

Activity Control

The Activity Control module is an effective tool for managing different types of interdependent chained and parallel activities. Seeing that things are done in the order that has been planned before saves a great amount of time and money. With this tool the order of work can be managed in such way that, for example, no technicians are in a place to perform the activity C before those concerned are informed that the necessary activity B has been completed.

The Activities module addresses those types of cases that require or contain multiple tasks/activities.

This module makes it possible to provide the case with activities in which several administrators can work with different parts of the case, either with individual activities or with parallel activities.

To ensure that the flow of activities corresponds to the order in which they should be performed, one can set dependencies between the activities, such that activity B cannot be started before activity A is finished, but when activities A and B are finished activities C and D can start.

The system sends mail to the one responsible for the case when the various activities are started and ended, and to administrators when the activity is ready to be started. This makes it very easy for those responsible for the case and administrators to follow the flow of activities.

In the Maintenance Register one sets up the activities that will then be employed.

The activity can be assigned to a group or to an individual administrator; calculate time

consumption as well as how mail should be sent when the case is begun and finished.

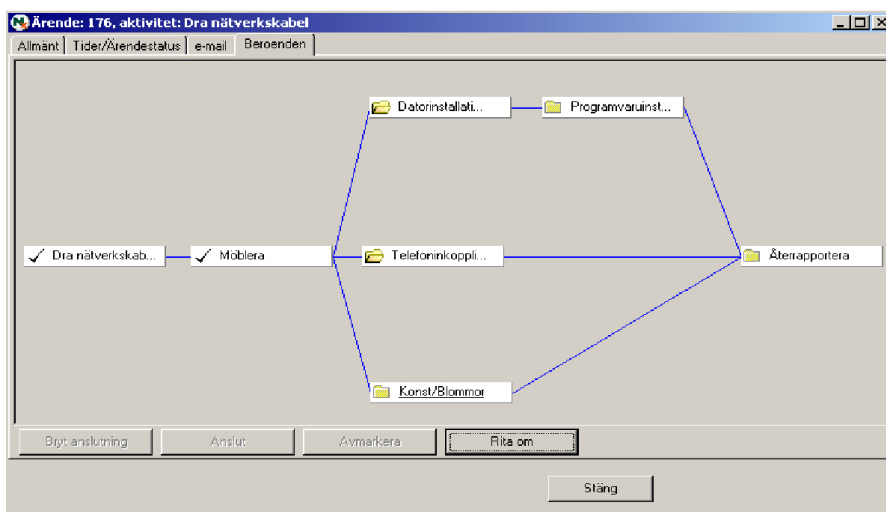
When a case is created one enters those activities that will apply to the case. For every activity a calculated start and stop time is set as well as which dependencies apply to the activities.

In order to facilitate the registration of those cases that require activities, one can save them as templates.

In order for the case handler to know when an activity has begun, the one responsible for the activity must register that the activity has begun. This is done in the Activity List, where one can also easily see all information about the case, which activities are included and when they are scheduled to start and finish.

The case handler and the administrators see which activities have finished or begun, as well as those which remain to be performed.

The Activity List also contains a mail function that makes it possible for the one responsible for the case to send reminders or changes to those responsible for activities.



SYSTEM REQUIREMENTS

OPERATING SYSTEM:

Windows NT 4.0,
Windows 2000,
Windows XP
Windows 2003

PROCESSOR:

Pentium III 1.2 Ghz

MEMORY:

Recommended
512 MB (depending
on OS)

RESOLUTION:

1024x768 dpi
recommended

DATABASE SUPPORT:

Access, MS SQL,
Oracle



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