

QuikOne FSM

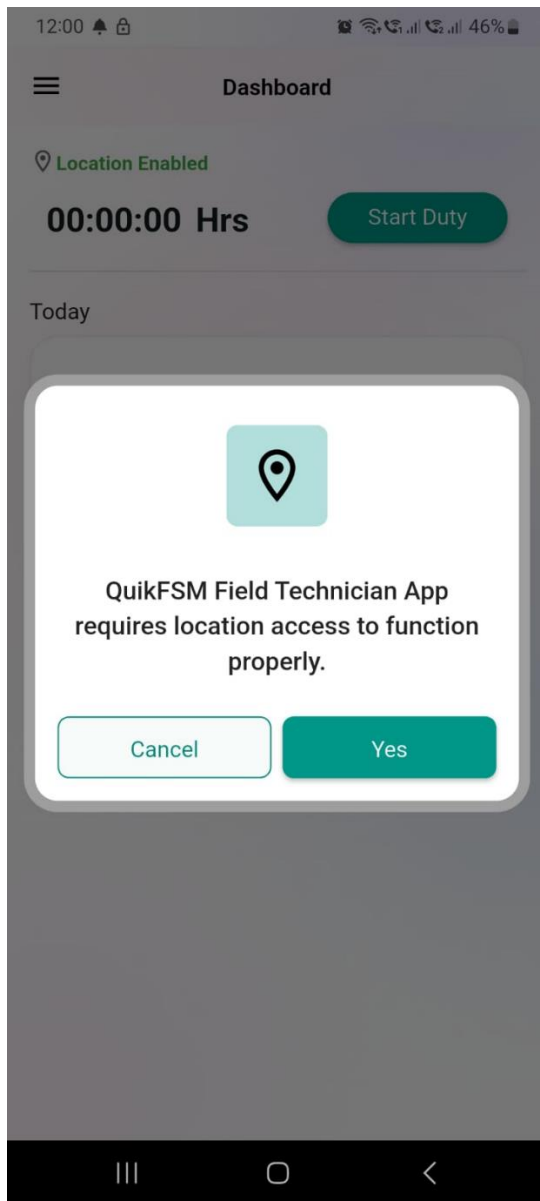
User Guide – Technician Mobile App

Contents

15. Technician Mobile App	2
15.1 Login & Start Duty	2
15.2 Application Navigation	5
15.3 Work Order Completion	6
15.4 Inventory	25
15.5 Requirements	29
15.6 Expenses	30
15.7 Timesheet	31
15.8 Leave Management	32
15.9 Settings	33

15. Technician Mobile App

15.1 Login & Start Duty



Grant Location Permission

Overview

When the technician logs into the QuikFSM Technician App for the first time, or after device permissions have been reset, the application requests access to the device's location.

Location access is essential because the application records technician movements, calculates travel information, validates attendance, and provides accurate job tracking throughout the workday.

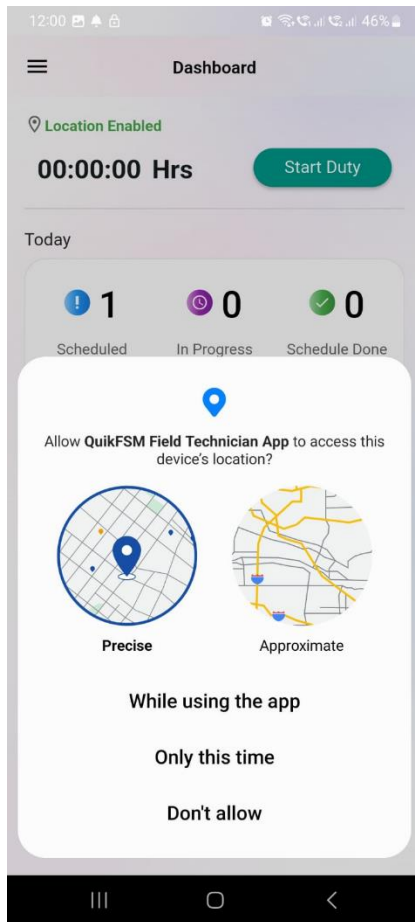
Procedure

1. Launch the QuikFSM Technician App.
2. Sign in using your assigned credentials.
3. When prompted for location access, tap **Yes**.
4. On the Android permission screen, select **While using the app** and enable **Precise Location** whenever available.
5. The application confirms that location tracking has been enabled.

Notes

- Location services must remain enabled throughout the working day.
- Certain features such as duty management, travel tracking, and work order execution require active location access.
- If location permission is denied, some work order functions may not be available until permission is granted.

Start Duty



Overview

Before a technician can begin working on assigned schedules, the duty must be started. Starting duty records the technician's attendance for the day and enables access to work schedules.

The duty timer begins immediately after the technician starts duty and continues until the technician ends the shift.

Procedure

1. From the Dashboard, tap **Start Duty**.
2. Confirm the action if prompted.
3. The application records the attendance entry.
4. The duty timer begins running.
5. Assigned work schedules become available for execution.

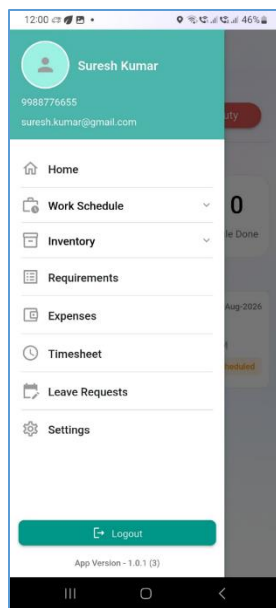
Result

After starting duty:

- Attendance is recorded.
- Duty timer starts.
- Scheduled jobs become accessible.
- The **Start Duty** button changes to **End Duty**.

15.2 Application Navigation

Navigation Menu



Overview

The navigation menu provides quick access to all technician functions within the application.

Depending on permissions, the technician can access:

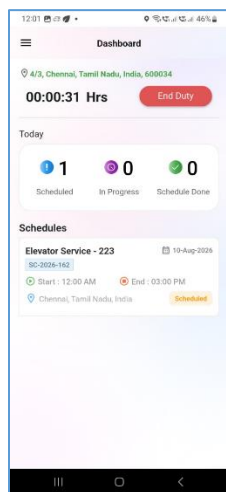
- Home Dashboard
- Work Schedule
- Inventory
- Requirements
- Expenses
- Timesheet
- Leave Requests
- Settings

- Logout

Each module is designed to support field operations and simplify daily activities from a mobile device.

15.3 Work Order Completion

Dashboard



Overview

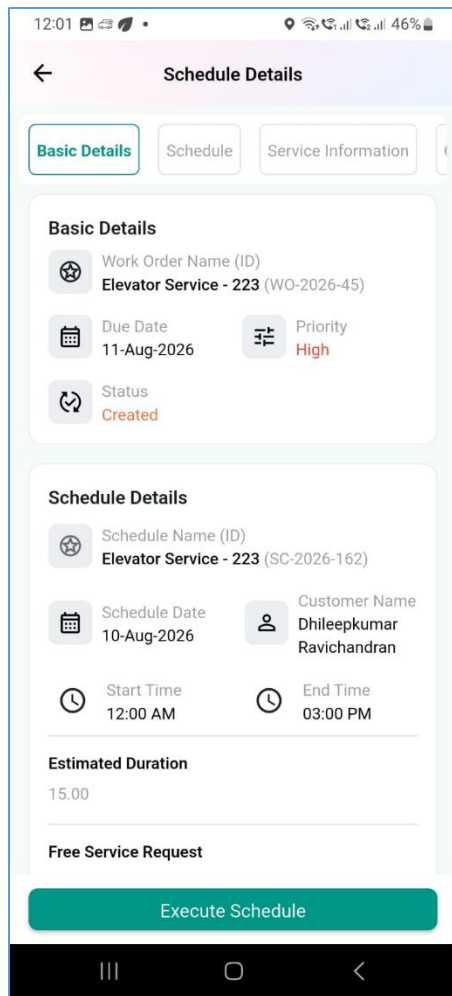
The Dashboard provides an overview of the technician's daily activities. It displays duty information, assigned schedules, and work status, allowing technicians to quickly identify their upcoming service visits.

The dashboard includes:

- Duty timer
- Current location
- Number of Scheduled jobs
- Jobs In Progress
- Completed schedules
- Assigned work schedules for the day

Technicians should review the dashboard before beginning each assignment.

Open Assigned Schedule



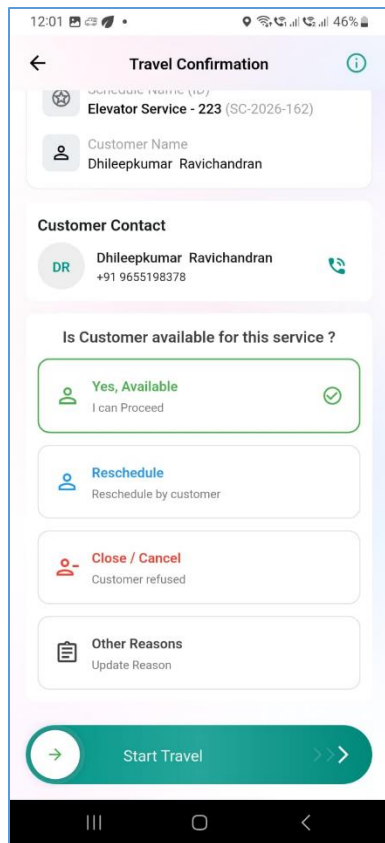
Overview

Selecting a scheduled job opens the Schedule Details page, where technicians can review customer information, schedule timings, priority, and service details before beginning work.

Procedure

1. Select the assigned schedule from the dashboard.
2. Review the work order information.
3. Verify customer details, schedule date, and estimated duration.
4. Tap **Execute Schedule** to begin the service process.

Confirm Customer Availability



Overview

Before travelling, the technician confirms the customer's availability. This ensures that travel begins only after confirming that the customer is ready to receive the service.

Depending on the situation, the technician may:

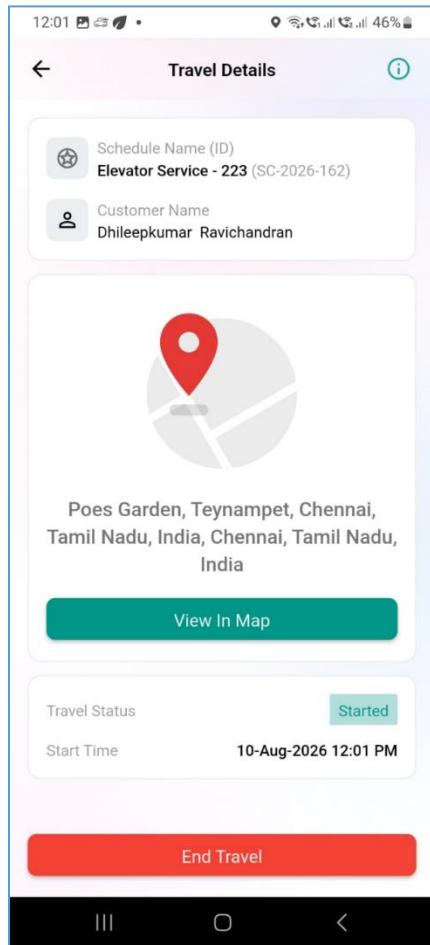
- Confirm customer availability.
- Request schedule rescheduling.
- Close or cancel the visit.
- Select another appropriate reason when the service cannot proceed.

If the customer is available, the technician starts travelling to the customer location.

Procedure

1. Review customer contact information.
2. Confirm customer availability.
3. Tap **Start Travel**.

Travel to Customer Location



Overview

The application records the technician's travel activity from departure until arrival at the customer location.

The Travel Details page displays:

- Customer location
- Navigation option
- Travel status
- Travel start time

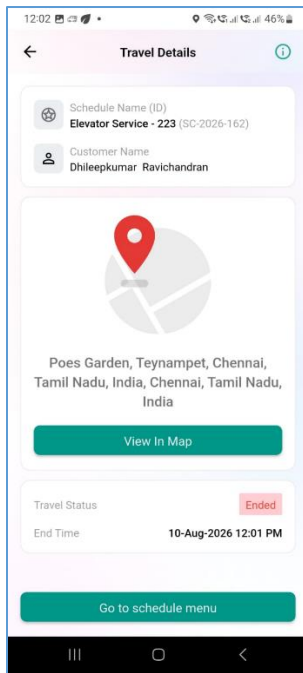
Technicians may open the location in the preferred navigation application if required.

Completing Travel

Once the technician arrives at the customer location:

1. Verify arrival.
2. Tap **End Travel**.
3. The application records the travel completion time.

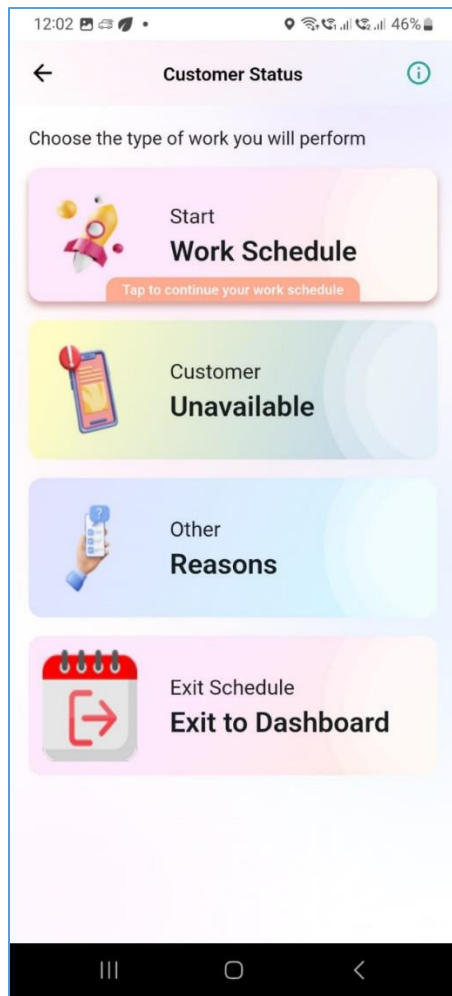
Return to Schedule



After travel has been completed, the technician is returned to the work execution process by tapping **Go to Schedule Menu**.

The application now enables the technician to begin the actual service activity.

Start Work Schedule



Overview

After arriving at the customer location and completing travel, the technician is presented with the **Customer Status** screen. This screen determines how the service visit will proceed.

If the customer is available and the service can be performed, the technician should begin the work schedule. If the customer is unavailable or the visit cannot continue for another reason, the technician can update the appropriate status before leaving the site.

Available Options

Start Work Schedule

- Begins the actual service execution.
- Records the start of on-site work.
- Opens the work execution menu.

Customer Unavailable

- Used when the customer is not present or cannot provide access to the service location.
- Records the visit attempt and updates the schedule accordingly.

Other Reasons

- Used when the work cannot proceed due to reasons other than customer absence.
- Allows the technician to record appropriate remarks for future reference.

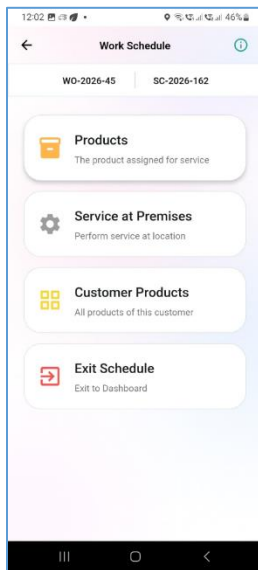
Exit Schedule

- Exits the current schedule and returns to the dashboard without beginning the service.

Procedure

1. Verify that the customer is available.
2. Tap **Start Work Schedule**.
3. Continue to the work execution screen.

Select Service Type



Overview

The Work Schedule screen allows the technician to select how the assigned work will be performed. Depending on the type of service assigned by the office, different execution options are available.

Products

Select **Products** when the work order is associated with one or more installed products or equipment.

Typical examples include:

- Air Conditioner
- Elevator
- Water Purifier
- Generator
- Medical Equipment
- Fire Safety Equipment

Each product is serviced individually, allowing complete tracking of maintenance activities.

Service at Premises

Select **Service at Premises** when the service is performed for the location itself rather than a specific product.

Typical examples include:

- Pest Control
- Housekeeping
- Cleaning Services
- Sanitization
- Landscaping
- General Maintenance

In these cases, service activities are recorded against the premises instead of individual assets.

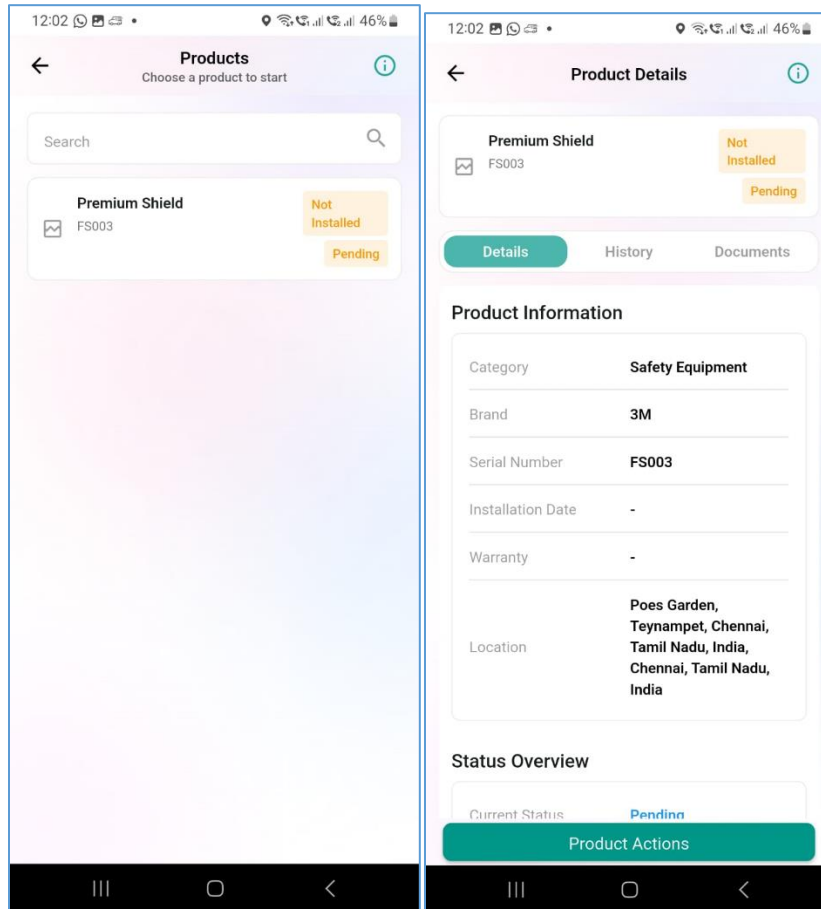
Customer Products

This option displays all products registered under the customer, allowing the technician to review installed assets if required.

Exit Schedule

Returns to the previous screen without performing any service activities.

Select Product



Overview

If the work order is product-based, the technician must select the product that requires servicing.

The Product Details screen provides complete information about the selected equipment before work begins.

Typical information includes:

- Product Name
- Product Category
- Brand
- Serial Number

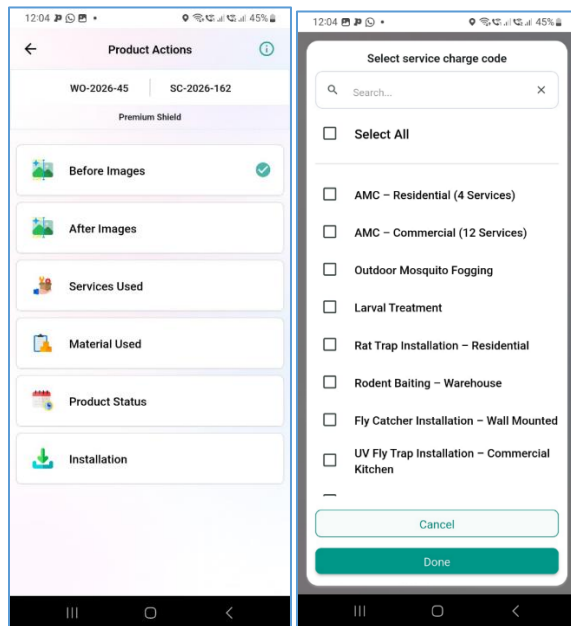
- Installation Date
- Warranty Information
- Customer Location
- Current Product Status

Reviewing these details helps the technician verify that the correct equipment has been selected before starting maintenance.

Procedure

1. Select the assigned product.
2. Review the displayed information.
3. Tap **Product Actions** to continue.

Product Actions



Overview

The Product Actions screen contains all activities that must be completed during the service visit.

Each action records a specific aspect of the work performed and helps create a complete service history for the product.

Depending on the work order configuration, one or more of the following actions may be available.

Before Images

Before beginning any work, capture photographs of the equipment or service location.

These images help:

- Record the original condition.
- Document visible defects.
- Provide service evidence.
- Support warranty or audit requirements.

Capture clear photographs from suitable angles before any maintenance activity begins.

After Images

Once the service has been completed, capture photographs showing the final condition of the equipment.

These images demonstrate:

- Completed work
- Equipment condition after servicing
- Installation quality
- Customer acceptance evidence

Where possible, capture photographs similar to the before images for easy comparison.

Materials Used

Record every spare part or consumable used during the service.

Examples include:

- Spare parts
- Chemicals
- Filters
- Belts
- Lubricants
- Electrical components
- Cleaning materials

The application automatically updates inventory records where inventory management is enabled.

Product Status

Update the operational condition of the product after servicing.

Common statuses include:

- Pending
- In Progress
- Completed
- On Hold

Selecting the correct status helps the office monitor service progress and outstanding work.

Installation

When the work involves installing new equipment or replacing an existing product, use the Installation option to record installation details.

Installation information becomes part of the product's service history for future maintenance and warranty tracking.

4.11 Recording Materials Consumed

Whenever spare parts or consumables are used during the visit:

- Select the appropriate material.
- Enter the quantity used.

- Verify the recorded information before saving.

Accurate material recording helps maintain inventory accuracy and supports cost tracking for each work order.

Upload Service Evidence

Throughout the service visit, technicians should upload all required supporting information, including:

- Before photographs
- After photographs
- Service details
- Materials consumed
- Installation information (if applicable)

Uploading complete service evidence improves audit compliance and provides transparency to both the customer and the service organization.

Perfect. This chapter completes the **end-to-end Work Order execution lifecycle**, from completing the service to closing the schedule and updating the work order status. It continues directly from Part 2 and is based on the workflow shown in your document.

Update Product Status

12:05 45%

Product Status

Premium Shield

Pending In Progress OnHold

✓ Completed

Remarks

Enter product remarks

Submit

Overview

After completing all service activities for the selected product, the technician must update the product status. This indicates the outcome of the service visit and helps the office track the current condition of the equipment.

The selected status becomes part of the product's maintenance history and is available for future reference.

Available Status Options

Depending on the work performed, one of the following statuses may be selected:

- **Completed** – The service has been successfully completed, and no further work is required.

- **In Progress** – The work has started but is not yet finished.
- **Pending** – The service could not be completed and requires a follow-up visit.
- **On Hold** – The service has been temporarily suspended due to operational or customer-related reasons.

Procedure

1. Review the completed work.
2. Select the appropriate product status.
3. Enter remarks describing the work performed or any observations.
4. Tap **Submit** to save the status.

Complete Product Service

Overview

Once the product status has been submitted, the application marks the selected product as serviced.

If the work order contains multiple products, repeat the same process for each product until all assigned products have been completed.

For every product, ensure that:

- Before images have been uploaded.
- After images have been uploaded.
- Services performed have been recorded.
- Materials consumed have been entered.
- Installation details (if applicable) have been updated.
- Product status has been submitted.

Only after all mandatory activities are completed should the technician proceed to finish the schedule.

Complete the Work Schedule

Overview

After servicing all assigned products or completing all activities at the premises, the technician can complete the work schedule.

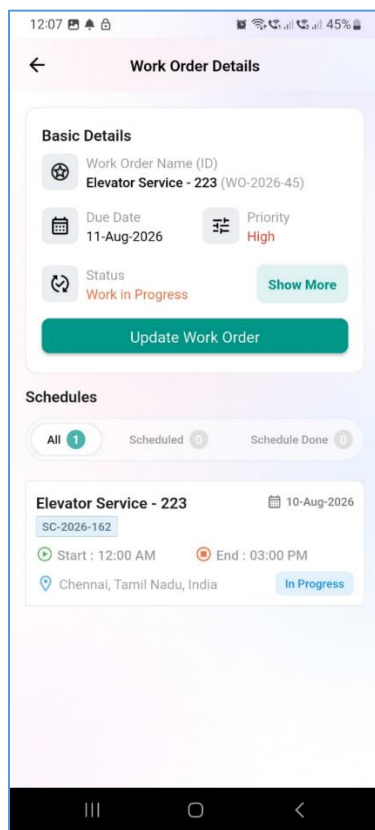
Completing the schedule indicates that the assigned field work has been finished and updates the schedule status accordingly.

Procedure

1. Verify that all mandatory activities have been completed.
2. Ensure all required photographs and service details have been uploaded.
3. Confirm that product or premises information has been updated.
4. Complete the schedule.

The application records the completion date and time automatically.

Work Order Status



Overview

The Work Order Details page provides a summary of the current work order and all associated schedules.

Technicians can use this screen to monitor overall progress and verify the completion status of assigned work.

The page displays information such as:

- Work Order Number
- Due Date
- Priority
- Overall Work Order Status
- Schedule Status
- Scheduled Date
- Assigned Technician
- Progress of each schedule

This information allows technicians to confirm whether additional schedules remain or if the work order has been fully completed.

Customer Unavailable

Overview

If the technician arrives at the customer location but the customer is unavailable, the application allows the visit to be recorded without performing the service.

Examples include:

- Customer not present.
- Premises locked.
- No access granted.
- Customer requested postponement.
- Unable to contact the customer.

Procedure

1. Select **Customer Unavailable** from the Customer Status screen.
2. Choose the appropriate reason.
3. Enter additional remarks if required.
4. Submit the update.

The office can later review the visit and decide whether the schedule should be rescheduled or cancelled.

Other Reasons

Overview

Occasionally, a service cannot proceed for reasons unrelated to customer availability.

Examples include:

- Unsafe working conditions.
- Equipment inaccessible.
- Required spare parts unavailable.
- Environmental conditions preventing work.
- Other operational issues.

In such cases, technicians should select **Other Reasons**, provide a clear explanation, and submit the update.

Detailed remarks help supervisors determine the next course of action.

Rescheduling the Visit

Overview

If the service cannot be completed during the planned visit, the schedule may need to be rescheduled.

Typical situations include:

- Customer requests another date.
- Required parts are unavailable.
- Additional technical support is required.
- Weather or site conditions prevent work.

When a schedule is rescheduled, the office can assign a new appointment date and notify the customer accordingly.

Completing Multiple Products

Overview

Some work orders contain multiple products assigned to the same customer.

Each product must be serviced individually.

For every product:

- Open Product Details.
- Perform the required maintenance.
- Record service activities.
- Upload supporting photographs.
- Update the product status.
- Save the information.

The work schedule can only be completed after all mandatory products have been processed.

Completing Service at Premises

Overview

For service-based work orders (such as pest control, cleaning, or housekeeping), the technician performs activities against the customer premises rather than a specific product.

The workflow is similar to product servicing and generally includes:

- Recording service activities.
- Capturing before and after images.
- Updating service details.
- Recording materials used.
- Entering service remarks.
- Completing the service.

This ensures that the premises service history remains complete and auditable.

Synchronizing Data

Overview

The Technician App automatically synchronizes completed work with the central QuikFSM server.

To ensure successful synchronization:

- Maintain an active internet connection whenever possible.
- If working offline, continue completing the service as normal.
- Once network connectivity is restored, the application automatically uploads pending information.

Technicians should avoid uninstalling the application or clearing app data while synchronization is pending.

End Duty

Overview

At the end of the working day, after completing all assigned schedules, technicians should end their duty.

Ending duty records the technician's checkout time and completes the attendance record for the day.

Procedure

1. Return to the Dashboard.
2. Verify that all assigned schedules have been completed or updated.
3. Tap **End Duty**.
4. Confirm the action if prompted.

15.4 Inventory

The **Inventory** module enables technicians to request materials, view allocated inventory, and monitor available stock required for service activities. It helps ensure that technicians have the necessary spare parts and consumables to complete assigned work orders.

Material Request

12:08 45%

← Add Material Request

Select WorkOrder

Select WorkOrder

Select Schedule

Select Schedule

Write Remarks

Write Remarks

Record audio Maximum duration: 1 minute

Materials +

Submit

Overview

The **Material Request** feature allows technicians to request spare parts or consumables required to complete service activities. Requests are submitted through the mobile application and routed to the inventory team for approval and issuance.

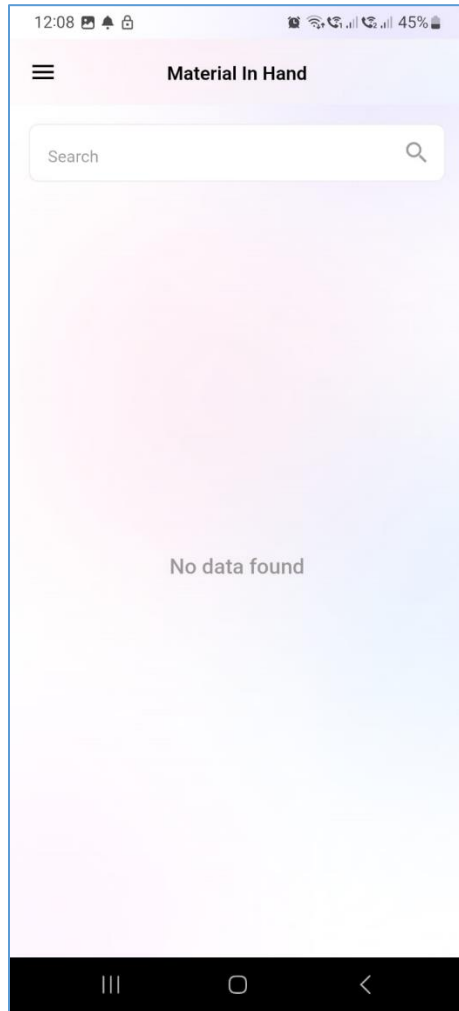
Procedure

1. Open **Inventory** from the navigation menu.
2. Tap **Add Material Request**.
3. Select the associated Work Order (if applicable).
4. Select the required material.
5. Enter the requested quantity.
6. Provide remarks if necessary.
7. Tap **Submit**.

Result

The material request is submitted and can be processed by the inventory team.

Materials in Hand



Overview

The **Materials in Hand** screen displays all inventory items currently issued to the technician. It provides visibility into the available quantities, allowing technicians to manage allocated stock efficiently during field operations.

Information Available

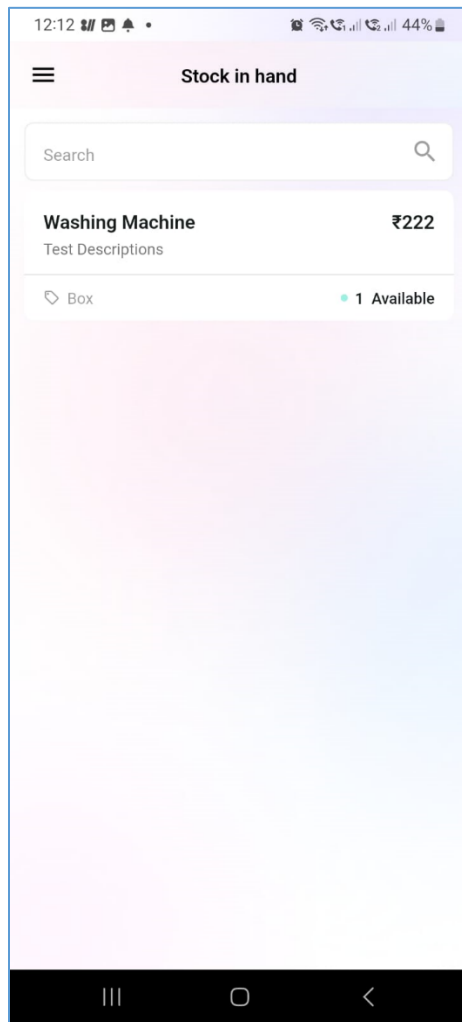
The screen displays:

- Material Name

- Item Code
- Available Quantity
- Issued Quantity
- Unit of Measure

Technicians can review available stock before starting a service visit to ensure the required materials are available.

Stock in Hand



Overview

The **Stock in Hand** screen provides a summary of the technician's current inventory balance. It helps technicians monitor remaining stock levels and identify materials that require replenishment.

Features

- View current stock availability.
- Search materials by name or item code.
- Review quantities before requesting additional stock.
- Verify inventory allocated for ongoing work orders.

15.5 Requirements

Add Requirement

12:09 45%

← Add Requirement

Select Customer Name

Test Company

Select Branch

Chennai

Select Requirement Form

Requirement inspection form

Customer Details

Customer *

Customer

Inspection No

Inspection No

Contact Number *

Contact Number

Contact Person *

Contact Person

Overview

The **Add Requirement** feature enables technicians to capture additional customer requirements identified during a site visit. These requirements can be reviewed by the office team for quotation preparation, scheduling follow-up work, or customer approval.

Procedure

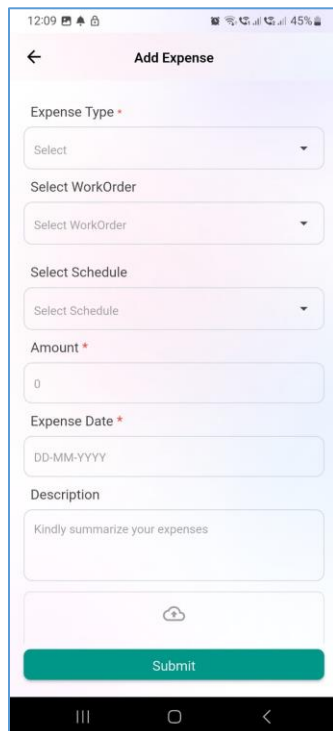
1. Open **Requirements** from the navigation menu.
2. Tap **Add Requirement**.
3. Enter the requirement details.
4. Attach photos or supporting information if required.
5. Tap **Submit**.

Result

The requirement is recorded and linked to the corresponding customer and work order.

15.6 Expenses

Add Expense



The screenshot shows a mobile application interface for adding an expense. At the top, the status bar displays the time 12:09, signal strength, and 45% battery. The app header is titled 'Add Expense' with a back arrow on the left. The form contains several fields: 'Expense Type' with a dropdown menu showing 'Select'; 'Select WorkOrder' with a dropdown menu showing 'Select WorkOrder'; 'Select Schedule' with a dropdown menu showing 'Select Schedule'; 'Amount' with a text input field containing '0'; 'Expense Date' with a text input field showing 'DD-MM-YYYY'; and 'Description' with a text area containing the placeholder 'Kindly summarize your expenses'. Below the description field is a small icon of a cloud with an arrow pointing up. At the bottom of the form is a green 'Submit' button. The bottom of the screen shows the Android navigation bar with three icons: a square, a circle, and a triangle.

Overview

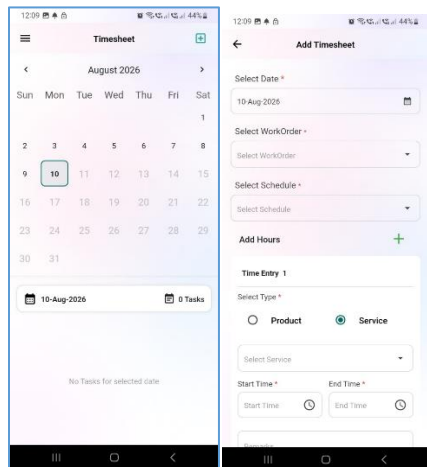
The **Expense** module allows technicians to record expenses incurred while performing service activities. These expenses can later be reviewed and processed for reimbursement.

Procedure

1. Open **Expense** from the navigation menu.
2. Tap **Add Expense**.
3. Select the expense category.
4. Enter the expense amount.
5. Add remarks.
6. Upload the receipt or supporting document (if applicable).
7. Tap **Submit**.

15.7 Timesheet

Timesheet



Overview

The **Timesheet** module enables technicians to record the time spent on work-related activities. This information assists in productivity tracking, payroll processing, and project costing.

Procedure

1. Open **Timesheet**.

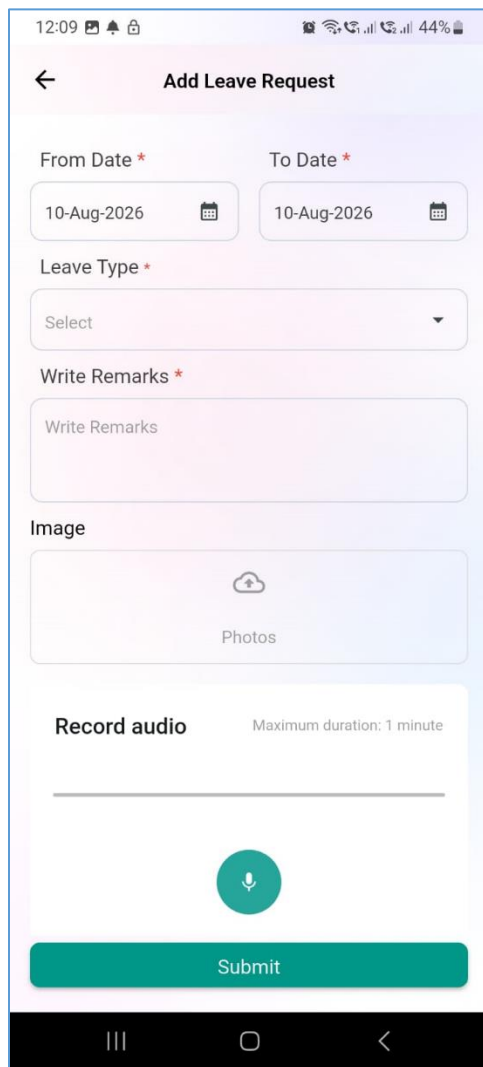
2. Tap **Add Timesheet**.
3. Select the work date.
4. Enter the start and end time.
5. Provide a description of the work performed.
6. Save the timesheet entry.

Result

The timesheet is submitted for review and becomes part of the technician's work history.

15.8 Leave Management

Leave Request



The screenshot shows a mobile application interface for submitting a leave request. At the top, the status bar displays the time 12:09, signal strength, and 44% battery. The app header is titled 'Add Leave Request' with a back arrow. The form contains several fields: 'From Date' and 'To Date' both set to '10-Aug-2026' with calendar icons; 'Leave Type' with a 'Select' dropdown; 'Write Remarks' with a text input field; 'Image' with a 'Photos' button and a cloud icon; and 'Record audio' with a 'Maximum duration: 1 minute' label, a progress bar, and a microphone icon. A green 'Submit' button is at the bottom.

Overview

The **Leave Request** feature enables technicians to apply for planned leave directly from the mobile application.

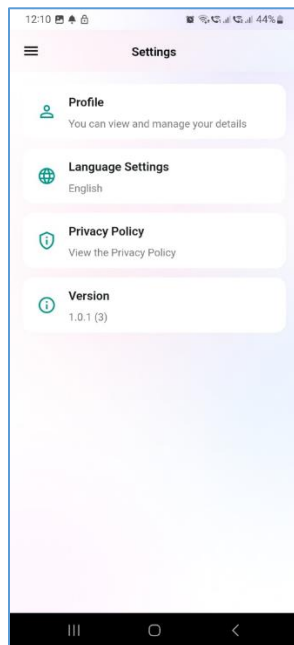
Procedure

1. Open **Leave Request**.
2. Tap **Apply Leave**.
3. Select the leave type.
4. Choose the start and end dates.
5. Enter the reason for leave.
6. Tap **Submit**.

Result

The leave request is submitted to the reporting manager for approval. The technician can monitor the approval status from the application.

15.9 Settings



Overview

The **Settings** module allows technicians to manage their application preferences and account information.

Available Options

Depending on the organization's configuration, technicians can:

- View profile information.
- Change password.
- Update notification preferences.
- View application version.
- Access support information.
- Log out of the application.

Best Practices

- Keep the application updated to the latest version.
- Ensure location services remain enabled during working hours.
- Log out when using a shared device.