GoServicePro Terms

Case: A complete and formal record of a customer request and the activities of Daktronics to provide a solution.

Work Order: Assignment item for technician to review and document service details

Early/Late Start: Earliest and latest time the technician can begin work

Status: Current or next step in process

Condition: Current state

Category: These codes define the service work, such as: Service-Product Issue, Planned Service, and Installation

Default tab: Access your open assignments; storage place for in-progress items you own

Audit Trail: Contains all activity and logged notes on the Work Order

Timestamps: Designate service work times – travel start, arrive onsite, repair start, repair stop, leave site, travel stop

Notes: Document service details via completed templates and typing

Time: Log Lunch time (system only allows one entry)

Close: Ends the service work

Type: Identifies the item (Dispatch = Work Order)

Resolution Code: Defines how the work was resolved

WO Closeout Note Template: Template to be completed by all Service Partners and logged in the Work Order notes with service details, including who you communicated with onsite, follow-up needed, ground reading, NCT, services performed

WO Detail Summary: Button in the Work Order ribbon that allows technician to print out Work Order entries – timestamps, notes

Field Service Portal: Online one stop shop for announcements, training documents, product support documentation, and access to the Daktronics Knowledge Base

My Schedule: View assignments (open or closed) on a calendar view and block off times that you are unavailable for service calls