

Figure 1

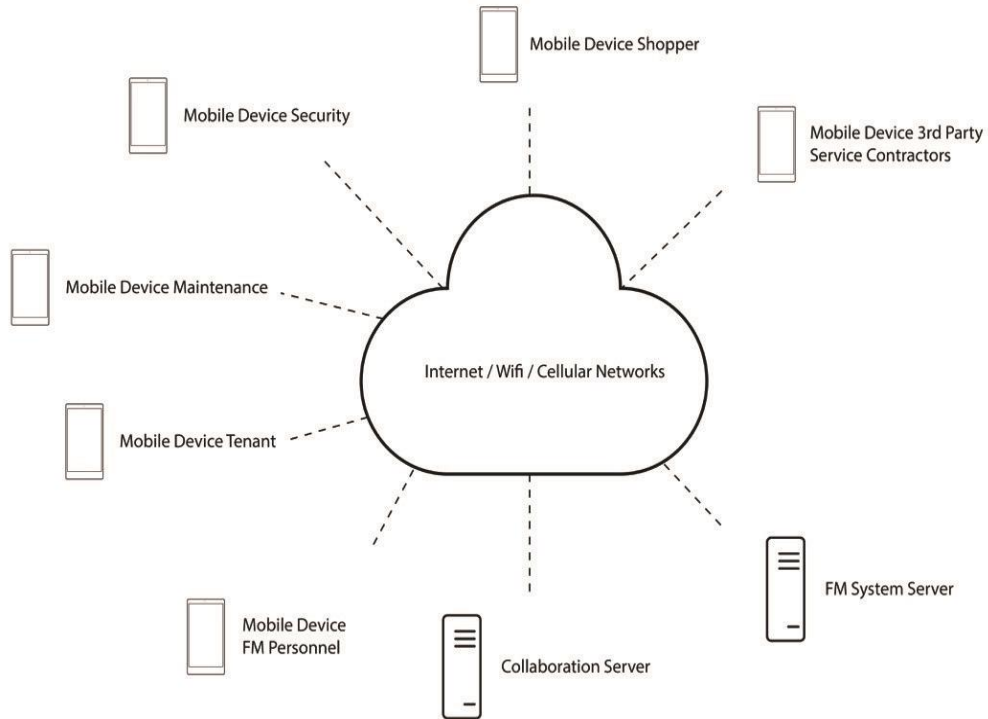


FIGURE 2

Welcome
to
Main Street Shopping Mall!

We hope that you have a pleasant visit,
and we invite you to help us help you
have a better shopping experience.

Download our Mobile App from the
App Store, and let us know if you see
anything that we could be doing better.

Happy Shopping!

Management

Figure 3

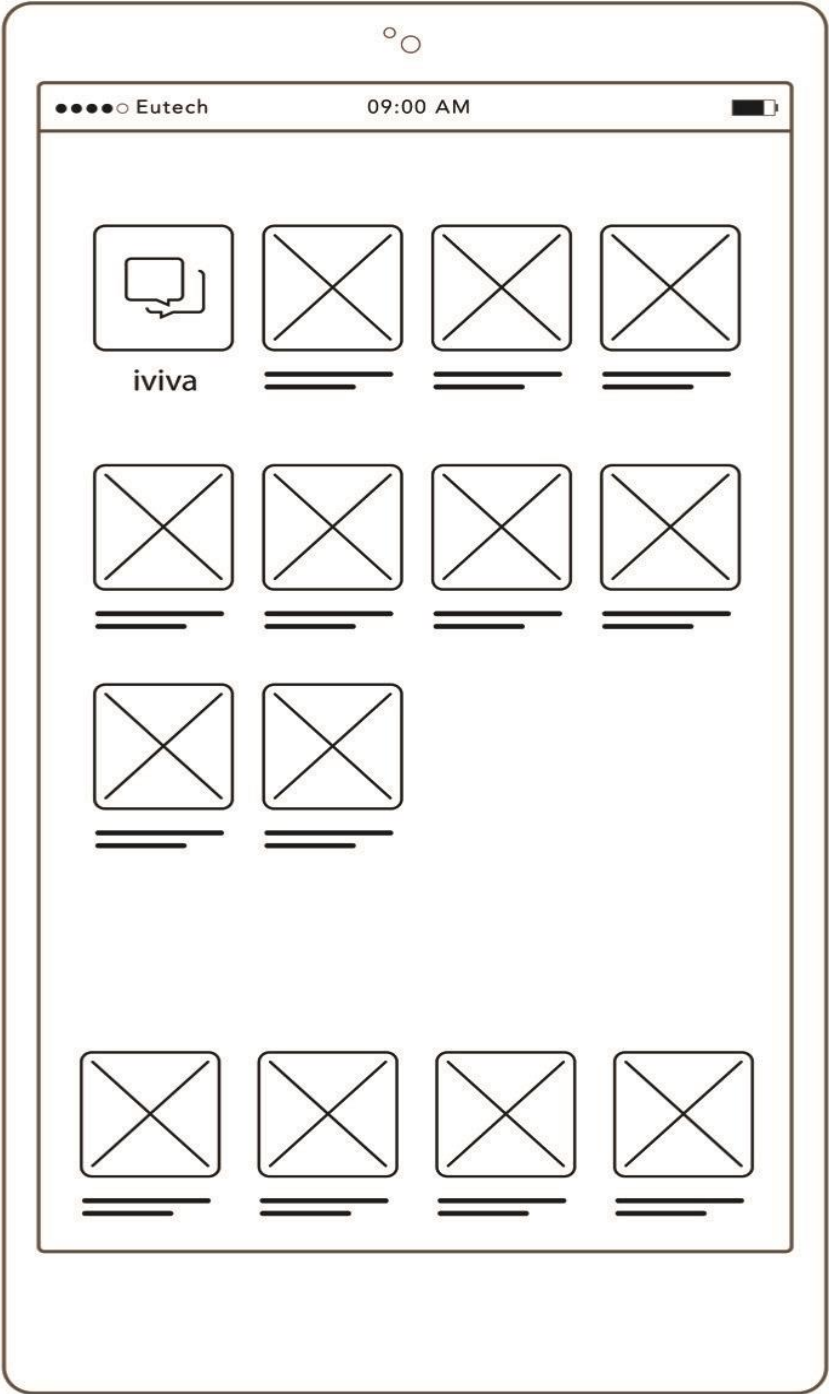
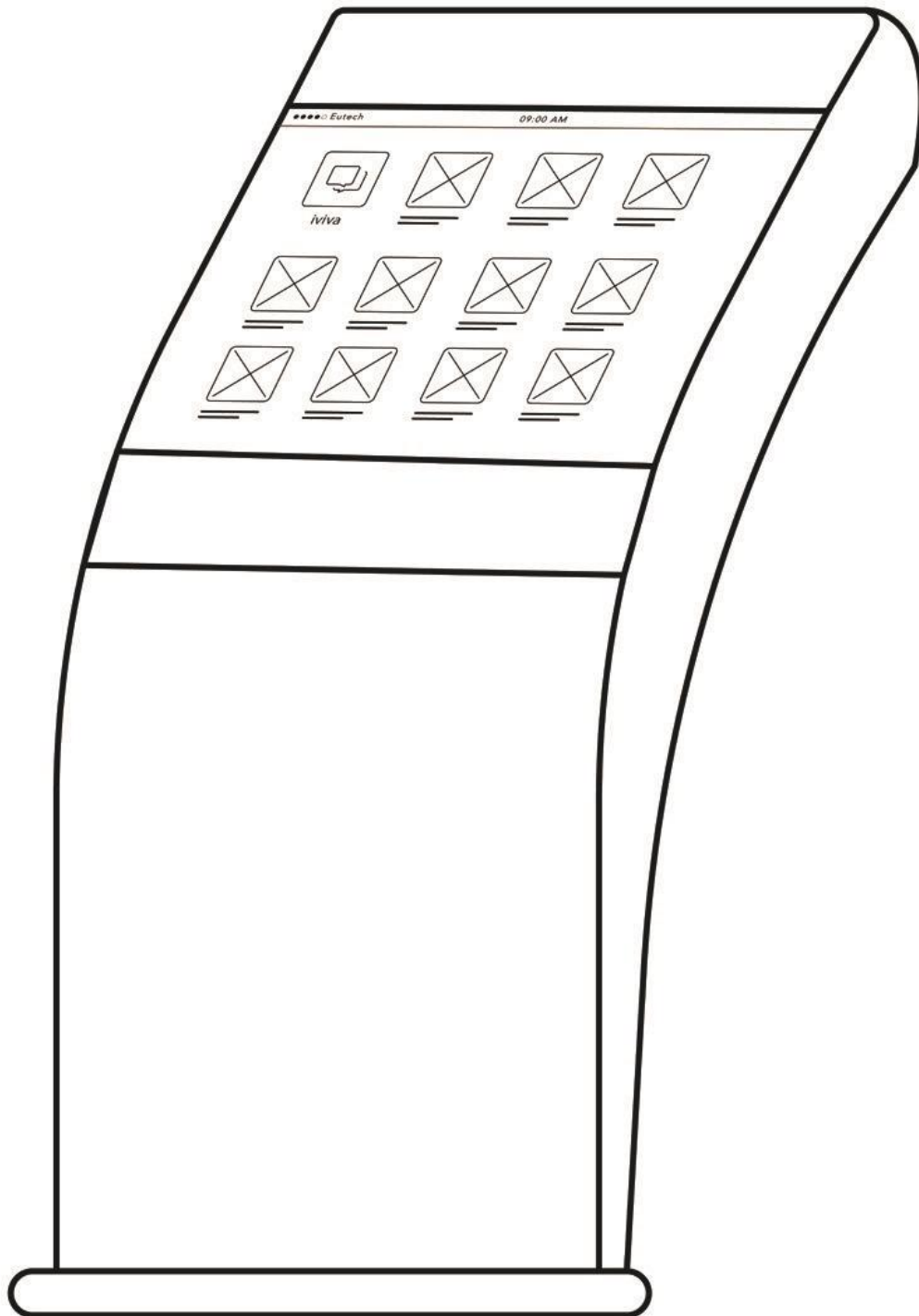


Figure 4



Create a conversation

Figure 5

Conversation Type

	Complaint	
	AC Service	
	Medical Incident	
	Feedback	

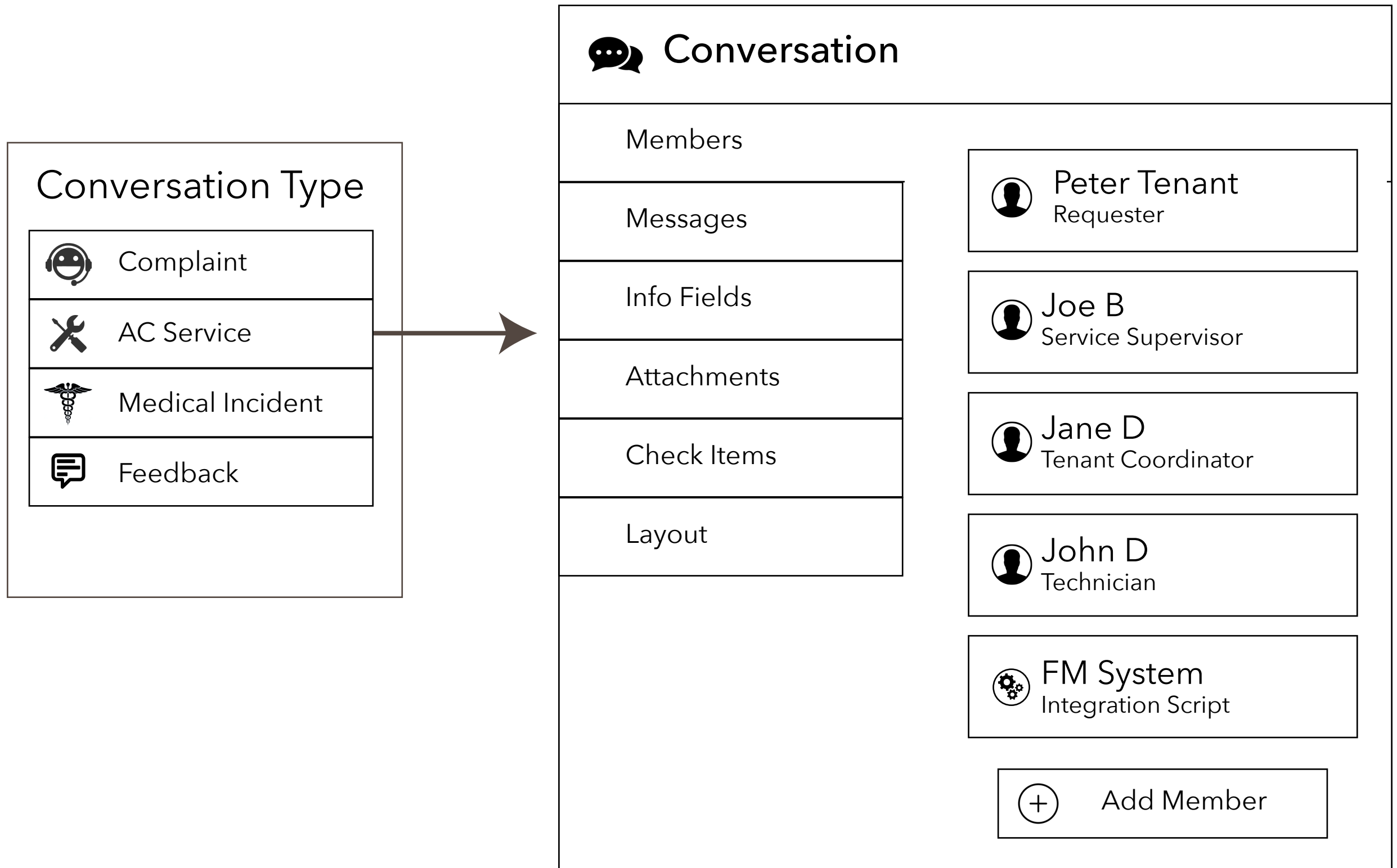


Figure 6

Figure 7

Member Notification

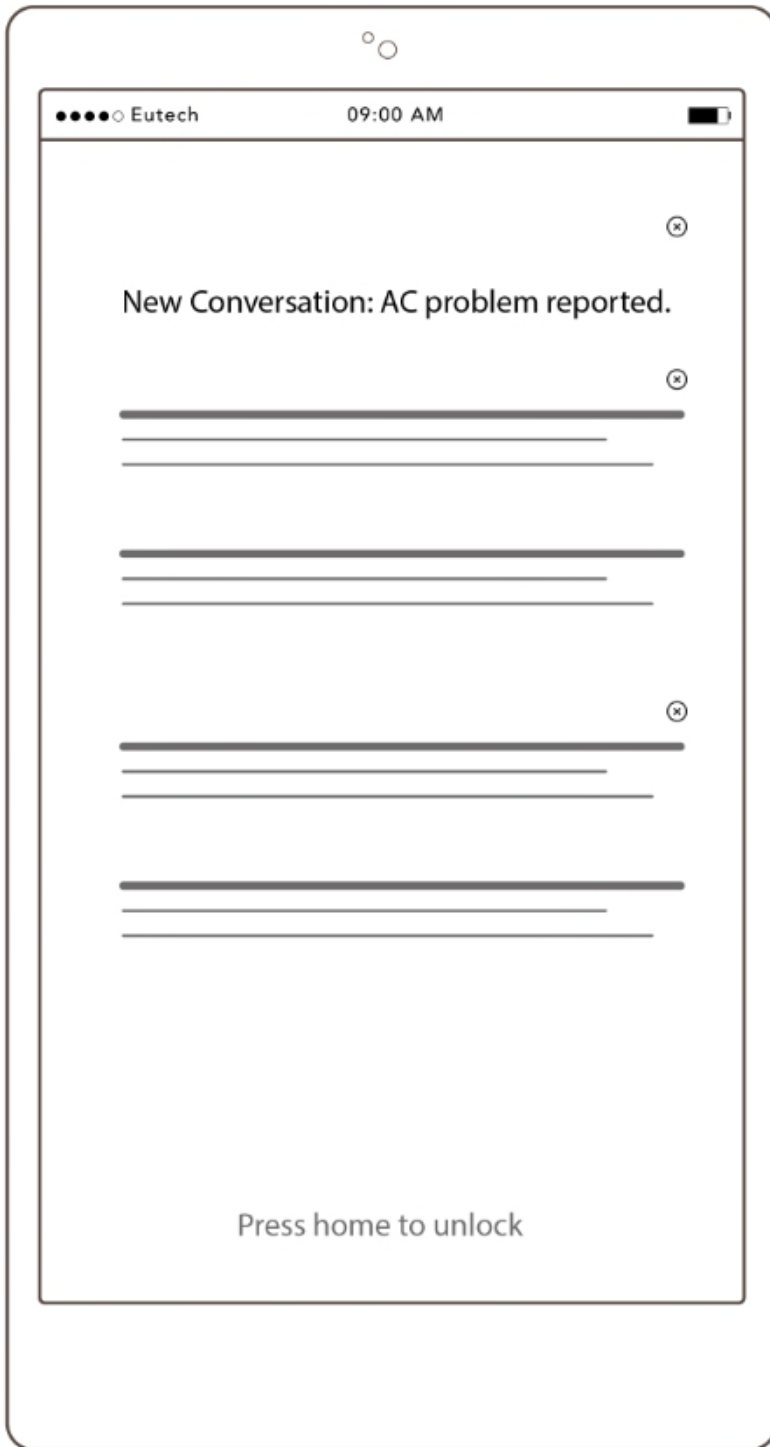


Figure 8

 Conversation

Members

Messages

Info Fields

Attachments

Check Items

Layout

 Joe B : Hi, Do you know Equipment ID?

 Peter : Hi, It is the one next to glass window.

 Joe B : Thanks, I checked your floor plan.
It is FCU-01

 Peter : It turns on but truns off automatically

 Joe B : Ok. It is not an electrical issue.
We will send ad AC Technician

 Add Messages

Figure 9

Conversation

Members

Messages

Info Fields

Attachments

Check Items

Layout

Equipment
FCU-01

Severity
Inconvenience

Service Category
Select

▼

Mechanical

Electrical

Housekeeping

Security

Figure 10

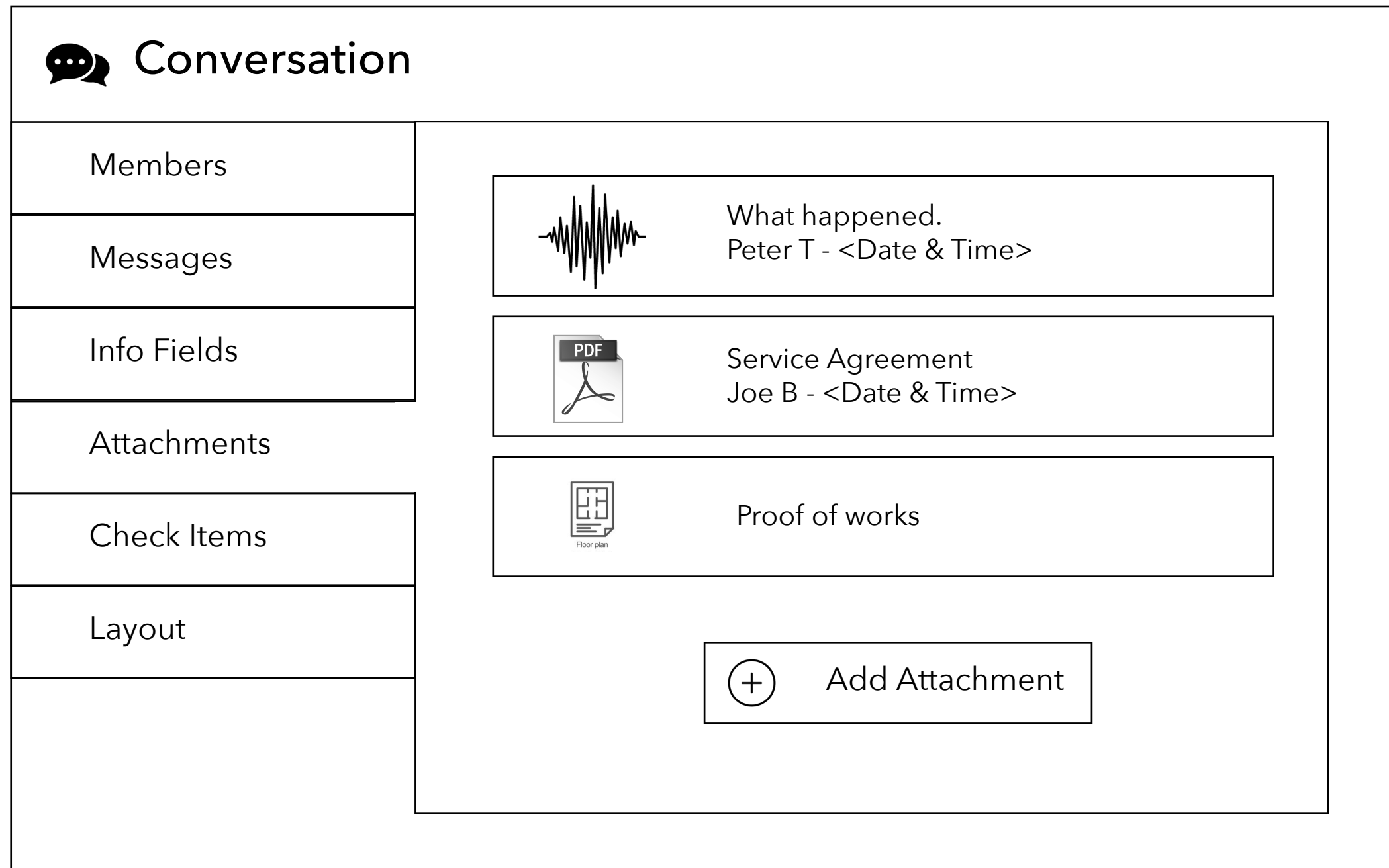


Figure 11

 Conversation

Members

Messages

Info Fields

Attachments

Check Items

Layout

☒

Assess Work
Peter T - <Date & Time>

☒

Accept spare part charges
Joe B - <Date & Time>

☐

Complete work

Figure 12

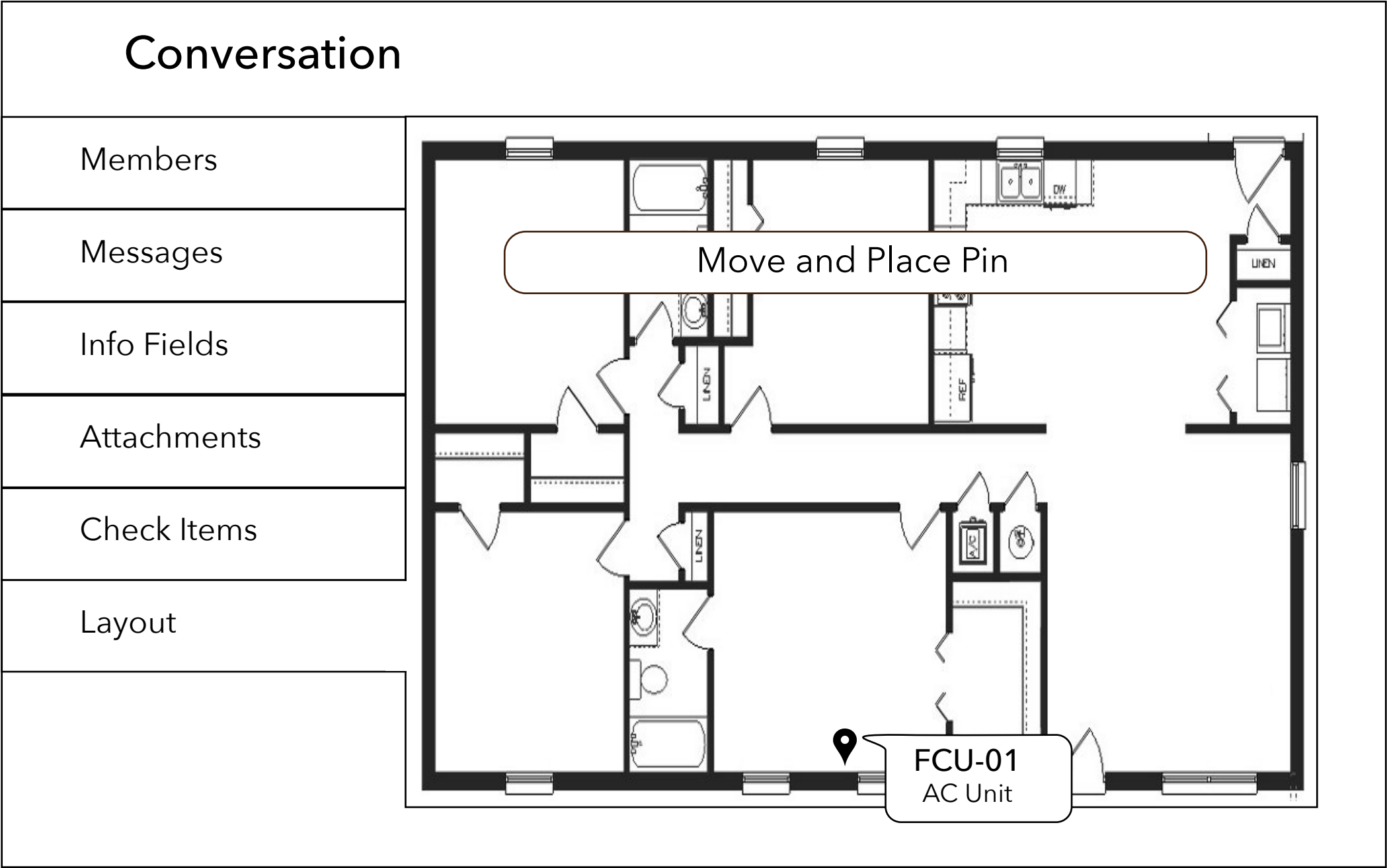


Figure 13

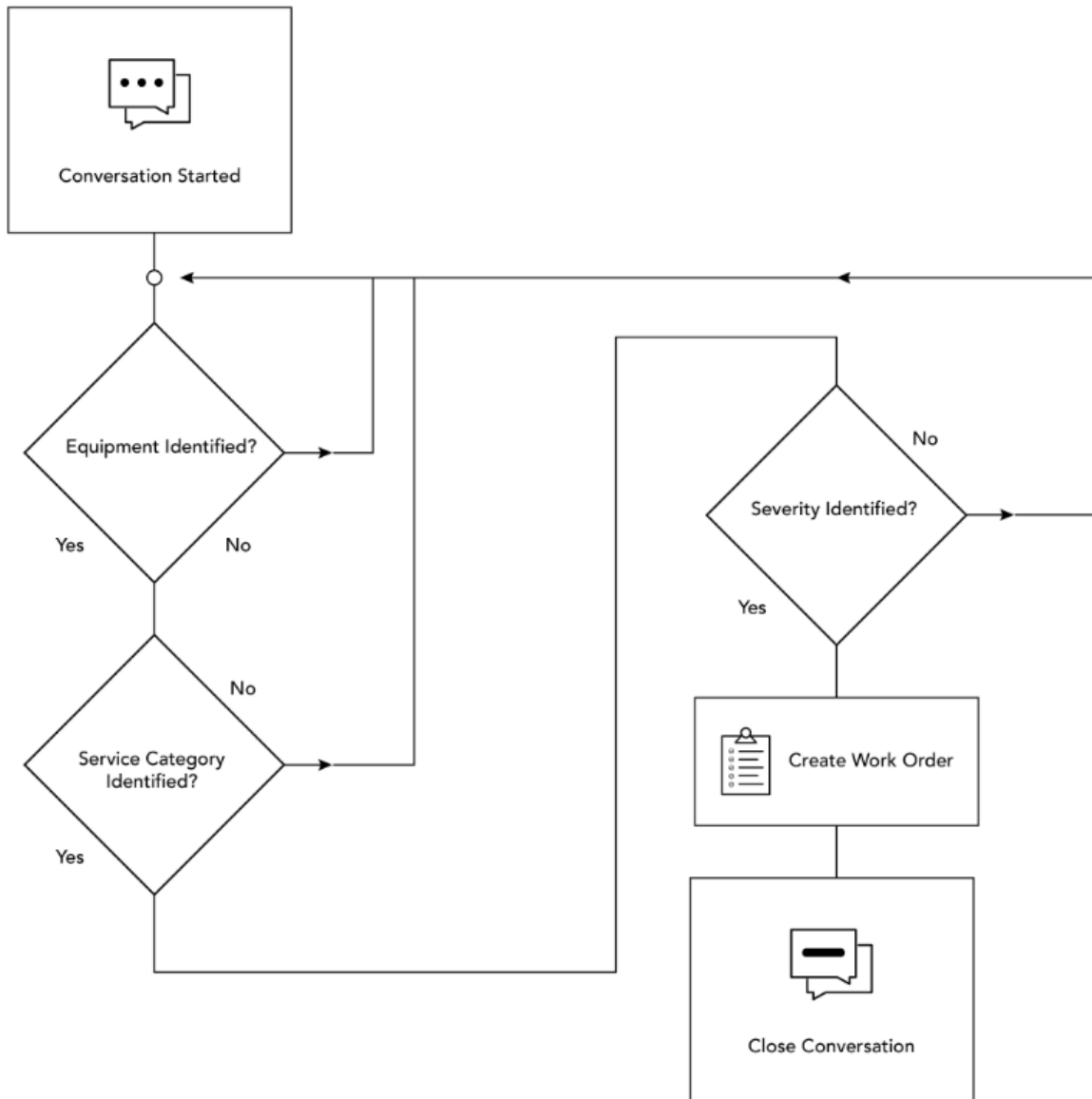


Figure 14

Integration Script (Choice B)

