

# Mobile Control Integration with SAM Pro

## Complete the Picture of Field Service Activity

How can you reduce costs and increase productivity from your field service team? Combine real-time activity with work order information for deeper insight and improved decision-making.

### Expanding the Value of Both Solutions

SageQuest's integration with Data-Basics combines the power of SAM Pro field service software with real-time vehicle location information from Mobile Control, creating a variety of benefits across your business.

### How the Integration Works

Our integration with Data-Basics leverages a two-way exchange of information between SAM Pro and Mobile Control.

- Through Mobile Control's maps and reports, you can access current work order information from SAM Pro, improving dispatching capabilities and delivering deeper insight into activity reporting.
- Mobile Control sends real-time vehicle location information to SAM Pro, improving work order assignment functions in urgent work order situations.

### Enhancing SAM Pro's Capabilities

In addition to the standard features of SAM Pro, customers with the Mobile Control integration also enjoy these new capabilities:

- Find the *closest* qualified technician to a job: Dispatchers now have the ability to view a list of all technicians available and their actual distance from an open work order.
- Send technicians turn-by-turn directions: Dispatchers can simply copy and paste the directions from a technician's current location to a selected work order and email directly to the technician.

### About Data-Basics, Inc.

Established in 1974, Data-Basics is a privately held software company that makes: integrated service management software, facilities management software, job costing software, accounting software and field service software. The company's facilities, construction and service management software is backed by an expert team with decades of experience and background in a wide array of service-related industries.



DATA-BASICS, INC.

For more information visit [www.databasics.com](http://www.databasics.com) or call Data-Basics at 800.837.7574.

### Travel and Stops + Work Order Report

9/9/2008 12:00:00 AM - 9/10/2008 12:00:00 AM

#### Vehicle 1002

[View Breadcrumb Trail Map](#)

Driver	Start Location	Start Time	Travel Time (hh:mm:ss)	Miles	Stop Location	Arrival Time	Time There (hh:mm:ss)	
HOWARD	405 Tallmadge Pl Albany, NY, 12208	9/9/2008 7:13:24 AM EDT	0:18:07	7.48	Lincoln Avenue Albany, NY, 12203	9/9/2008 7:31:31 AM EDT	0:46:36	
HOWARD	Lincoln Avenue Albany, NY, 12203	9/9/2008 8:18:07 AM EDT	0:31:09	9.48	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	0:00:00	
					<b>Work Order #</b>	<b>Address</b>	<b>Est. Duration</b>	<b>Type</b>
					01-892916	45 ALY ST	2:10:00	SR
HOWARD	49 Aly St Albany, NY, 12208	9/9/2008 8:49:16 AM EDT	0:29:00	0.07	47 Aly St Albany, NY, 12208	9/9/2008 9:18:16 AM EDT	2:05:34	
					<b>Work Order #</b>	<b>Address</b>	<b>Est. Duration</b>	<b>Type</b>
					01-0392916	45 ALY ST	2:10:00	SR

The Travel and Stops + Work Order Report is the daily timecard for your fleet. Stop locations that match work orders provide detailed information relative to those work orders.

Time there illustrates how long a technician was at a jobsite, allowing you to confirm payroll and billing relative to that job.

Work order numbers from Data-Basics are shown on travel reports to illustrate when the technician was working on the scheduled job.

# Display Work Orders on the Map

## Mobile Control's Mapping Integration with SAM Pro

Mapping from Mobile Control provides real-time insight into your vehicles' location. By integrating our industry-leading mapping tools with work order data, SageQuest makes decisions easier and more accurate, so that you can better meet the needs of your customers.

*When a dispatcher's mouse rolls over a driver's vehicle icon, any work orders assigned to that driver are highlighted on the map.*

*Customizable work order icons display information such as job type info or job description. Work order balloons can also be customized to show any work order information available from SAM Pro.*

*Tools like Find Nearest help dispatchers quickly determine and locate the right technician for an urgent work order.*

*Vehicle icons indicate travel direction or status such as stopped, idling or being towed.*

*Color-coded vehicle identification balloons show details like location, vehicle speed, stop time and more.*

**Map Objects** What's New Hide [X]

Vehicles Places Work Orders

**Display Work Orders:**  
 Assigned |  Unassigned

**Filter by:**  
 Hold [Ctrl] for multi-select

Work Order Type

Work Order Status

Start Time

Location

Apply Clear

**Filter Work Orders By:**

- Assignment Status
- Work Order Type
- Work Order Status
- Start Time Range
- Location By Zip Code

With the potential for hundreds of work orders in the field each day, Mobile Control provides flexible mapping, enabling dispatchers to focus on the view most relevant at the moment. The map can also be set to automatically zoom to a view which includes all selected drivers and work orders for a complete perspective of activity.