

# hello!



## The Maintenance Module (ver 1.0)

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**What it is?** A module to assist you in managing your maintenance tasks (called also requests) and optimising the related communications among your staff. Maintenance tasks are twofold; they can be either programmed in time (preventive maintenance) or may result in an ad-hoc & unpredictable way (corrective maintenance). Ver 1.0 does not support predictive maintenance.

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**How do I set up my preventive maintenance?** An administrator will log in hello! ADMIN and do the following:

1. define and time-plan preventive maintenance tasks, upload instructions (doc/ docx, pdf, odt or txt files) and assign them images that are indicative of every task.
2. define conditions of *persistent issues*, tasks that need special attention. As such we refer to a frequent occurrence of a maintenance task or a persisting failure to address a task (optional).

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**Can my staff issue ad-hoc corrective maintenance requests?** Yes it can. Here is the process.

1. An authorised staff member logs in to hello! via a browser or the hello! CLIENT app, by using his login credentials.
2. The staff member will then select among the available tasks, enter some explanatory text and send his request. He will also be able to see the follow up of his request and, at the end, also evaluate the corrective action taken (optional).



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**What happens to the preventive and corrective requests?:**

They are received and show up in the dashboard (browser or hello! ASSISTANT app) of all your authorised assistants. One of them (the first to confirm the task) will follow up with it. He will be able to report on the action taken, and in the case he has not managed to address the task, he can report the specific reason. As always, assistants may browse and search through the history of all past maintenance requests. In Analytics they will also be able to check the status of possible persistent issues, based on how they were defined in the ADMIN.



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**Will my staff be notified about the preventive maintenance tasks?**

No, they will not! A staff member will have access and visibility only to the follow up of its own corrective tasks. Only registered assistants have a full view of all preventive and corrective (ad hoc) tasks.



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**Can I restrict my staff to specific areas and types of requests?**

This is only possible via our hello! QR/ NFC tags, which you will place wherever required. When a staff member scans the tag with his hello! CLIENT he will be restricted to the tasks set up for the specific tag. Login users will have universal access to **all** maintenance requests, as set up in ADMIN. Their access cannot be restricted.