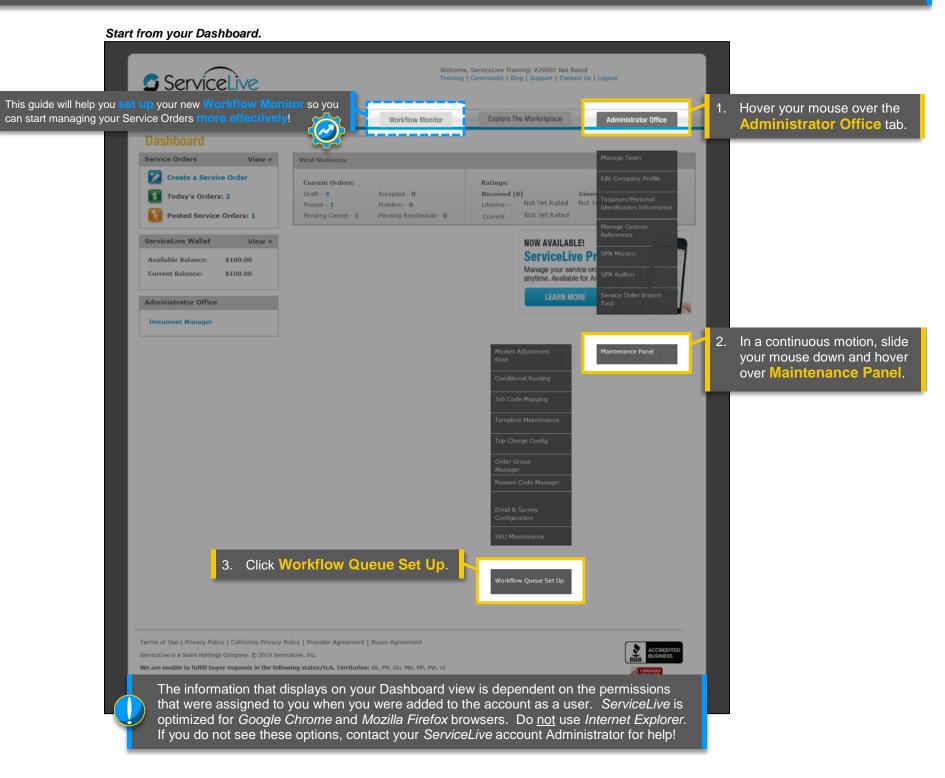
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We developed a workflow solution that will help you and your team manage Service Orders throughout their lifecycle. We call this the Workflow Monitor, which includes queues and search tools that can streamline your Service Order workflow and processes. ServiceLive workflow queues are a list of Service Orders stored to be retrievable in a defined order. The defined order that we store them in for you, is by order status. For example, if you want to work on the next available order in Posted status, you can find that order in the Posted queue.

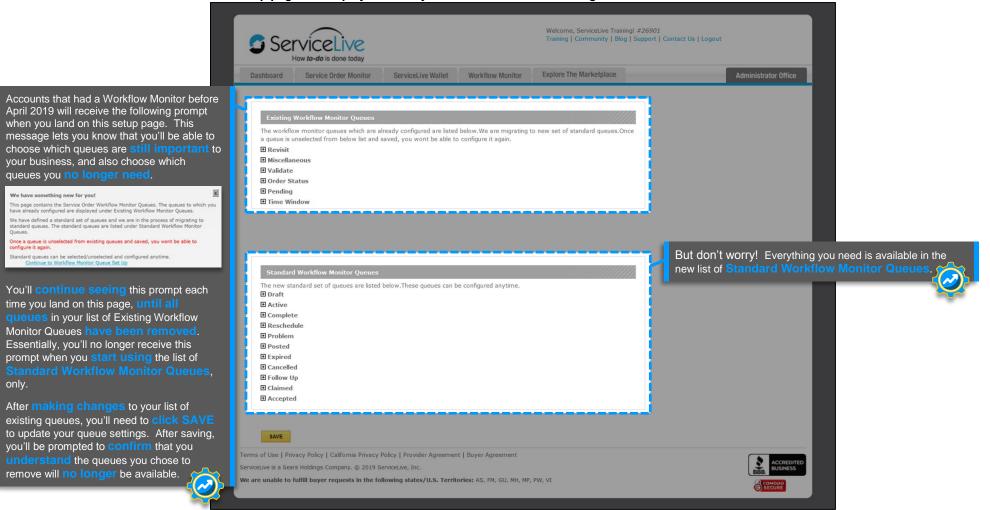


The Workflow Monitor setup page will display.

ServiceLive How to-do is done today			Welcome, ServiceLive Training! #2 Training Community Blog Sup		
Dashboard Service Order Monitor	ServiceLive Wallet	Workflow Monitor	Explore The Marketplace	-	Administrator Office
Standard Workflow Monitor Queue The new standard set of queues are liste Draft Active Complete Reschedule Problem Posted Expired Cancelled Follow Up Claimed		pe configured anytime.		standard qu which ones y	e it easy to choose from a set of eues. From here, configure you'd like to display in your Workflow Monitor.



The setup page will display differently for accounts with an existing Workflow Monitor.



only.

removed.

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Configure your queues.

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Dashboard Service Order Monitor ServiceLive Wallet Workflow Monitor Explore The Marketplace Click the disconnext to the main queue title (listed by Service Order Standard Workflow Monitor Queues status), and the window will expand. The new standard set of queues are listed below. These queues can be configured anytime. Each queue here includes a description 🗉 Draft of what type of Service Orders will display in the workflow queue, and how those orders are triggered (entry and exit criteria) to display in that queue. $\hfill\square$ Draft Orders - Service Orders in Draft status Active Active - Greater than 72 hours - All active service orders greater than 72 hours old in Active state Active -Parts Exceptions - Service Orders in Active status with Parts exception Active-Parts Exceptions - Service Orders in Active status with Non-Parts exception Use the **checkboxes** to select which **queue(s)** you'd like to **activate**. E Reschedule Reschedule Request - Service Orders with reschedule Request from Buyer or Provider You can activate or deactivate any of these standard queues at any time! Complete Completed Orders - Service Orders in Completed status pending Buyer review for payment However, accounts with a list of Existing Workflow Monitor Queues will not be able to Problem re-activate an existing queue once it's been Problem Status - Service Orders placed in Problem status by Buyer or Provider E Posted Posted - Service Orders in posted status Posted Orders - All Responded - Rejected - All orders in Posted status regardless of sub status where all of the providers rejected the order. Expired Expired Status - Service Orders in expired status Time Window in Jeopardy - Time window due to expire in 30 minutes with no provider check-in Cancelled Buyer Initiated Cancellation Request - Orders in PENDING-CANCEL state E Provider Initiated Cancellation Request - Service Orders in Active status with substatus Cancellation Requested E Follow Up Respond to Counter Offers - Counter Offers Pending Review - Not Yet Expired Released Orders - Service Order was in Accepted/Active/Problem Status and Provider released Posted Action Needed - Posted orders that are in posted status for one hour. OR any orders that have been posted for one hour and have a > or equal to 75% provider FIRM response rate. New Not(s) - Service orders containing new notes not entered by Buyer representative Pending Claim Submission - Orders which are marked as service completed, but not submitted for payment ■ Claimed Claimed - Holds service orders claimed from search tab Accepted Accepted Orders - All Accepted orders immediately upon going into Accepted status 2. Click **SAVE**. SAVE

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Everything is set up, and ready to go!

	ServiceLive How to-do is done today	Welcome, ServiceLive Training! #26901 Not Rated Training Community Blog Support Contact Us Logout	
	Dashboard Service Order Monitor ServiceLive Wallet Workflow Monitor	Explore The Marketplace	Administrator Office
The page will refresh, and a prompt will let you know your changes have successfully saved.	Data saved successfully. Standard Workflow Monitor Queues The new standard set of queues are listed below. These queues can be configured anytime. Draft Active Reschedule Complete Problem Posted Expired Gancelled Follow Up Claimed Accepted		
	SAVE Terms of Use Privacy Policy California Privacy Policy Provider Agreement Buyer Agreement ServiceLive is a Sears Holdings Company. © 2019 ServiceLive, Inc. We are unable to fulfill buyer requests in the following states/U.S. Territories: AS, FM, GU, MH, MP,	PW, VI	



Start streamlining your Service Order workflow!

ServiceLive Welcome to y Workflow Mo Workflow Monitor	onitor!	Workflow M	Training C	ServiceLive Training! #26901 No Community Blog Support Co Explore The Marketplace	Administrator Office Based on the queue(s) you selected, everything you need
Workflow Current Claimed Se Service Order Filter Queues	earch				to start managing your Service Orders throughout their lifecycle is now available in this tab.
Filter Reference: Clear Filter	• Filter Val		st refresh: Thu,	, 18 Apr 2019 15:54:53	
I Queue Name	Universal Count	Currently Available	Claimed	Actions	
Completed Orders	1	1	0	Claim Next Order	
Completed Orders Draft Orders	1 5	5	0	Claim Next Order	
		1 5 1			
Draft Orders		1 5 1 1	0	Claim Next Order	

Explore your Workflow Monitor!

Dashboard Service Order Monitor	ServiceLive Wallet	Workflow Monitor	Explore The I	Marketplace	Administrator Offi
Workflow Monitor	earch				
Service Order Filter Queues ilter Reference: Clear Filter	▼ Filter V		st refresh: Thu,	18 Apr 2019 15:54:53 💈	Apply Filter
	▼ Filter V Universal Count		st refresh: Thu,	18 Apr 2019 15:54:53 🗳	Apply Filter
ilter Reference: Clear Filter		'alue:			Apply Filter
ilter Reference: Clear Filter Queue Name		alue: Currently Available	Claimed	Actions	Apply Filter
ilter Reference: Clear Filter Queue Name Completed Orders	Universal Count	alue: Currently Available 1	Claimed 0	Actions Claim Next Order	Apply Filter

These are your Service Order workflow tools! The Workflow Monitor tab includes all of the queues you've configured to help manage your Service Order workflow.

The **Current Claimed** tab displays all of the Service Orders you've claimed from your Workflow Monitor queue(s) (within the last 15minutes) to help you manage your Service Order workflow.

The **Search** tab can help you locate specific (or multiple) Service Orders, no matter which queue(s) they're located in.

Questions?

Contact our Support Team at **888-549-0640**, option **5** Mon - Fri, 8am to 7pm Central Standard Time Sat, 8am to 5pm Central Standard Time

You can also email us at **Support@servicelive.com** Mon - Fri, 8am to 5:30pm Central Standard Time

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