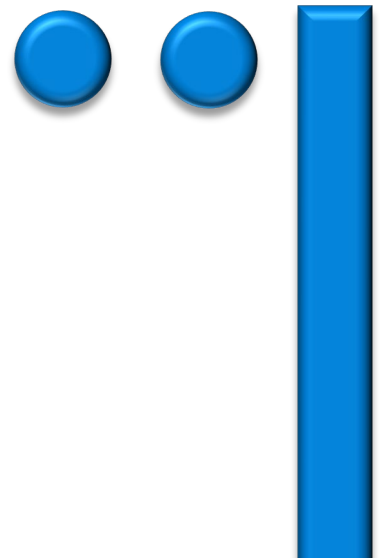




## MODULE 4 – MOBILE APPLICATION



# Table of Contents

- 1.     **OVERVIEW..... 1**
- 2.     **HOW TO REGISTER ON THE DIGIFLOW APPLICATION..... 1**
  - 2.1.   Download the Digiflow Partner Application..... 1
  - 2.1.1. Download..... 1
  - 2.2.   Register – Let's Get Started ..... 2
  - 2.3.   App Features Overview ..... 3
    - 2.3.1. Bottom Menu ..... 3
    - 2.3.2. Unassigned..... 4
    - 2.3.3. History ..... 4
    - 2.3.4. Uploads ..... 4
    - 2.3.5. Top Menu Bar ..... 4
    - 2.3.6. Hamburger Menu..... 5
    - 2.3.7. Notifications ..... 5
    - 2.3.8. On and Off Duty..... 6
- 3.     **HOW TO ACCEPT AND ASSIGN JOBS..... 6**
- 4.     **EXECUTING A JOB WORKFLOW ON THE APP..... 7**
  - 4.1.   Example of a Battery Job Workflow..... 7
- 5.     **CONCLUSION ..... 9**

# 1. OVERVIEW

This Module 4 details the different aspects of the Digiflow Partners Mobile Application. Follow these steps to download the app, register your device, and understand the different screens to execute jobs seamlessly.

Job workflows are service specific and simple to execute.

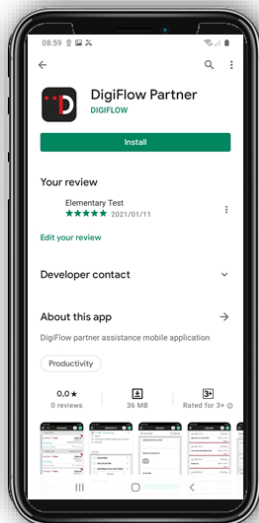
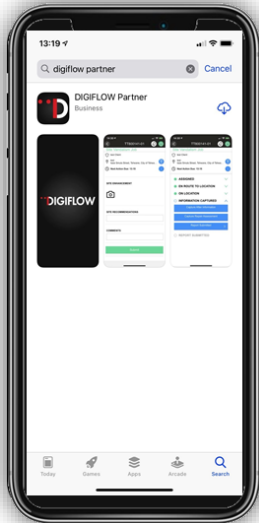
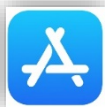
## 2. HOW TO REGISTER ON THE DIGIFLOW APPLICATION

### 2.1. Download the Digiflow Partner Application

In order for you or your team members to successfully download and register on the app, you and they must be pre-registered on the Provider Portal. Module 2 outlines how to register [Teams and Managers](#) and update [Contacts](#). Please refer back to that module prior to downloading the app, as registration will not be successful if those steps haven't been completed.

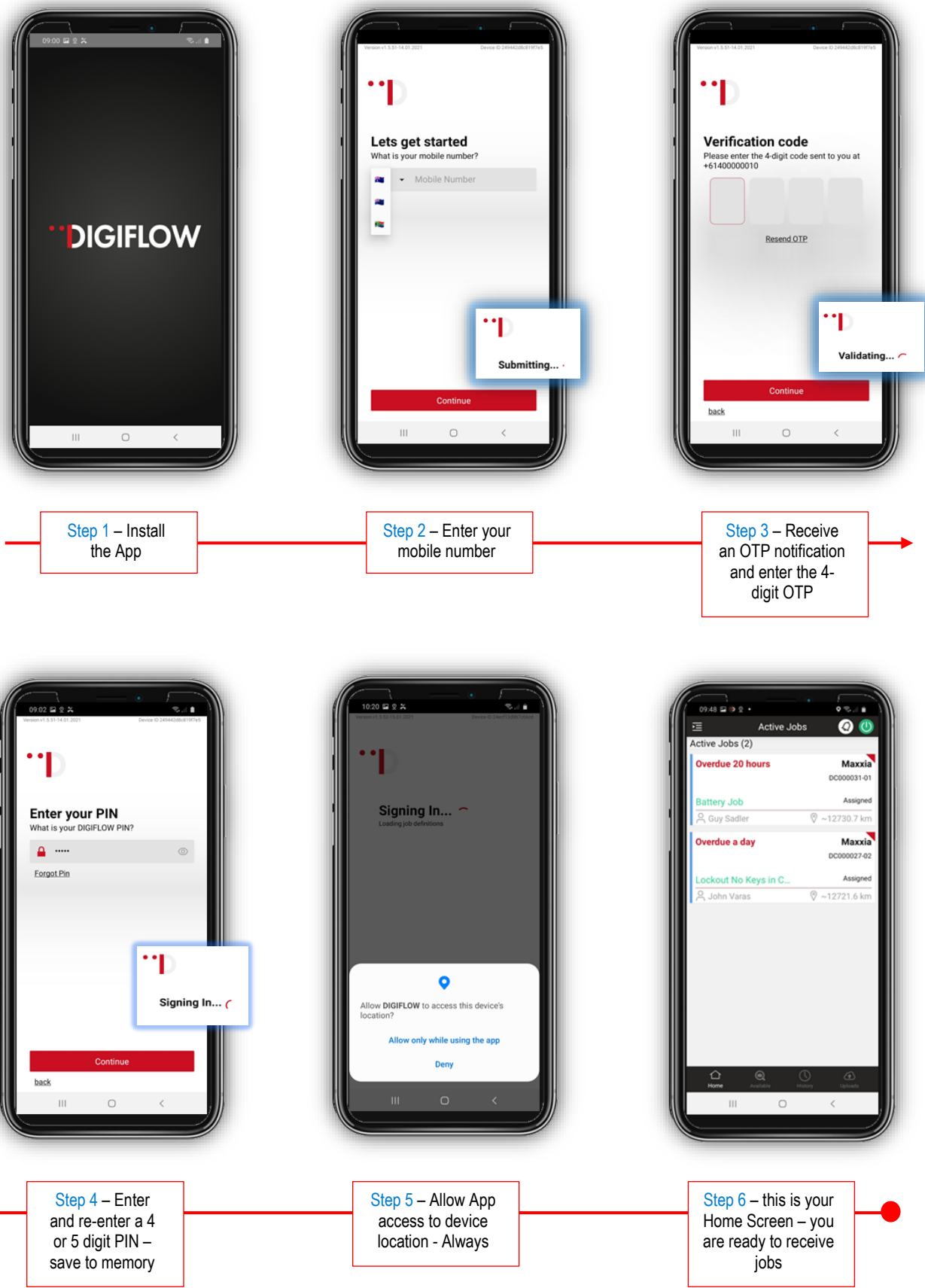
#### 2.1.1. Download

The Digiflow App is available from the Apple and Google Play stores. Search for [Digiflow Partners](#) and install the Application.



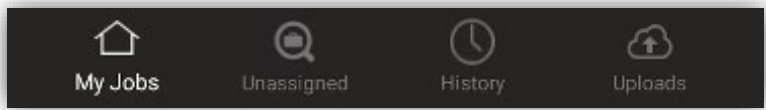
## 2.2. Register – Let’s Get Started

The application registration will guide teams through a simple onboarding process.



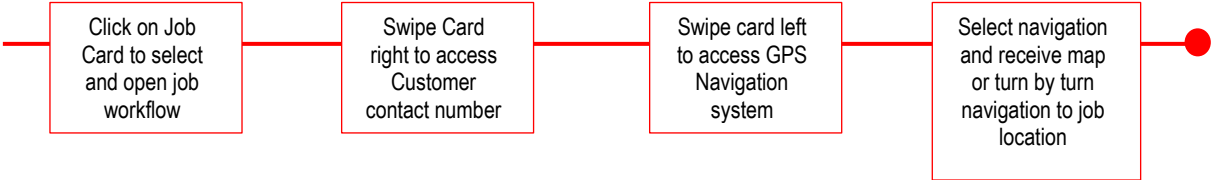
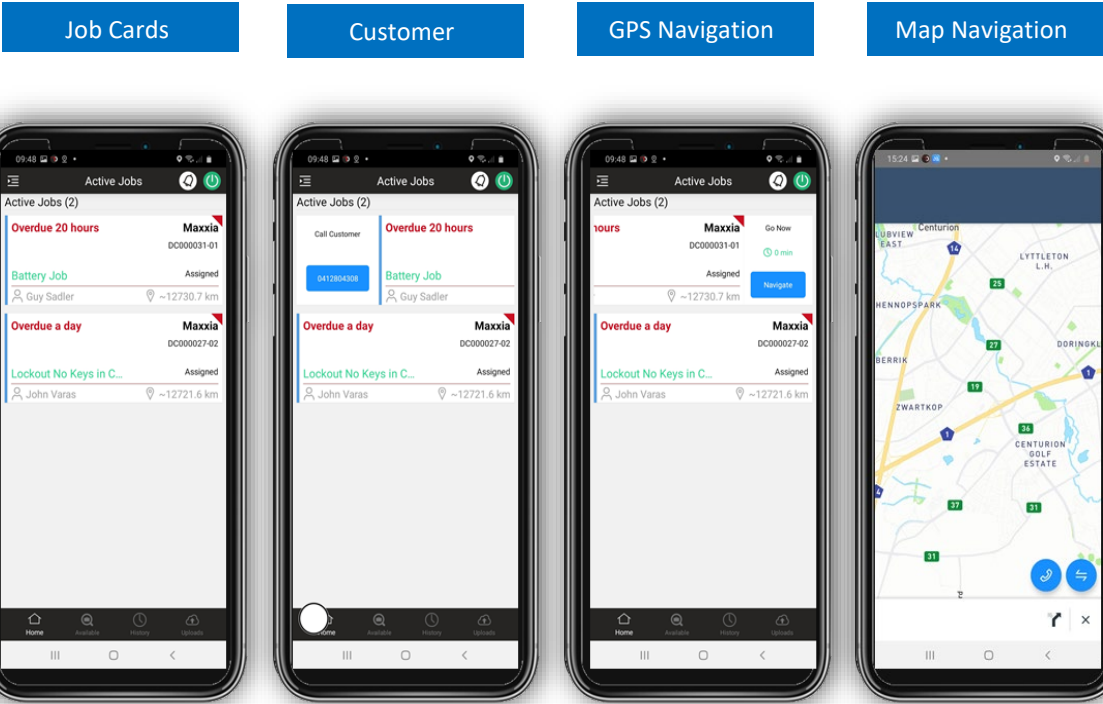
## 2.3. App Features Overview

### 2.3.1. Bottom Menu

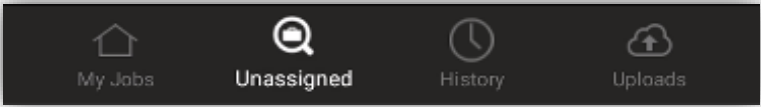


The home screen / landing page is the most important page on the App. It lists all active jobs from newest to oldest received. By selecting a job, the App will start the relevant job workflow. The team can now navigate to the incident scene and follow the App triggers until the job is complete. The relevant data, including image captures, will automatically upload when there is connectivity. (Refer to Section 4 for a detailed example of a job workflow on the App).

- Images below examples of app screens:

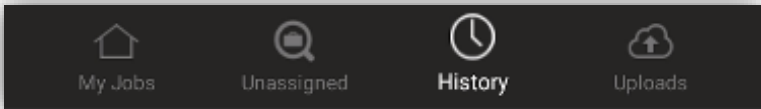


2.3.2. Unassigned



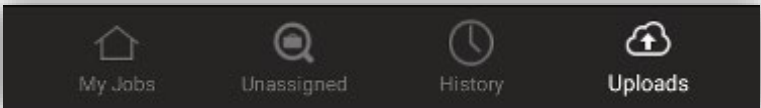
Unassigned job are the jobs accepted by the Provider company but not yet assigned to a specific team member. Only App managers can assign team members from the App. Alternative teams can be assigned from the Provider Portal (Refer to section 3 for how-to steps to assign teams using the App).

2.3.3. History



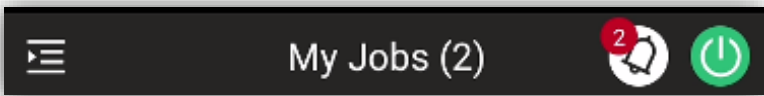
All completed jobs will show under the History tab for a period of 14 days from the incident.

2.3.4. Uploads



If you don't have internet connectivity to live transmit all information to the cloud and the Provider Portal, the App will retain all information and keep on trying to find an adequate signal. When it does it will successful upload all the required data and photos captured during the service support. Any uploads not yet completed, and their progress will be shown under the Uploads Tab:

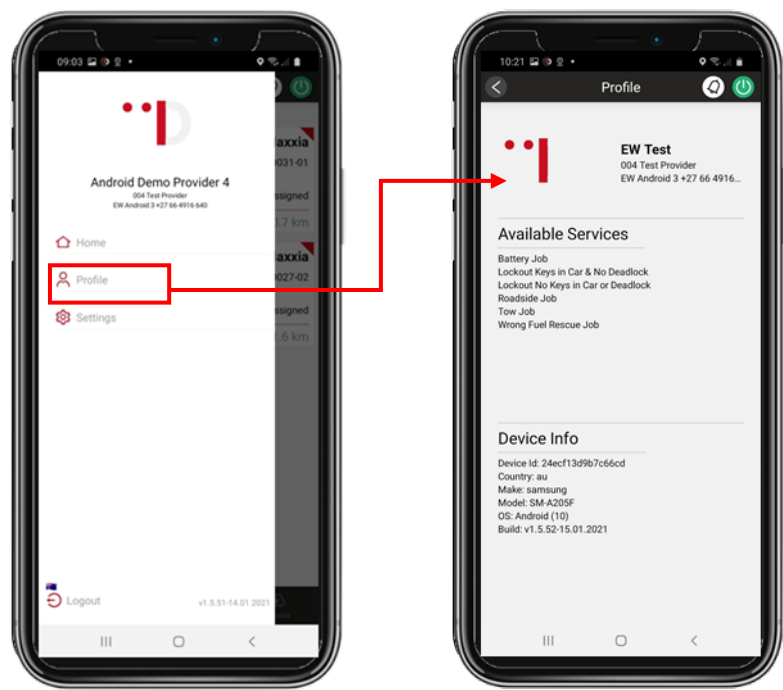
2.3.5. Top Menu Bar



Features a "Hamburger" menu option, Count of active jobs, Notifications and your On-duty Status.

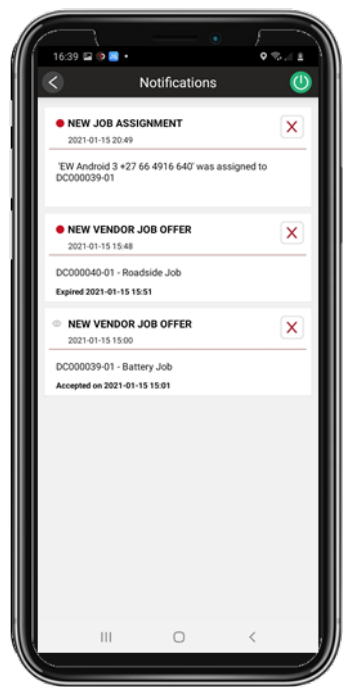
### 2.3.6. Hamburger Menu

The hamburger menu at the top left corner of the screen gives you access to your profile and settings. Select Profile to verify your Team details as well as the services allocated to your team. Device info verifies Device information i.e. Device ID, make and model as well as the current version of the Application. Screenshot this page should you require assistance from IT Developers with regards to an App issue.



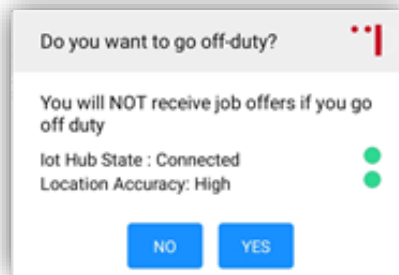
### 2.3.7. Notifications

Notifications received from the portal will highlight a number on the notification button. By selecting the button, notifications received in terms of job offers and assignment can be viewed.



### 2.3.8. On and Off Duty

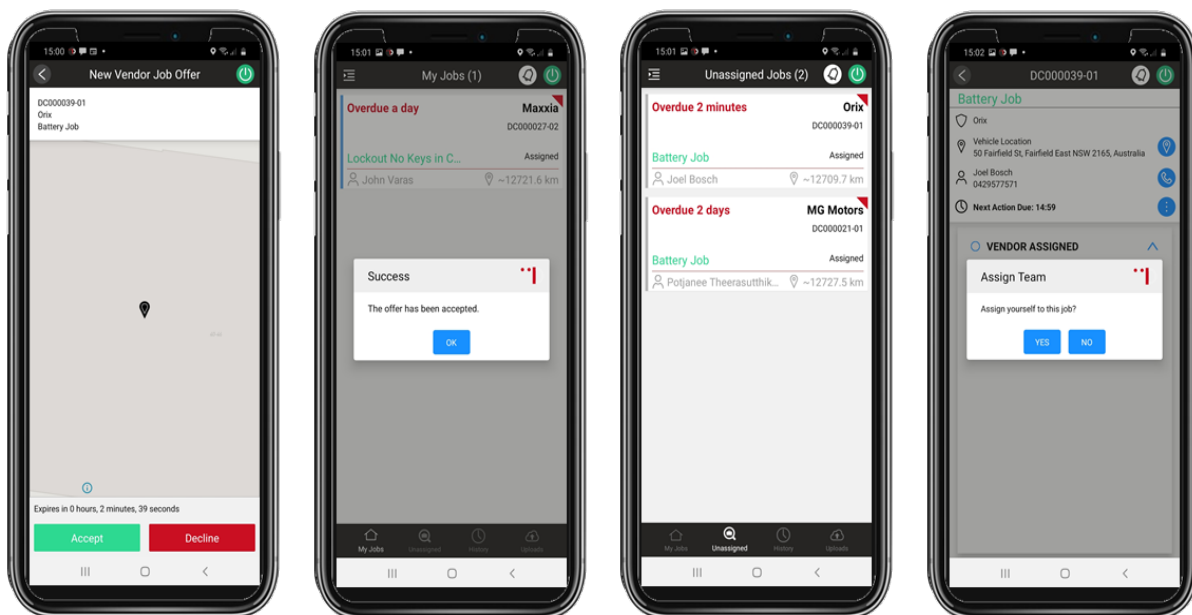
Selecting the on/Off Button allows you to go off duty but updates your connectivity and location status.



## 3. HOW TO ACCEPT AND ASSIGN JOBS

Once you've registered and completed the app's configuration, assigned jobs will automatically display on the device. You can also ensure latest jobs have been received by swiping down on the screen to refresh all jobs. Make sure your sound is on maximum to prevent missing a job opportunity. All registered managers will receive the Job offer at the same time; any of the managers can then accept and assign jobs to the relevant team.

- The following screenshots shows how the App guides you through the process.

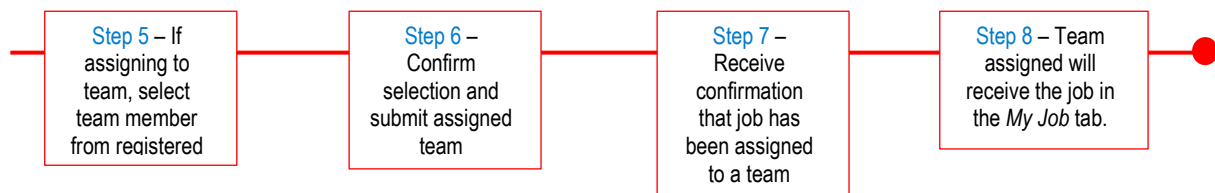
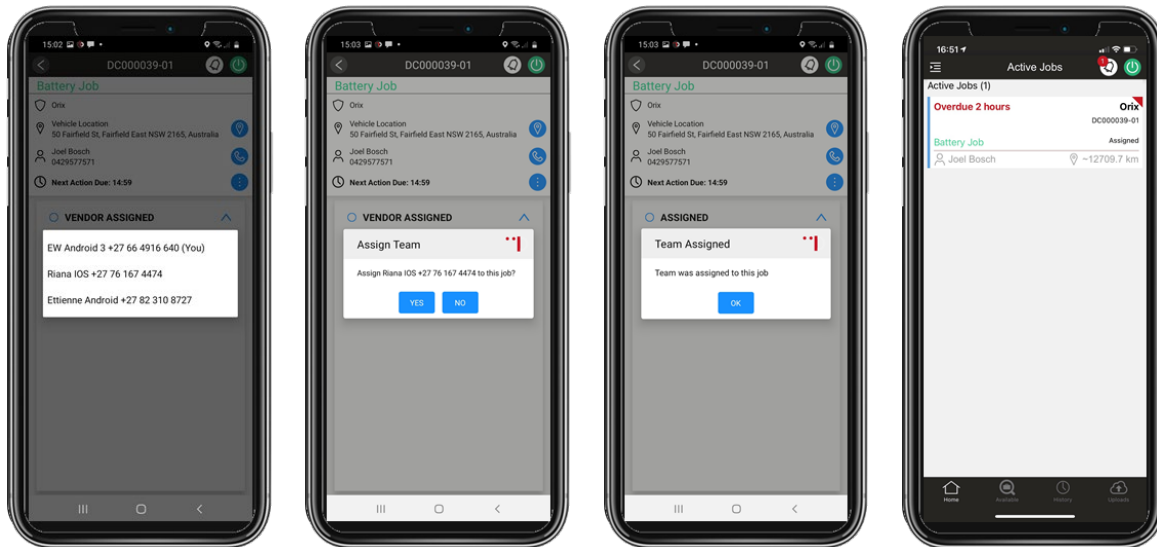


**Step 1 –** Job will be offered for 3 min cycles with option to Accept or Decline

**Step 2 –** Receive confirmation offer accepted or be advised offer is no longer available

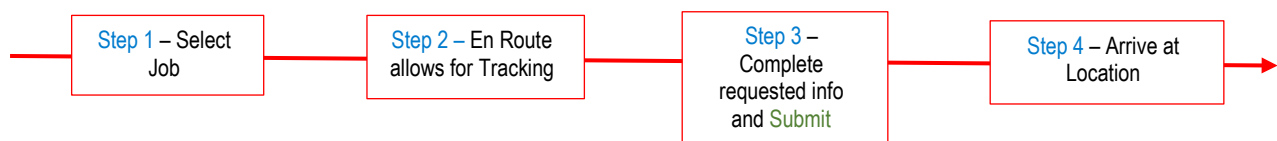
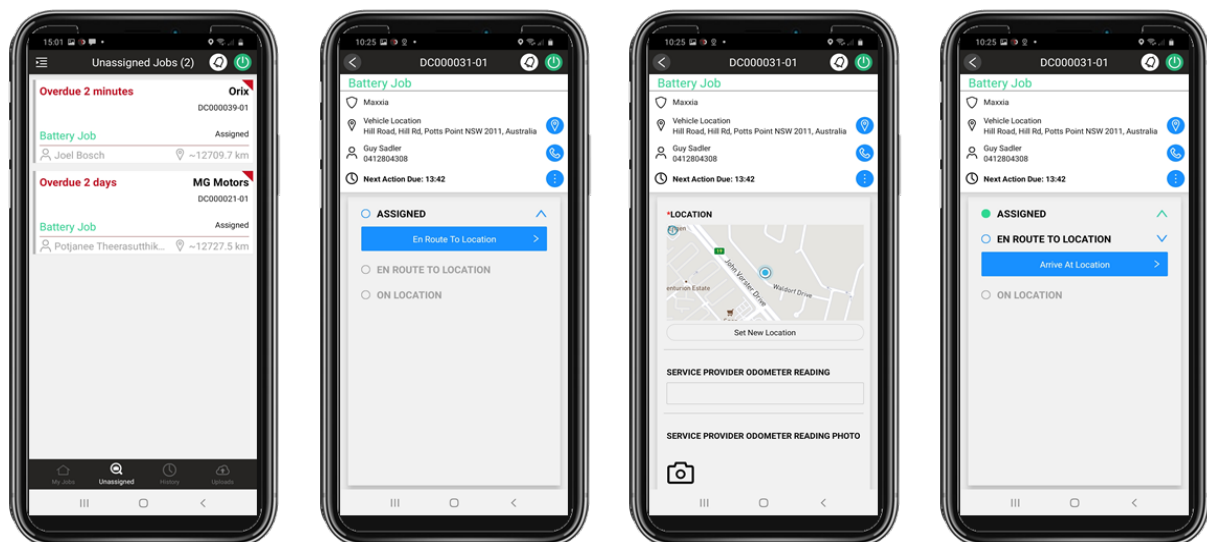
**Step 3 –** Accepted jobs will now list under the Unassigned Tab. Select Job to assign team.

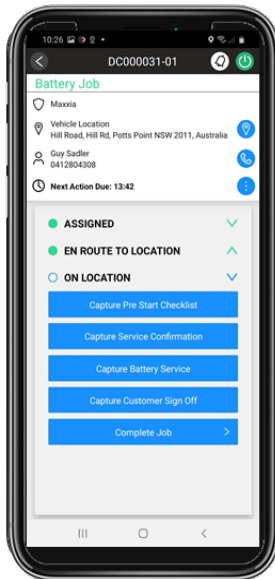
**Step 4 –** You will be asked if you would like to assign yourself to the job. If yes, job will move to My Jobs tab.



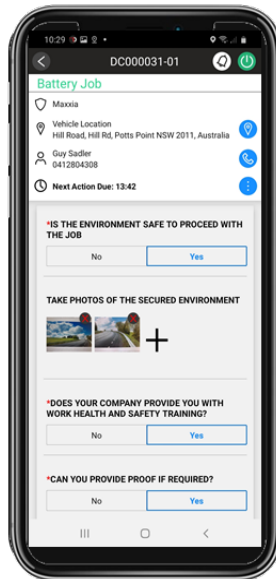
## 4. EXECUTING A JOB WORKFLOW ON THE APP

### 4.1. Example of a Battery Job Workflow

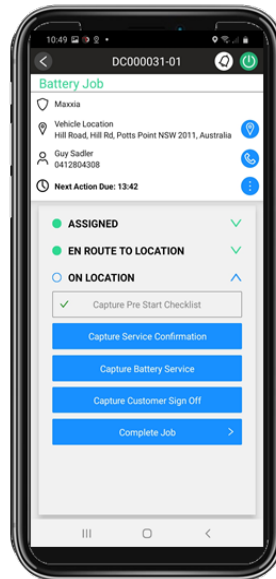




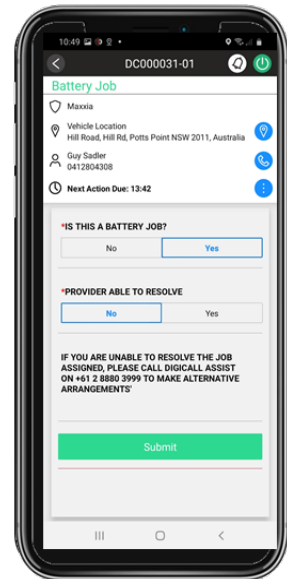
**Step 5 – On Location – Complete Tasks**  
Bar – bar will get tick and turn white on submission



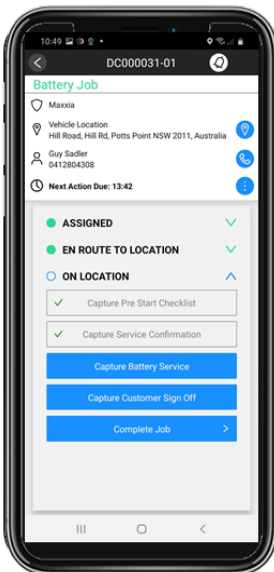
**Step 6 – Capture Pre-start Checklist and Submit**



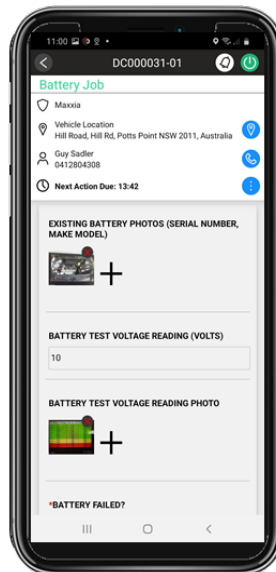
**Step 7 – Select Service Confirmation**



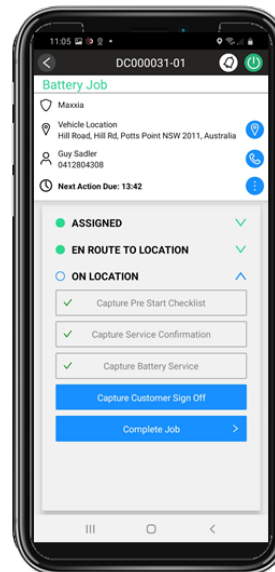
**Step 8 – Capture Service Confirmation and Submit**



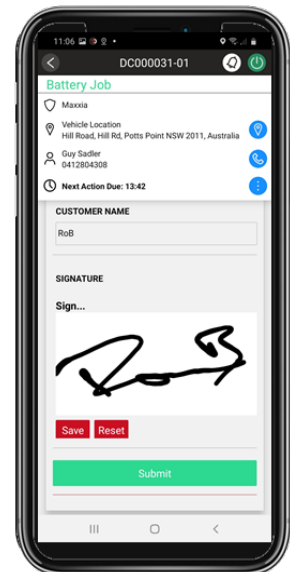
**Step 9 – Select Battery Service**



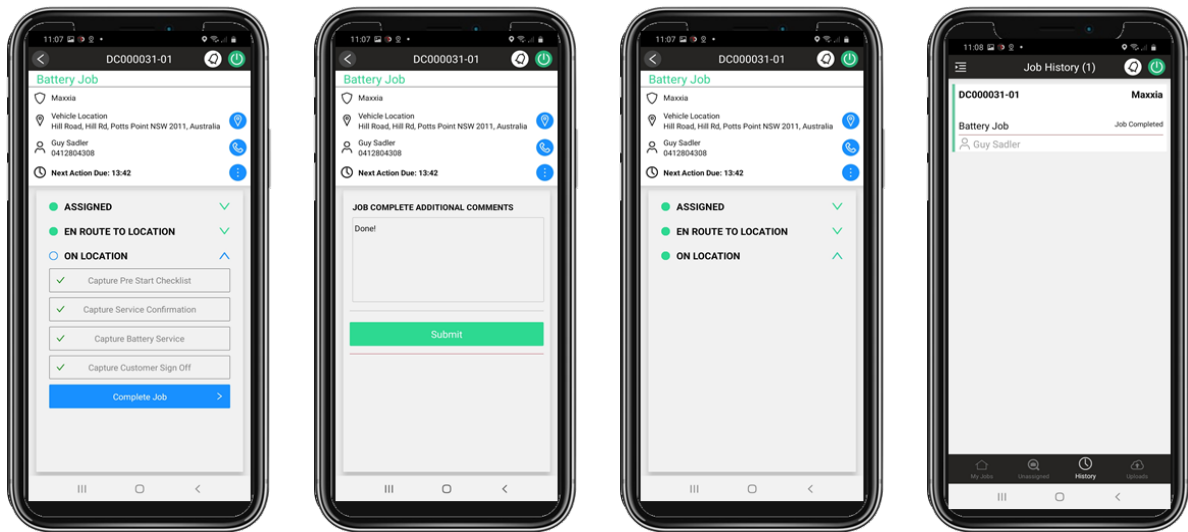
**Step 10 – Capture Battery Service and Submit**



**Step 11 – Select Customer Sign-off**



**Step 12 – Capture Customer Sign-off on screen and Submit**



Step 13 – Select Complete Job

Step 14 – Capture additional comments pertaining and Submit

Step 15 – Exit Completed Job

Step 16 – Job will now move to the History tab

- All information gathered at the scene via the App will be uploaded to the Provider Portal as well as to the Digicall Assist Portal. Once the job is completed, an invoice is generated and either manually or automatically submitted for payment.
- The job progress is updated to the progress timeline in the relevant portal real-time and can be viewed by all parties involved.

## 5. CONCLUSION

We trust this manual supports you with your Digiflow journey.

We welcome any feedback to improve Digiflow or this training manual.

The Digicall Assist Team



**Contact:**

Luke Laurence

Digicall Assist Provider Network Manager

[Luke.laurence.@digicall.com.au](mailto:Luke.laurence.@digicall.com.au)