browser solution. This obviates any installation at the respective work stations. All required options for the solution are already installed.

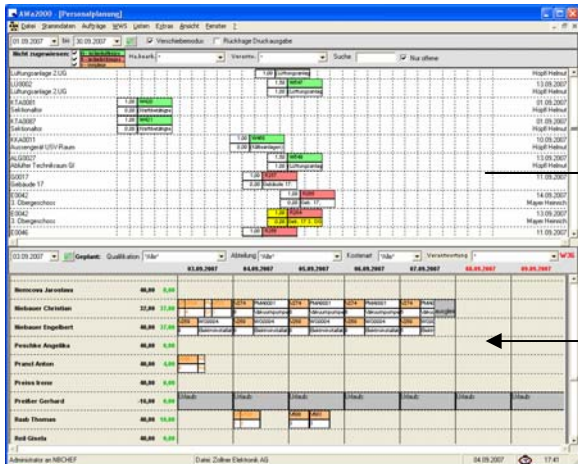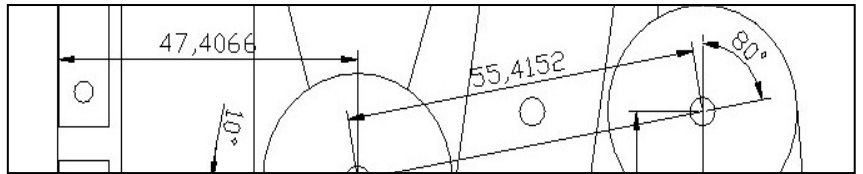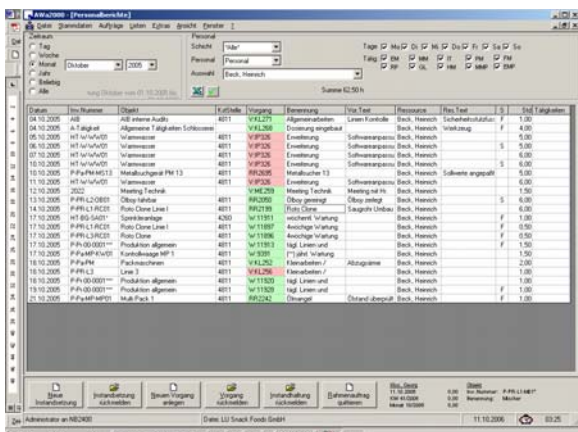This solution is available for the SQL server version only and requires additional server-side component installations.

Using the option 'qualification only after the service has been assigned', a new error message is classified as 'in progress' only after the service has been assigned to a person. A 'first service day' notice is shown at the client computer.

The host also sends to the client information about the main service provider, the service priority, the work progress and a reference note if applicable.

Pull

Up to 10 different target hosts may be defined. This allows it to target reports to a specific host (in a department). Misdirected reports maybe redirected by the host. In the case history, this will be recorded with a time stamp and the work progress status is reset.
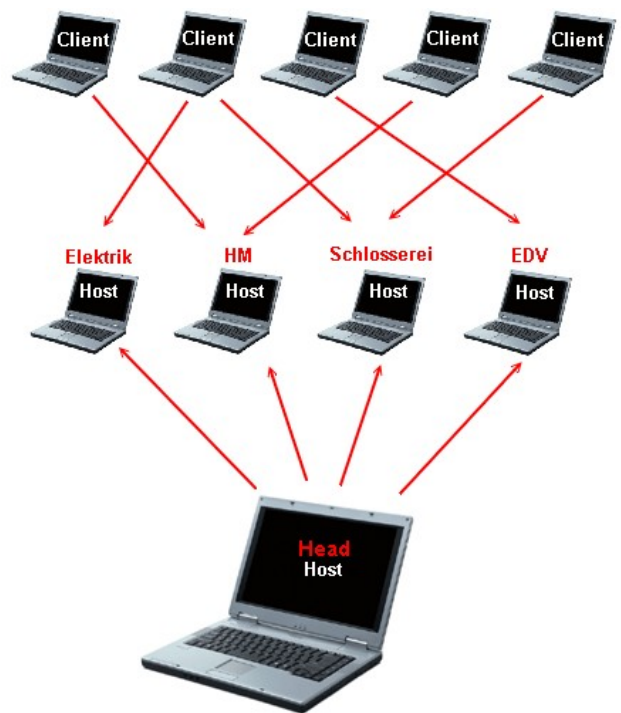
Client / Host Strukture

The event report shows error-in-service messages along with the generated service requests in a chronological list. The events can be traced at all times.

Message

Priority and Status

Host Reference Note

History

Object

Service Request