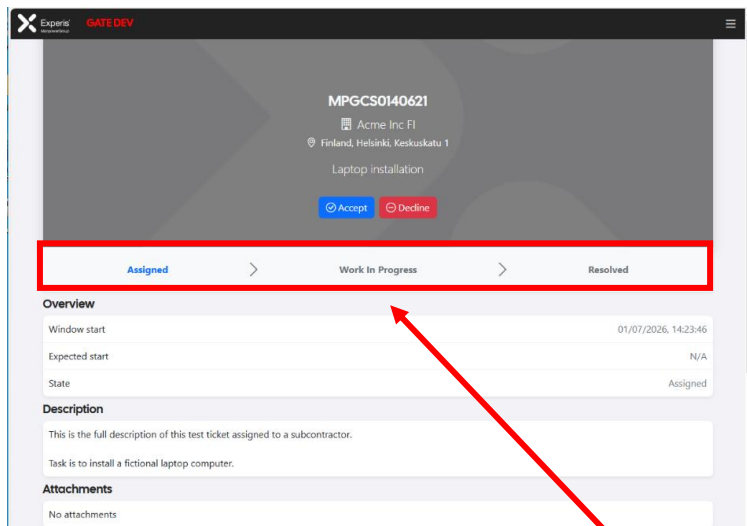


# The Experis Gate portal

## The ticket view

The “top card” displays the ticket identifier, customer account, location and the short description. (*identifier Case ID*), *who*, *where*, *what*).



Below the “top card” you have the **Stage progress chevron**, followed by and **Overview** containing the Window start and Expected start times as well as the state. After this you have sections for **Description**, **Attachments**, **Solution** (when provided), **Work notes and Comments** and **Contact details** with a map that points you to the location in Google Maps.

## Mobile first approach

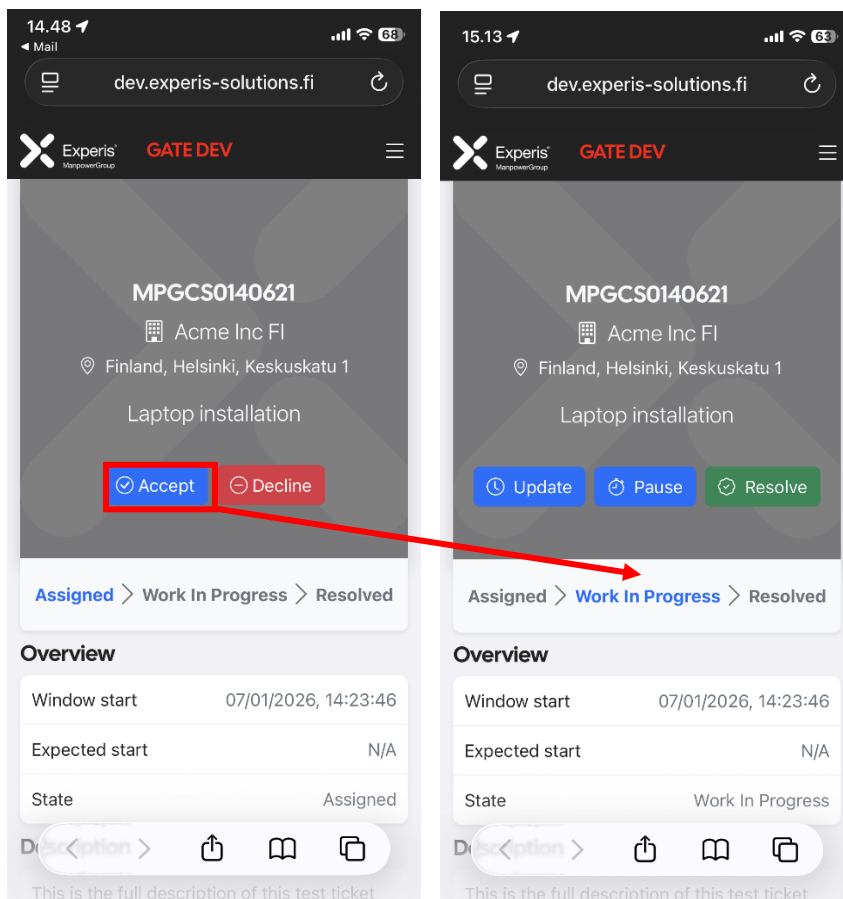
The page is designed to be mobile first, so from this point forward the guide will have screen shots taken on a smartphone. The portal has been tested using both iOS and Android phones.

Note that the action buttons will change based on which phase of the handling process the ticket is in.

# Accept or decline work

First you will only see the initial **Accept** and **Decline** buttons.

If accepted, the ticket will move in to “Work in Progress” state. When in WIP, the user can set the ticket in “Paused” states (Waiting User, Waiting Info, Scheduled Appointment) and/or resolve the ticket. To be able to resolve a ticket, time worked must have been tracked.

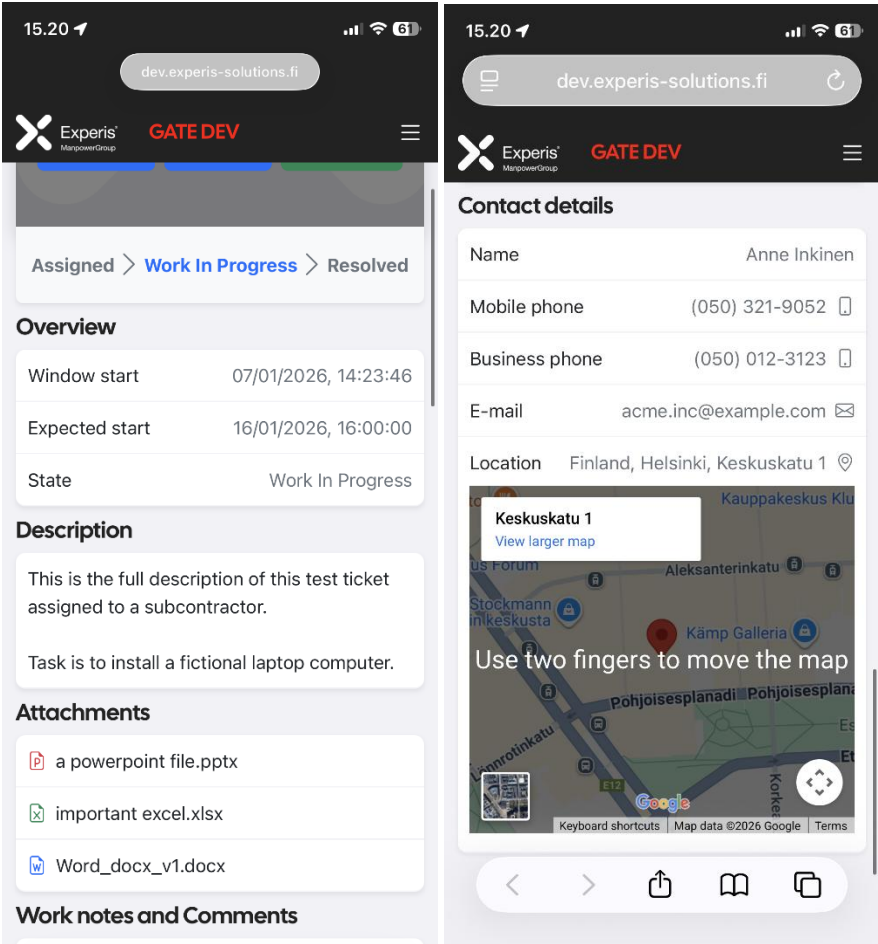


*When accepting the ticket, you will see that the progress moved forward in the chevron navbar below the ticket's basic information “top card”.*

# Attachments and Contact details

Attachments added by Experis are visible in the Attachments section.

The contact details are also provided by us and the portal will display a map of the location where the work is to be done. You can click the Location name or the “View larger map” to see the location in Google Maps.



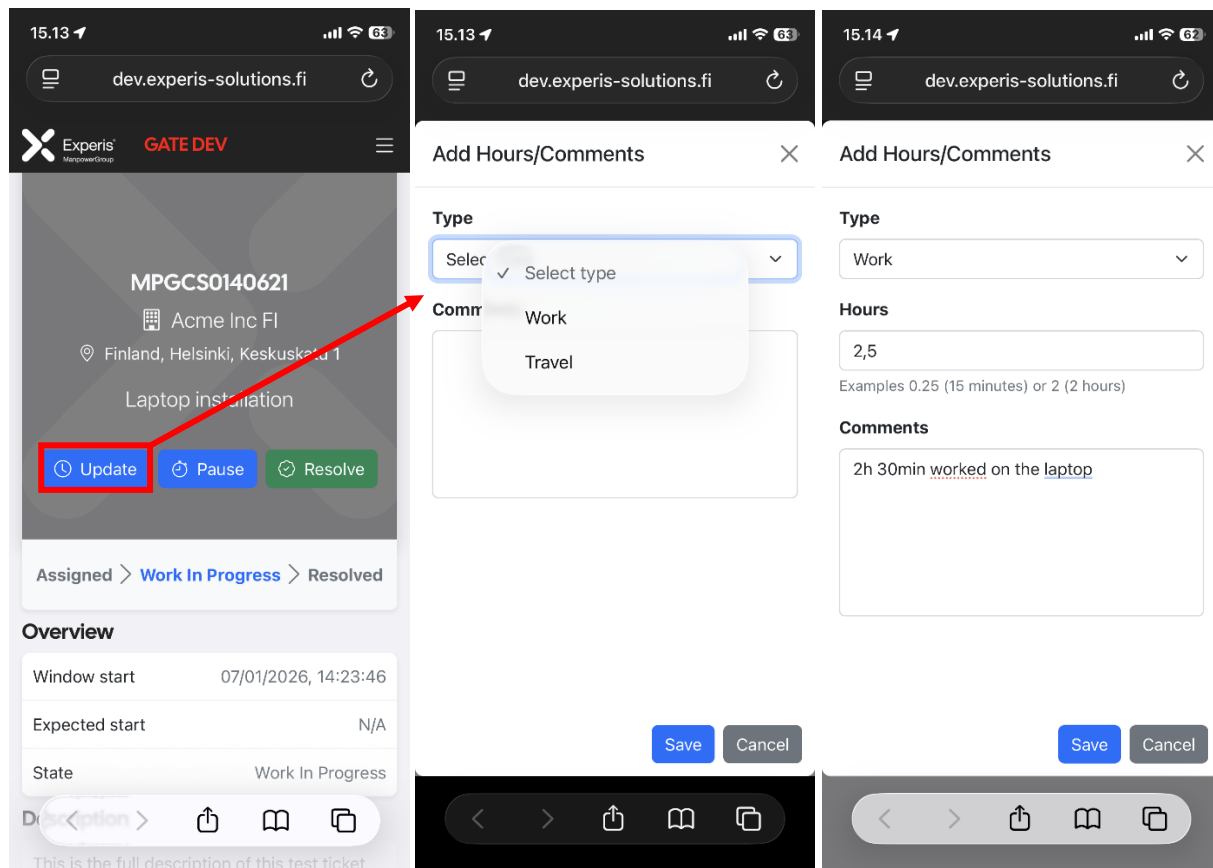
# Updating a ticket

When you press the **Update** button, you will see a modal that allows you to update the ticket. You can submit Time worked, Time travelled as well as a comment only.

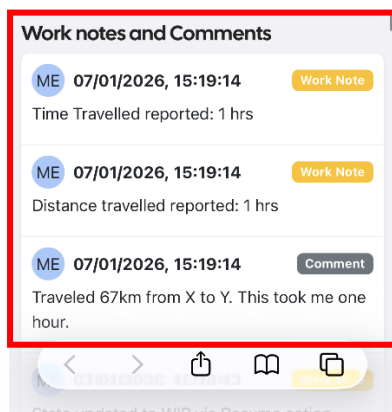
When selecting type **Work**, you will need to enter hours spent on the task and a comment.

When selecting type **Travel**, you will need to enter hours, distance travelled and a comment.

In case you just want to comment on the ticket, leave the **“Type”** empty.



Each action submits a Work Note and a Comment which are visible in the Work Notes and Comments section. These are labeled with yellow and gray badges.

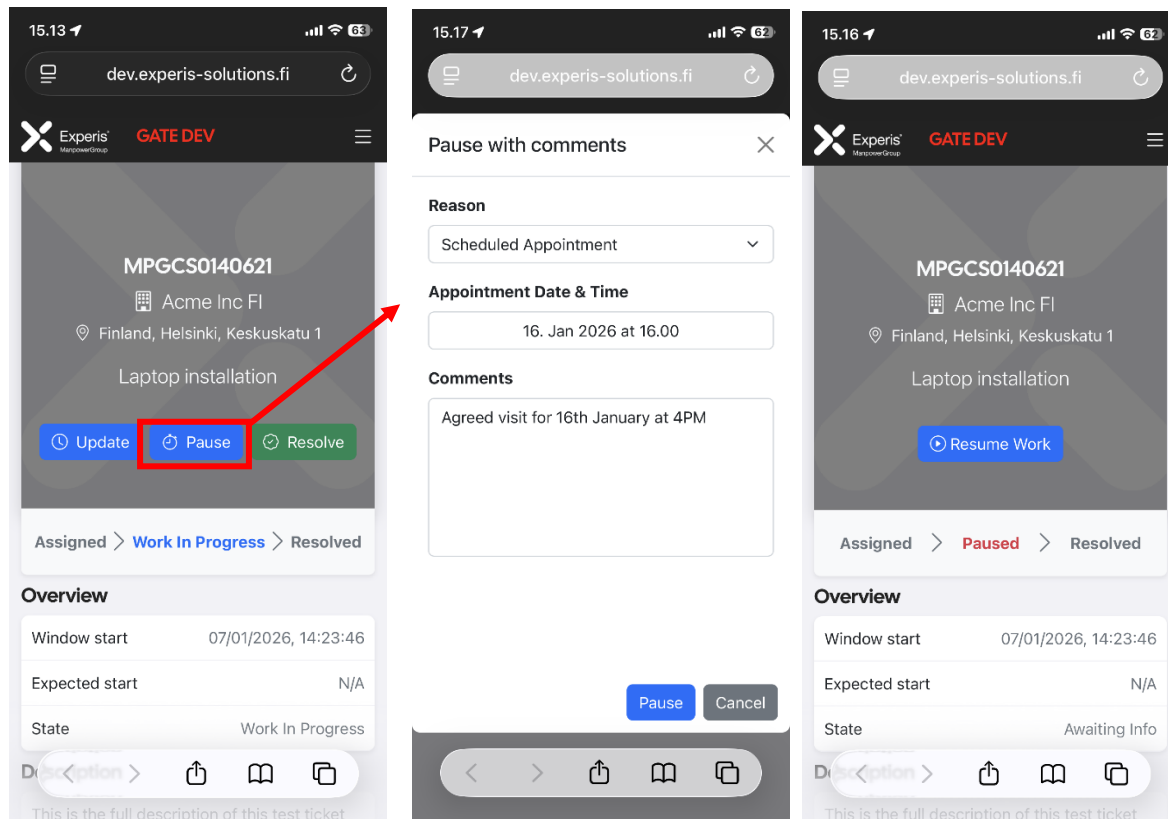


## Pausing and resuming work on a ticket

When you press the **Pause** button, you will see a modal that allows you to pause the ticket.

You can select one of the following reasons for pause: **Awaiting Info, Awaiting User or Scheduled Appointment**. When pausing the ticket, you will need to add a comment as well.

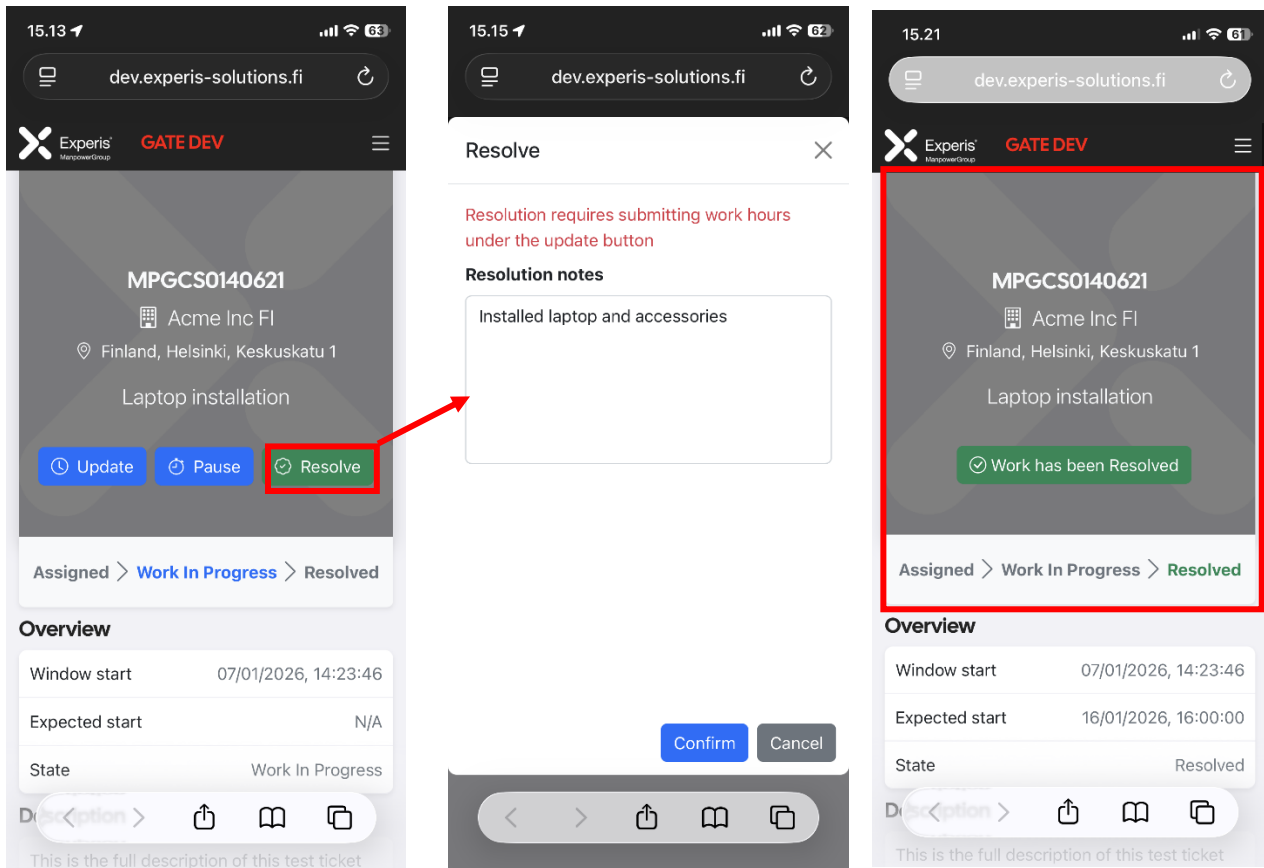
If you select the Scheduled Appointment, you will see an additional date input, where you need to pick the date and time you have agreed for the visit.



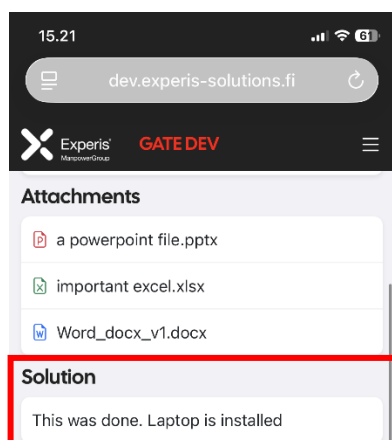
When the ticket is paused, you will see that the state has been changed to match the reason for pause. You can resume work by revisiting the ticket and pressing the **“Resume Work”** button.

# Resolving a ticket

To resolve work, press the Resolve button, this will open a modal for you to enter a Solution message in. Resolve work only after work hours, possible travel hours and mileage have been tracked. The confirm button is only active if at least one Work hour entry has been submitted.



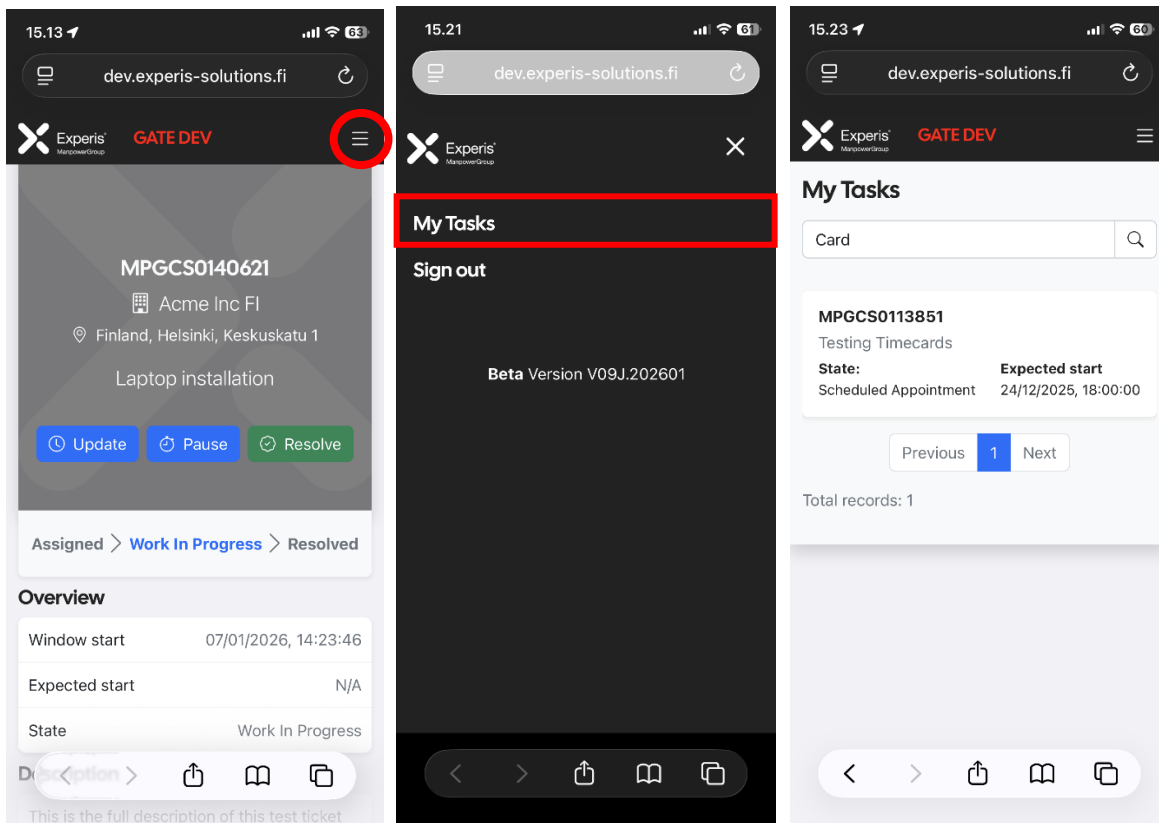
When work has been resolved, you will notice that the action buttons are removed and you will be presented with a “Work has been Resolved” banner. You can also see and confirm that the state has been changed to “Resolved” and a new section for Solution is also presented.



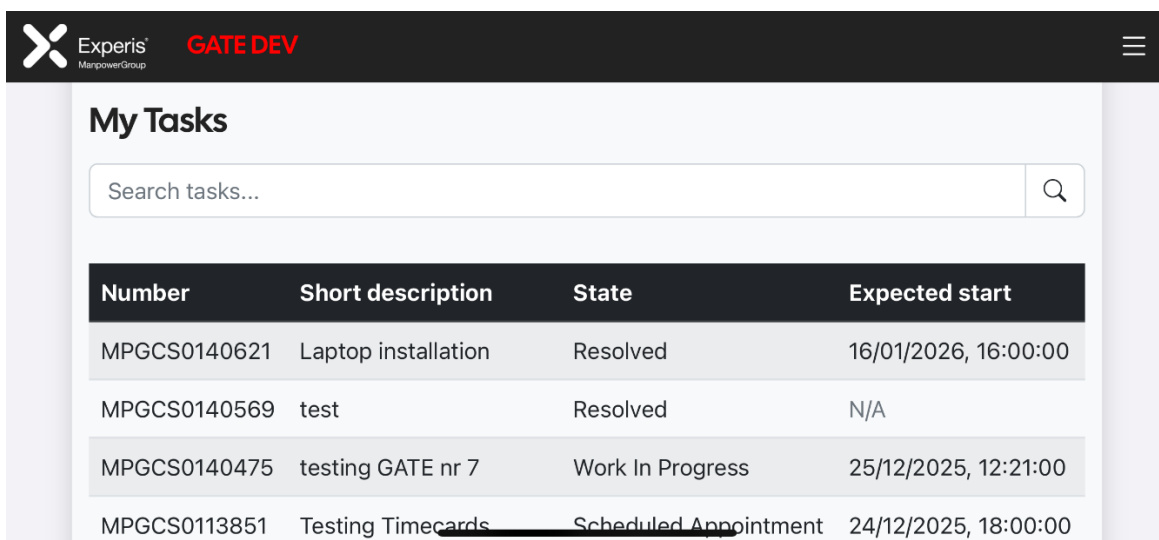
# My Tasks

To see other tickets assigned to you, open the Navigation menu using the “hamburger icon”, select the “**My Tasks**” option in the menu. This will present a list of tickets assigned to you.

You can perform simple search functions using the search field at the top and browse through your assigned tickets using the pagination buttons. We present 10 items in the list at a time.



Rotating the device view will give you a wider list view of the tickets.



# Sign out

to Sign out, open the Navigation menu using the “hamburger icon”, select the “**Sign out**” option in the menu. You will see a confirmation that you have been signed out and the session has been closed.

