**Overview**

Service History can be exported from Clearview to the mobile application for troubleshooting assistance and/or to provide the technician with history for the customer site and the specific product history requiring service.

Once your field technician uploads a completed service order, your Mobile application can optionally automatically generate invoices, improving billing and cash flow.

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**Data Capture & Exchange**

The data capture and exchange feature makes it easy for office staff and field resources to coordinate efforts in real-time. Service technicians can immediately enter travel and labor times, cause/repair codes, parts used, consumables, memos, and more. They can even capture an electronic signature from a customer upon service completion.

With complete synchronization of key and supporting data, Clearview Mobile equips the Technician with all the information needed to complete their service orders in entirety, efficiently and offline.

- Complete service orders in the field
- Integrate field service and central office activity
- Instantly capture electronic signatures

**Service Call Completion**

Technicians enter their time, description of work performed, parts used, optional signature capture, printing of the Service Order, etc. Technicians can view service history, customer equipment with warranty/contract details, inventory availability in their warehouse, all warehouses in their branch or company wide. Technicians can view file attachments for further details, i.e. Installation Forms, PM Checklist and can add additional attachments, i.e. pictures.

- Efficiently manage technician trunk stock
- Better prepare for service calls
- File Attachments
- Eliminate return trips
**Invoicing**
The invoicing feature ultimately allows companies to bill for the service order as soon as a job is finished. By entering information at the time of service, companies can dramatically improve their billing accuracy – and collect revenue sooner. With Clearview Mobile, technicians have the ability to generate invoices immediately for each job, or send them all at the end of the day.

- Generate invoices the same day of service
- Accurately bill for time and parts
- Enable technicians to invoice from the field

**Benefits**
With Nexterna Clearview Mobile, service technicians can more efficiently handle every aspect of their job. Consider the following benefits:

- Increases efficiencies for Technicians and Operational team members.
- Automates simple, yet time consuming tasks like parts re-ordering by integrating work order and inventory information
- Makes troubleshooting easier by providing access to service call history and warranty information
- Eliminates errors by keeping the work order in an electronic format from start to finish
- Enables faster invoicing by closing service orders as soon as the call is complete which also lessens billing disputes.

**Overview**
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**About Nexterna**
In 2001 the first integrated Field Service Management application featuring GPS and Mobile Communication systems gave Nexterna its place as a 'best in class' business solution leader. We continue to develop, implement and support all Clearview software from our Burlington offices. Providing superior customer satisfaction, better workflow, morale and increased revenues is our common goal. In fact, with over 30 years of Service Operations Industry Experience we look forward to any challenges your team may present. At Nexterna we are reliable; we care, communicate and have a passion for exceptional service.

**About Nexterna Clearview**
Clearview’s time tested and proven functionality is easily adapted to your specific Service Operations and Business Practices. Mobile Access, Route Optimization and Intelligent Automated Scheduling with Integrated Mapping and Graphical Dispatch Board. The Call Center, Integrated Knowledge Base, access to Service History and Asset Lifecycle Maintenance enable predictive performance. Efficiently manage Service Contracts with flexible billing capabilities, SLA measurement, Preventive/Scheduled Maintenance and a well-diversified Inventory Control system. Seamlessly integrate with GPS, Accounting Applications, Messaging and Calendar, Couriers, Vendors, and Taxing Software. Built-in Business Rules with KPI’s visible through Financial and Operational Dashboards. Sales features facilitate visibility of Quotations, Rentals and Warranties so you can proactively manage Client and Prospect activity.

Learn more at www.nexterna.com