



AUTOMATE AND ACCELERATE

Your AHS Status Reporting

myServiceACE is an efficient solution to managing your Status Communications for AHS Service Work Orders.

It allows all of your AHS communications to occur in one convenient location for both incoming messages and outgoing statuses.

As a hosted, on-demand solution, myServiceACE is extremely easy to use. In less than 30 minutes, you can be harnessing this powerful tool to maintain and organize AHS communications and status reporting. This versatile solution runs on popular handheld phones and devices for broad flexibility to complement your business operations and equipment.

▶ KEY BENEFITS:

myServiceACE is an efficiency and productivity enhancing solution that economically automates your SWO receipt, management and status reporting, with outstanding operational benefits:

- ▶ Access to all AHS communications in one place and they don't go away
- ▶ Never miss another AHS Message: no more late responses or missed opportunities
- ▶ Maximize AHS points for status reporting and cycle time
- ▶ Automated AHS status updates leave your service professionals free to deliver more & better service
- ▶ Free with membership (under 40 SWOs/mo) or low cost for higher volume



How Service Business Gets Done

KEY FEATURES:

AHS COMMUNICATIONS CENTER:

One convenient location where all AHS emails are received, sorted and managed. Includes color coding for easy recognition of urgent requests, and easy sorting by date, Dispatch ID, or Customer. Provides one-click message retrieval, and stores all of your AHS orders permanently (vs. 7 days on the AHS vendor web).

DESKTOP & SMARTPHONE NOTIFICATION:

Flexible options for notifying you of new AHS messages, including desktop, email or text notification (for a nominal fee). Desktop notification provides both audible & visual signals when a new message arrives in your AHS Communications Center.

E-MAIL & PRINT WORK ORDERS (SWO):

From the ACC, simply clicking on an order enables you to view its detail screen, and easily send the work order to a printer, or create an email to send it to your field technicians or dispatchers.

AHS ELECTRONIC STATUS COMMUNICATOR:

Automates updating for up to 7 job statuses. Provides list of statuses that can be sent to AHS, including the essential Appointment Set and Complete. Summary screen helps you monitor your AHS scoring on a daily, monthly and year-to-date view. Easily viewed Status Report shows time stamps for orders.

AHS STATUS REPORT METERING:

Assure compliance with AHS – maximizing your points and preserving your good standing with American Home Shield.

▶ ABOUT MYSERVICEFORCE.COM

myServiceForce is an award-winning developer of service automation solutions that leverage the Internet and wireless technology. In combination with 'best of breed' business management software, we enable service companies to improve productivity, reduce operating costs, increase revenue and enhance customer service by eliminating manual, paper-based business processes, and creating real time, onsite transactions including invoicing.

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myServicePRO - Recommended for All WO's and/or 50+ AHS ONLY
myServiceACE - Recommended for AHS ONLY under 50 SWO's/mo.

myServicePRO vs myServiceACE
 Feature & Function Comparison

FEATURE:

		
OFFICE:		
SWO's / WO's:		
ACC (AHS Communications Center)	✓	✓
Archive of Work Orders	✓	✓
"Ding" Alert on PC for NEW SWO's	✓	✓
Non-AHS Work Orders	✓	
Status Meter & Reporting: (Office or Field)		
Status Reporting to AHS	Auto	SemiAuto
Reports Monthly	✓	✓
Reports YTD	✓	✓
Reports for AHS	✓	✓
Guaranteed Delivery of Status*	✓	✓
Status by SWO Archive	✓	✓
Dispatch Board:		
Dispatch Board	✓	
Dispatch to Technicians via Board	✓	
View Tech's Productivity / Whereabouts	✓	
Color Coded Tech Field Movements	✓	
Virtual File Cabinets	✓	
Work Order & Invoice Management:		
Management of All Invoices	✓	
QuickBooks Integration	✓	
Inventory Management	✓	
Billing Integration to AHS Website	✓	Optional Feature with Extra Cost
Printable/Email Ready Invoices to Customer	✓	
Field Technicians:		
Complete Service and Equipment Histories	✓	
Non-AHS Customer Management	✓	
Multiple Site Management	✓	
Fully Searchable Customer Database	✓	
Job Site Photos	✓	
Service Agreements:	✓	
Sales Opportunities:	✓	✓
Management Reports:	30+	2

myServicePRO also Features Integrated Modules: myServiceCC, myServiceScheduler, myServiceEstimator, myServiceCustomer, Mobile Field Authorization