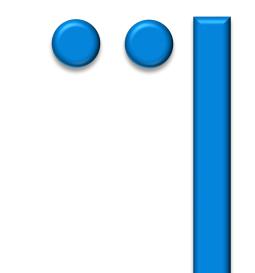


# MODULE 3 – JOB PROCESSING



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### **1. OVERVIEW**

Module 1 details the registration and onboarding process for Digiflow. Module 2 introduces the key features of the Provider Portal.

In this Module 3 we focus more specifically on Jobs on the Provider Portal. Follow these steps to learn about relevant views, accessing information available, and how to process a job.

Module 4 expands on processing jobs but deals more specifically with the Provider Mobile Application.

## 2. JOBS HOME PAGE

### 2.1. Select a Job View

The default landing or home page when you access the Provider Portal is the "Jobs In-progress" Kanban view, which lists the jobs in status grouped columns. To view "Jobs In-progress", you can select either a Kanban (card) or List view. New jobs will automatically be added to the lists as soon as a job offer is accepted by the Provider via email, SMS or the Mobile Application.

DIGIFLOW	101	A, 001 Test Pro-
Provider Profile	Hame / Pravider Pralle / Jaba	
🛛 Jobs	Jobs	
<ol> <li>Finance</li> </ol>		25
® Tracking		
🖾 Company	Senice: Filter by senices Status: Filter by status V	
D Compliance	In Progress History	
& Teams	Selected 0 item(s) clear selection	
Service Locations		

The different views provide alternative options to view the data.

### 2.2. List View

The Kanban (card) view is the default view when accessing the Jobs page. To switch to the List view, use options in top right corner of Jobs page view as per above image.

Note the following:

- The List view does not have a "Quick Action Shortcuts" to process tasks on in-progress jobs. To
  process tasks and actions in this view, you need to first select and access the job from the list and
  then proceed by completing the tasks and actions on the actions menu.
- The List view however presents you with two tabs: the "In Progress" and the "History" tabs. The History tab lists all the completed jobs (History jobs are not accessible via the Kanban view)
- IMPORTANT NOTE: THIS LIST VIEW IS THE ONLY WAY YOU CAN ACCESS COMPLETED JOBS



#### List View Example:

DIGIFLOW	E		A 001 Test Provider
Provider Profile	Homé / Provider Profile / Jobs Jobs		
③ Finance			
<ul> <li>Tracking</li> <li>Company</li> </ul>	Service: Filter by services	Status: Filter by	tatus V
<ul> <li>Compliance</li> </ul>	In Progress History		
री, Teams	Selected 0 item(s) clear selection		
Service Locations			
	Reference		
	DC000036-01 - Battery Job JobCompleted © 2021-01-15 06:26	☑ Peugeot ⊚ Chippendale	R.Karrie  ] 0417407916
	DC000026-01 - Tow Job	α Maxoia ⊛ North Strathfield	A John 0431 700915
	DC000024-01 - Roddside Job <] JobCompleted @ 2021-01-14 06:34	II Maxxia ⊛ Gladesville	A John
	DC000017-01 - Roadside Job CJ JobCompleted © 2021-01-13 06:51	CO SUN (B) Mascot	R RUAN □ 0449532850
	DC000016-01 - Tew Job ⊂1 JobCompleted © 2021-01-13 06/50	t⊠ SUN ⊛ Mascot	A RUAN 0 449532650

### 2.3. Kanban View

/

The Kanban view is a quick job view grouped by the relevant status. Statuses include Unassigned, Assigned, En Route To Location, On Location, En Route to Destination, Arrived At Destination and Job Completed. For the purpose of this module and further illustration of the Jobs features, the Kanban view will be the default use case.

Assigned 3	En Route To Location 2	On Location 3	Completed 1	Job Completed
C DT00736-01 : Roadside (Digiflow)	C DT00737-01 : Roadside (Digiflow)	C DT00324-01 :	C DT00298-02 : Battery Replacement (Digiflow)	C DC000036-01 Battery Job
AAMI Roadside      Neutral Bay     2020-12-16 08:58 a month ago     A JOHN     Ellion Test Provider WPT Linksoft	Needs Attention           III AAMI Roadside              ⊗ Neutral Bay	Maxvia     O Glebe     2020-10-23 07:26 3 months ago     A Glenda 0410445923     M001 Test Provider WTP Linksoft 1 Test     01	Completed C AAMI Roadside ◎ Glebe ③ 2020-10-20 10:05 3 months ago A CINDY 0478677798 B 10:01 Test Provider □ Test 01	CD Peugeot          © Chippendale         © 2021-01-15 06:26 6 hours ago         A Kerrie 0417407916         Cold Test Provider WPT Linksoft          I N         TEST
C DT00650-01	TEST	C DT00704-01 : Towing (Digiflow)		C DC000026-01
AAMI Roadside Summer Hill     2020-12-09 06:43 a month ago     A SERTAC 0403061673     M 001 Test Provider WTP Linksoft	Roadside (Digiflow)	EI AAMI Roadside © Rhodes © 2020-12-15 07:12 a month ago & KYLIE 0403936299 EII 001 Test Provider WPT Linksoft [] MR		Maxoia      North Strathfiel     O 2021-01-14 06:37 a day ago     A John 0431 700915     Ei 001 Test Provider WPT Linksoft      North
C DT00648-01 :	2020-10-22 08:12 3 months ago     A DAISY 0432815843     El 001 Test Provider WTP Linksoft Test	TEST		TEST
III AAMI Roadside ⊗ Summer Hi © 2020-12-09 06:40 a month ag	01	C DT00298-01 : Roadside (Digiflow)		C DC000024-01 Roadside Job
		© AAMI Roadside ◎ Glebe © 2020-10-20 09:54 3 months ago		© Gladesville ③ 2021-01-14 06:34 a day ago

**IMPORTANT NOTE:** THIS VIEW PROVIDES THE USER ACTIONING A JOB A SHORTCUT TO ACTIONS AND TASKS, WITHOUT NEEDING TO ACCESS THE SPECIFIC JOB, BY SELECTING THE 3 DOT MENU

### **2.4. Job Filters**

The **Job** page providers a filter function for you to select specific job types and or status.

Provider Profile ^	Jobs			
∃ Jobs				
<ol> <li>Finance</li> <li>Tracking</li> </ol>	[	Lockout No Keys	Lockout Keys in Car & No Deadlock in Car or Deadlock × Tow Job ×	
<ul> <li>Company</li> <li>Compliance</li> </ul>	Assigned	Roadside Job ×	Completed	1
ු Compliance දි Teams	C DT00301- Roadside (Digifi		C DT00301-01 Towing (Digiflow)	:
☐ Service Locations	A CINDY 0478	0:38 3 months ago	Completed (AAMI Roadside © Rydd © 2020-10-20 10:35 3 mon A CINDY 0478677798 (ADV 0478677798 (ADV 02 Test Provider Dyla	hs ago

# 3. HOW TO VIEW JOBS, ACTIONS AND TASKS

To access an assigned job, you can choose to view the job on the Provider Portal or on the Digiflow Partner application, which is currently supported for Android and IOS mobile phones.

The mobile access is limited however with regards to information. It is more action and task orientated.

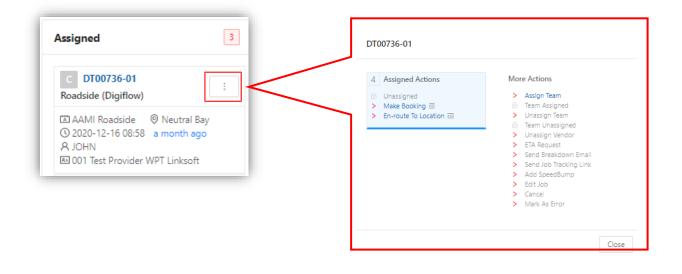
When entering a job on the desktop Provider Portal, you will have full access to all case and job information, as well as additional features such as finance, tracking, documents, timeline.

## **3.1. Jobs Quick Action Shortcuts**

This feature facilitates a speedier update of job statuses and tasks without accessing the case and job to view all details. The tasks and actions are the same as when accessing the case in full or attending to the job on the Digiflow Partner application and will be explained in the "How To Process A Job" section.

A few examples of the Kanban "Quick Action Shortcut" accessed via the three dots menu:

#### **Assigned Job Shortcut Actions**





### 3.2. Case and Job Preview

Accessing a job on the Provider Portal not only allows you to action tasks and complete jobs but also provides much more information and functionality. To access the case and job, select the blue case reference hyperlink on the job card or list view.

On Location	2
C DT00743-01 Lockout No Keys in Car or Deadlo	cl
(ﷺ) AAMI Roadside	-
002 Test Provider Dylan And     +27 81 726 3175	droid

The default view when accessing a case and assigned job as per below illustration:

ione / Case Management				
DT00743				× Close (5 Add N
Cassification: Reached Asso Casses By J. Wittendominator aus net digition on to Casses: 20:20:21-20:01:31 and casses Modified: 20:20:12:22:05:03 25 dopt age Casterior:		Olient: AAANI Roadside Bolicy Number: and Bolicy Idi Caller Name - Caller Contact Number :		In Prog
Asset: AAM HONDA CR-V VTI- (L (204) 50 SERES 4D WHODN) Driver Name: and Tomore		Driver Contact Number:		
Interference of the second secon		盤 Provider 002 Test Provider		
Job Activities				
Lociout No Kep In CAr or Desclosit. (DyPow) A EXTREMENTATION Rus-Head agridou cosa D Ownedwer IS Pognest & Notes @ Cost terms Assignment	O Created 1006-13-16 Son a a month ago	♠ Team -6140000013	Outcatton Actions     Outcatton Actions     Capture The start Checklet     Capture The start Checklet     Capture Training Continuation     Capture Laborat Activation     Capture Continer Signifit     Capture Continer Signifit	More Actions           More Actions         South Several Insul <ul> <li>Add Specificity</li> <li>Eff 300</li> <li>Eff 300</li> <li>Mark Actions</li> </ul>
Ledout No Key In Car or Deatlost, Digitifou (in Hearts Key, Vehice AAAH HONDA CAV VT- C, Lexit) 30 SINES Directory, readule Anthre Memory in the product CHUD LOCID IN VEHICALL Location of Keys Ketter, A There is a first the Anthread State of the Anthread State of the	AD MARCIN <mark>A MANAGAMANANANANANANANANANANANANANANANANA</mark>			
		FR/F	m / Hand	

The case view can be split into two sections as per coloured blocks above:

- Case information with the relevant case tabs and case status
- Job information with the relevant job tabs, activities and job status. Multiple jobs can be viewed on a single case.

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### 3.3. Case Information

**Case information** provided includes policy, client and customer detail, asset detail, relevant dates, relevant contact numbers and driver details. You can also add notes on a case level.

Below we step through the Jobs, Timeline, Tracking, Notes, Documents and Finance tabs.

#### **3.3.1. Job Tabs**

The Job tab has the following features:

- Relevant job information
- All linked jobs on a case
- Task action menus that can be completed by the Provider. This includes assigning and unassigning teams, cancelling jobs, completing tasks etc. Some of these actions are greyed out or inactive – if so these are a Digicall Assist feature and not yet relevant depending on the progress of the job. See example image below:

Jobs Timeline Tracking Notes	Documents Finance			
J Roadside Job - Five Dock DC000040-01 & Agent 1 Digiflow2021 Job Activities	© Created 2021-01-15 1547 3 hours ago	会 Provider 004 Test Provider		
Roadside Job R. Agent 1 Digifiow2021	O Created 2021-01-15 1547 3 hours ago	Ph. Team No Team Assigned	3 Assigned Actions ⊟ Unassigned > En-roote To Location Ⅲ	More Actions Assign Team Assigned Team Assigned Team Assigned Team Assigned Team Assigned Team Unassign Vendor ETA Request Send Breakdown Email Send Breakdown Email Send and Joh Tacking Link Add Speedbump Canced Canced Mark As Error

The **Job** tab also has secondary tabs to provide you with further information:

Battery Job & Admin 1 Digiflow202	1			() Created 2021-01-14 13:43 a day ago	段 Team EW Android 3 +27 66 4916 640: EW Test Android 3 +61400000010	14 JobCompleted Actions t  Submit Invoice > Upload Document G Capture Data > Complete	More Actions > Send Breakdown Email > Add SpeedBump > Edit Job > Cancel > Mark As Error
Overview	⇔ Progress	🖄 Notes	③ Cost Items	Assignment			
	ormation to provider			th registration 82SADZ. Additional D ase call on approach - Battery test re		Bay and a second se	

- Overview Tab a summary of the incident details and a mapped location view.
- IMPORTANT NOTE ADDITONAL INFORMATION CAPTURED BY THE AGENT FOR YOUR ATTENTION WILL BE REFLECTED HERE.





 Progress Tab - details the workflow progress in real-time if the tasks are completed on the Provider Portal and/or the Digiflow Partner application:

1 Unassigned	0001-01-01 01:52	2 AwaitingAssignment 0001-01-01 01:52	3 Unassigned 0001-01-01 01:52	4 AwaitingAssignment 0001-01-01 01:52	5 Unassigned 0001-01-01 01:52	6 AwaitingAssignment 0001-01-01 01:52
✓ Assign		<ul> <li>✓ Stop Assignment Process</li> <li>✓ Unassigned</li> </ul>	✓ Assign	✓ Unassigned	✓ Assign	<ul> <li>✓ Stop Assignment Process</li> <li>✓ Unassigned</li> </ul>
7 Unassigned Assign	0001-01-01 01:52	8         AwaitingAssignment         0001-01-01 01:52           ✓         Unassigned	9 Unassigned 0001+01-01 01:52 ✓ Assign	10 AwaitingAssignment 0001-01-01 01:52	11         Assigned         0001-01-01 01:52           ✓         En-route To Location	12 EnRouteToLocation 0001-01-01-01-52 ✓ Arrive At Location ●
OnLocation Capture Pre-start Checklist Capture Service Confirmation Capture Battery Service Capture Customer SignOff Complete Job	0001-01-01 01:52	1.4 JobCompleted	15 Completed			

Notes – same as case notes. Can view and add notes to jobs.

C Overview	C3 Progress	Notes       © Cost Items Assignment	
Created 🜲	User	Note	
2021-01-14 12:29:51		Task 'DC000029-02 - Speed Bump Due Date Expired' activated	
2021-01-14 12:29:49		Task 'DC000029-02 - Speed Bump Due Date Expired' created	
2021-01-14 12:10:53		JobCompleteAdditionalComments: xsx	
			Total 3 notes   < 1 > 10 / page V

- Cost Items Digicall Assist Office Use Only
- Assignment Strategy Displays the Provider Assignment status. All the Providers who were
  offered the job will only be visible to Digicall Assist.

#### 3.3.2. Timeline

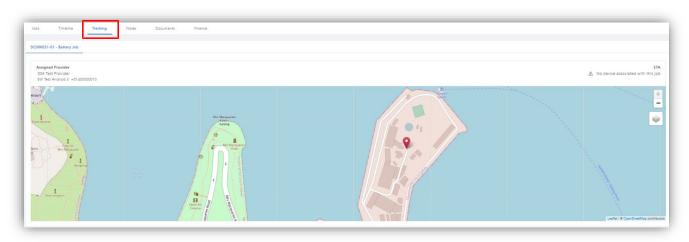
The **Timeline** presents a chronological event-based view of the incident, including actions taken, responses received, data captured together with images and telemetry. The data is compiled from all the Digicall and Provider Portals, as well as all integrated applications such as the Digiflow and Client Consumer Apps, as well as the Digiflow Partner App.

meline		Battery Job - DC000031-01 - Capture Battery Service				
2021-01-14 13:42:58 a day ago		Data Images				
Case DC000031 created by Admin 1 Digiflow2021 2021-01-15 10:25:47 9 hours age		Existing Eattery Photos	20 54	sting Battery Test Voltage Reading P	hoto	23
DC000031-01 User: Android Demo Provider 4	Battery Job En Route To Location			12V Battery Voltag	e Volts Per Cell	State of charge
2021-01-15 10:26:05 9 hours ago				12.7	2.12	100%
DC000031-01	Battery Job		THE REAL PROPERTY AND INCOMENT	12.5	2.08	90%
User: Android Demo Provider 4	Arrive At Location			12.32	2.07	70%
2021-01-15 10:49:11 9 hours ago		Contraction in the second second		12.2	2.03	60%
DC000031-01	Battery Job		A CONTRACTOR OF A CONTRACTOR O	12.06	2.01	50%
User: Android Demo Provider 4	Capture Pre Start Checklist	TER SLOW	- ALUS	11.9	1.98	40%
2021-01-15 10:49:37 9 hours ago			Dr. All	11.79	1.96	30%
DC000031-01	Battery Job		A PARTA	11.58	1.93	20%
User: Android Demo Provider 4	Capture Service Confirmation	and a	610	11.31	1.89	10%
2021-01-15 11:05:24 8 hours ago			J	10.5	1.75	0%



#### 3.3.3. Tracking Tab

You will be able to track all your technicians who are registered on the Digiflow Partner App whilst they are On Duty or processing a job, via the mobile application workflow. A future feature will allow you to replay the tracking of any completed jobs as long as the mobile app was used.



#### 3.3.4. Finance Tab

You can access the financial documents of each job via the **Finance tab**. This is similar to the Finance Label in the Provider Portal detailed in Module 2. You edit and submit your invoices in exactly the same way as per the Finance Label process. You will also be able to view the transactions on completed jobs.

Jobs Timeline	Tracking Notes	Documents Finance						
Finance Tags ③								
No Finance Tags								
Finance Documents						Range Month W	ek Start date ~ End	date 🔠 🗌 Show Items 💻
Document Type	Document	Created	Status	Debtor	Creditor	Total (Excl. GST)	Total GST	Total
Purchase Order	PO0000007	2021-01-14 14:39	Submitted	Digical 2021	004 Test Provider	\$1,182.10	\$117.92	\$1,300.02

#### 3.3.5. Other Tabs

- Notes Providers are able to view public notes created by Digicall Assist users and also add own notes for public reference.
- Documents Providers are able to upload additional documents to the case library if applicable. This might be a warranty, invoice, additional images etc. Public documents uploaded by Digicall Assist users will also be visible.

# 4. JOB START TO FINISH

### 4.1. Accept the Offer

#### 4.1.1. Job Assign Strategy

As soon as a Digicall agent has captured the case and job details or a customer effected the same on the consumer application, the job will automatically assign. Job offers follow the Digicall Assist Assign Strategy that automatically considers panel hierarchies, service areas, services, compliance fulfilment and, in future, customer scoring (CSI) of the Provider. All jobs will auto-assign for a maximum of 10 minutes, attempting 3 providers as selected by the assign strategy. If a job is not assigned successfully in this timeframe it will revert to manual assignment and escalate to Digicall Assist management.

When the assignment cycle starts, the first Provider selected will have 3 minutes to accept the offer before a second Provider is offered the job. After another 3 minutes, if not accepted, a third Provider is added. The first and second Providers will however still be able to accept the offer until the full ten minutes have elapsed.

IMPORTANT NOTE: THIS ASSIGN STRATEGY IS THE CURRENT PROCESS AND IS SUBJECT TO CHANGE

#### 4.1.2. Receive Job Offer Notifications

- Job offers to Providers preferences are configured in Contacts, as detailed in Module 2. To update your contacts, access the Provider Portal and select: Provider Profile > Company > Edit > Contacts
- The following options are available. You can elect a single or multiple notification methods.
- Accept the job offer to start the process

Email	Digiflow Partner App	SMS		
When you accept the offer on an email link, it	When you accept a job via the App, a	When you select the offer on a		
updates the offer status automatically and	window will open allowing the App	SMS link, it redirects you to an		
redirects you to the Provider Portal.	handler to assign the job to	'offer accept' or 'decline' portal.		
	themselves or another team.	On acceptance, the user is		
		redirected to the Provider Portal.		
Digicall 2021	1500 P a . New Vendor Job Offer O DC000039-01 Oria Battery Job	17:41 <b>4 5</b> 550 <b>C</b> +27 87050065288532 )		
Dear 004 Test Provider,		Text Message Today 02:21		
A new job opportunity is available to you.		New job offer:		
Battery Job in Fairfield East (Fri 2021/01/15)		DT00793-01 Tow Job in Blacktown		
Vehicle: Orix TOYOTA HILUX 2.8 T/Diesel SR with registration CP73TO		Click link to action the job offer: digiflo.me/dkr		
Further Information:				
Location 50 Fairfield St, Fairfield East NSW 2165, Australia Category Battery Job Maximum Price Date Listed 15 Jan 2021 23:59 Timeframe	•			
Contract Type Use the buttons below to accept or decline the offer: Accept Decline	Q			
Should you require any assistance please contact us at or . © 2021 Digitiow software solution. All rights reserved.	Expires in 0 hours, 2 minutes, 39 seconds  Accept Decline  III C	Text Message		



### 4.1.3. Receive Job Offer Status Confirmation

Email confirmation – Success

	DIGIFLOW	
0C000040-01 - Roadside Job in Five Dock (2021-01-15)		
oadside Job in Five Dock, NSW 2046		
seference (D.C030040-01		
Location Five Dock, NSW 2046		
Asset 010 75 DIESEL PM 6A - EEJO3H		
Date Listed 2021-01-15 15:48		
	Job accepted	
	You have accepted this job	

Email confirmation - Fail

	DIGIFLOW	
0C000039-01 - Battery Job in Fairfield East (2021-01-15)		
attery Job in Fairfield East. NSW 2165		
Saference DC000038-01		
ocation Fairfield East, NSW 2165		
4561 TOYOTA HILUX 2.8 T/Diesel SR - CP73TO		
Date Listed 2021-01-15 1459		
	0	
	Job assigned	
	This job has already been assigned	

#### 4.1.4. Receive Offer Accepted Supporting Documents

 You will receive a Work Order confirmation email on a successful job offer acceptance and a Client Certificate, which needs to be printed and taken by the technician to the incident location for client signature.

	Digicall 2021	"DIGICALL	ASSIST Wax one provide the and conserved to the Provide
Nork Order: Five	Dock (DC000040-01)	Issued By: Digical 2021 Ph:	Issued To: OA Tea Powder Direm Road ev New 72758101123
ttached work order u vork is likely to exceed vroceed after giving a	mmediately commence and complete the work as described in the to a maximum value of and submit your invoice online. Where the J, you must contact Digical 2021 and seek further authority to detailed description of the work. Attached is a completion nust be printed and signed by the customer, and returned online job.	Attention: Luke Laurence 004 1 You are sufficiented to immediately co value of and submit your involce and Please advise Digicall 2021 If you a	competent and complete the Event related works as described below up to a maximum completion statement online to Digicall 2021
Roadside Job in Five Do Vehicle: LDV G10 75 DI Additional Directions: Further Information:	ock, ESEL PM 6A with registration EEJ03H		
ocation Category Maximum Price Date Listed Timeframe Contract Type hould you require any	21-43 Garfield St, Five Dock NSW 2046, Australia <u>(View Map)</u> Roadside Job 16 Jan 2021 00:47 r assistance please contact us at or .	Tinedune Hority Broge of Works Names LOY 401 Pro POID Additional Directores Partiel Internation	CONTROL ASSIST  CONTROL ASSIST  Works Completion Certificate  DC000040-01 - Roadside Job in Five Dock (Sat 2021/01/16)  Scope of Works:  Presente UX 0107 20 DOESE. PM 6A EE.02H
	© 2021. Digiflow software solution. All rights reserved.		Vehice LDV 01/07 DIESEL PM 64 EEJ03H Additional Offections Further information: I hereby continm that the works for DC000040-01 - Roadtaide Job In Five Dock (Sat 2021/01/16) have completed to a satisfactory level.
			Name Date

# 4.2. Assign a Team or Technician

#### 4.2.1. Assign Team on the Provider Portal

• Assign the relevant technician via the **Action Shortcut** or **Job Actions** 

DIGIFLOW	₫			
<ul> <li>Provider Profile</li> <li>Jobs</li> </ul>	Home / Provider Profile / Jobs		DC000040-01	
<ul> <li>Finance</li> <li>Tracking</li> <li>Company</li> </ul>	Service: Filter by services	-	3 Assigned Actions	
<ul> <li>Compliance</li> <li>A Teams</li> <li>Service Locations</li> </ul>	Assigned 2 DC000040-01	Job Completed	Unassign Vender     Efr Request     Send Breaktdown Ernail     Send Job Tracking Link     Add SpeedBump     Edit Job     Cancel	
	COLDV © Five Dock Control to the control R VASKO 0414514947 E0004 Test Provider C DC000039-01	<ul> <li>Maxxia</li> <li>2021-01-14 13:</li> <li>R Guy 0412804;</li> <li>004 Test Provide</li> <li>0404 Test Provide</li> </ul>	Mark As Error  Clore	se
	Battery Job CO Orix © Fairfield East © 2021-01-15 14:59 3 hours ago	C DT00694-01 Towing (Digiflow)		

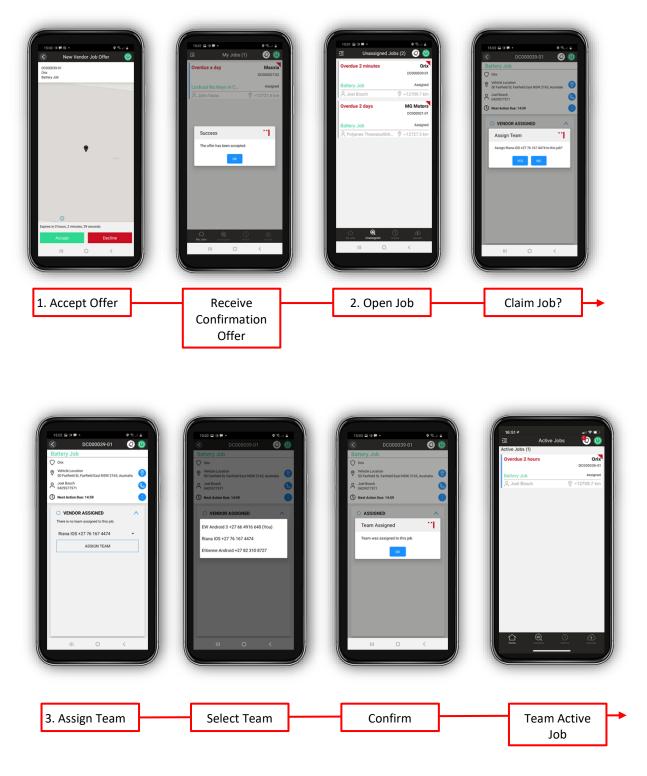
- Once assigned you need to note the selected technician or team on the job information. You're
  also able to unassign a team/technician and reassign the job on the Provider Portal with the More
  Action Menu functions.
- If a technician or team has installed the Digiflow Partner app and a job is assigned through the Portal to that technician, the job will display on the Partner app, and actions can be completed on either the mobile app or the Provider Portal.

Assign Te	eam				X Close
	Assigned Vendor:	004 Test Provider	×	* Team To Assign :	^
					Ettienne Android +27 82 310 8727
			Cancel	Submit	EW Android 3 +27 66 4916 640
					Riana IOS +27 76 167 4474

### 4.2.2. Assign Team on the Digiflow Partner Application

Accepting and allocating a job on the Digiflow Partner Application:

- Step 1 Accept Job on the app you'll then see a confirmation message
- Step 2 Open Unassigned Jobs Tab on the app and select the relevant Job
- Step 3 Assign Team. Managers are able to select any of your Team members who are included on the Provider Portal for the relevant service and area. If you assign the job to another team member, your manager app will display a 'successful' message.



# 4.3. Complete the Job Tasks

Your teams are now able to complete the required tasks through the app, or by submitting or capturing the information received from the scene directly onto the system via the Provider Portal. Tasks are service specific.

#### **4.3.1. Mobile Application**

The tasks to be completed on the Digiflow Partner app are job specific and exactly the same as on the Provider Portal. Module 4 details the app registration process and the app job tasks in more detail.

#### 4.3.2. Provider Portal Job Workflow Tasks

Once a team or technician has been assigned, the tasks will automatically be presented (Assigned Actions as per image). As they are actioned and updated the job progresses and triggers new actions in the workflow.

The following steps are part of the job workflow for a Battery job once a technician has been assigned:

• Step 1 – Select En-route To Location and submit ETA when starting journey.

3 Assigned Actions ① Unassigned > En-route To Location 语	More Actions  Assign Team  Team Assigned  Unassign Vendor  ETA Request Send Breakdown Email  Send Job Tracking Link Add SpeedBump Etit Job Cancel Mark & Error	+ Hend O (d) for homes Registrate (D) and (D)	
	Cancel     Mark As Error	The processes, III	

• Step 2 – Select Arrive At Location on arrival and submit if address is displayed correctly:

4 EnRouteToLocation Actions	More Actions	• Name 1: Vehicle Location	
<ul> <li>Unassigned</li> <li>Arrive At Location Ξ</li> </ul>	<ul> <li>&gt; Unassign Team</li> <li>A Team Unassigned</li> <li>&gt; Unassign Vendor</li> <li>&gt; ETA Request</li> <li>&gt; Send Breakdown Email</li> <li>&gt; Send Job Tracking Link</li> <li>&gt; Add SpeedBump</li> <li>&gt; Edit Job</li> <li>&gt; Cancel</li> <li>&gt; Mark As Error</li> </ul>	Altardo Terretorio     Address Bach Markel Nova Schene     Address Bach Markel Nova Schene     Search Address Bach Address Bach Markel Nova Schene     Search Markel Markel Markel Markel Markel Markel     Search Markel Markel Markel Markel Markel Markel Markel     Search Markel Markel Markel Markel Markel Markel     Search Markel Markel Markel Markel Markel Markel     Search Markel Markel Markel Markel Markel Markel Markel Markel     Search Markel Markel Markel Markel Markel Markel Markel Markel Markel     Search Markel M	

- Step 3 Capture On Location tasks. This is specific per service type and prescribed by Digicall Assist. The customer, asset and incident needs to be recorded correctly with relevant images. As can be seen from the image below, the tasks include:
  - > Capture Pre-start Checklist generic for all jobs
  - > Capture Service Confirmation generic for all jobs
  - > Capture Battery Service service specific tasks
  - Capture Customer Sign-off generic for all jobs
  - Complete Job generic for all jobs and requires only Provider additional comments if applicable.

Battery Job A Digicali2021 Administrator	① Created 2021-01-16 15:23 20 minutes ago	例 Team	5 OnLocation Actions Capture Pre-start Checklist Capture Service Confirmation Capture Battery Service Capture Customer SignOff Capture Data Complete Job	More Actions > Send Breakdown Emai > Add SpeedBump > Edit Job > Cancel > Mark As Error
Overview Progress S Notes     Additional Directions, roadside, Further Information to provic please call on approach - Battery test result and ODO KM requ		the second secon	connecticity Avenue	Timbrell. Park
85-87 A44, Haberfield NSW 2045, Australia Latitude,Longitude: -33.87417738154719,151.1361099787331		as solong Avenue	Inner and	Panoya Parau

**IMPORTANT NOTE:** THE PROVIDER NEEDS TO COMPLETE ALL THE TASKS BEFORE AN INVOICE CAN BE GENERATED. ONCE THE 'COMPLETE' JOB STATUS IS ACTIVATED, THE PURCHASE ORDER WILL BE AVAILABLE FOR CONFIRMATION AND IS READY TO BE SUBMITTED

			2021-01-16 15:23 34 minutes ago		Submit Invoice     Gipload Document     Capture Data     Complete	<ul> <li>Send Breakdown Email</li> <li>Add SpeedBump</li> <li>Edit Job</li> <li>Cancel</li> <li>Mark As Error</li> </ul>
	Progress	Notes (3)	Cost Items Assignment	4 EnRouteToLocation	5 OnLocation 0001-01-01-01-52	6 JobCompleted
✓ Assign		Assigned 0001-01-01 01:52	<ul> <li>En-route To Location</li> </ul>	Amive At     Location	Capture Pre-start Checklist     Capture Service Confirmation     Capture Battery Service     Canture Curtomer SignOff     Complete Job	

----- END OF MODULE 3 ------

In **Module 4 – Mobile Application** you are guided through the different aspects of the Digiflow Partners Mobile Application.



### Contact:

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