

Rimeses Mobile Work Requests



Today, using a mobile device is a given in our daily lives. And this is particularly true for your professional work environment. Suppose you are on site at a factory or elsewhere and discover a problem. You want to report this immediately so the technicians can resolve the problem as soon as possible. In addition to giving them a description of the problem, instantly sending photos to document your report is particularly useful.

Rimeses Mobile Work Requests is a progressive web app that you can use both on mobile and desktop devices. Anyone can use it to create and follow up on a report on a breakdown or problem quickly and easily.

Installation

The web service installation is completed in no time. As a user, you can then install the app on your device with ease using a QR code. You log in once and can then get to work registering problems. No training is needed thanks to the app's intuitive operation.

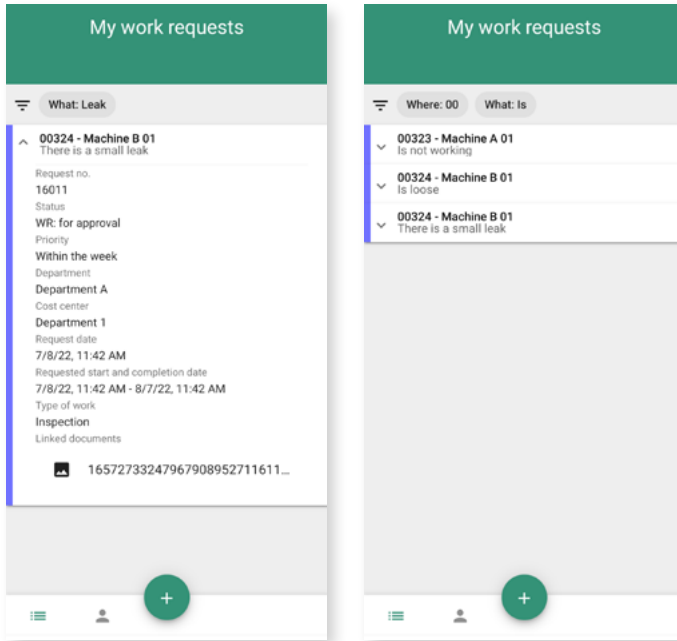
User-friendliness

In four easy steps, you describe the problem, the circumstances, the urgency of resolving the problem, and add photos or other documents. You can even scan the barcode or QR code for the installation, machine or location relating to the problem. No code to scan?

No problem. You can enter the information manually. To help with typing, the search function makes suggestions for your installation starting with the first character you enter.

Once registered, the app adds your report to the overview of your work requests. You can use the handy overview filter to search for a request and see the respective follow-up or view more details.

A screenshot of the 'New work request' form in the Rimeses Mobile app. The form is titled 'New work request' and 'Machine B 01'. It features a progress indicator at the top with four steps: 1 (Where), 2 (What), 3 (Additional), and 4 (Attachments). The 'Where' field is highlighted in green. Below the progress indicator, there is a 'SCAN CODE' button. The 'Code of machine, room, ...' field contains the value '00324'. The 'Name' field contains the value 'Machine B 01'. At the bottom of the form, there are 'CANCEL' and 'NEXT' buttons.A screenshot of the 'Description' field in the Rimeses Mobile app. The form is titled 'New work request' and 'Machine B 01'. It features a progress indicator at the top with four steps: 1 (Where), 2 (What), 3 (Additional), and 4 (Attachments). The 'What' field is highlighted in green. Below the progress indicator, there is a 'SCAN CODE' button. The 'Code of machine, room, ...' field contains the value '00324'. The 'Name' field contains the value 'Machine B 01'. The 'Description' field contains the text 'There is a small leak'. At the bottom of the form, there are 'PREVIOUS', 'CANCEL', and 'NEXT' buttons. A keyboard is visible at the bottom of the screen, showing the word 'leak' and suggestions for 'leaking' and 'leaks'.



The overview also allows you to monitor the status of your work requests. If you use work request authorization and your request is rejected, you can modify the request and then resubmit it for approval. You will have the option to add any additional documents or photos to your resubmitted request again. If you link documents to a report, the app can also add these to the work form for implementation by default.

Advantages in a nutshell

- User-friendly: report a breakdown or problem on site with a mobile device in no time
- Powerful communication: any photos added often say much more than words
- More information for the requester: the requester can track the reports.

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