

Track action items with Temetra

Temetra Issue Tracker allows you record work and customer service issues in a database, integrated with Temetra meter management.

For example, if a meter reader notices a leak before meter during a normal meter reading tour, this can be inserted as an issue into the tracker. Somebody in Water Services will then assign the investigation and fix to a crew, and finally approve the work. Each of these stages is logged in the tracker, with notifications to all relevant personnel.

Issues are transferred to the handheld for meter readers, helping them identify persistent problems while they are in the field.

Because the issue tracker is integrated into Temetra meter management, easy links are provided between the two. When you're looking at a meter or account in Temetra, you see a summary of all related issues, open and closed. When looking at an issue in the tracker, there's a link back to the meter details within Temetra.

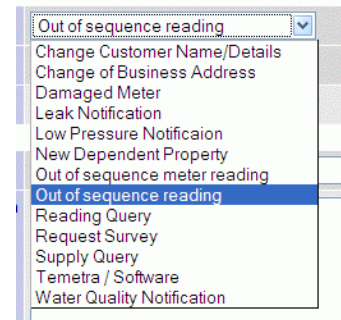


Customized for your workflow

Of course, the tracker can be used for much more than just recording leaks and repairs. We will set you up with some pre-defined categories, but you can modify these and add your own. Examples include.

- Leaks, damage & repair
- Finance / Billing (re-reads, change of ownership, domestic allowance queries)
- New Connections (licencing, survey, meter sizing)
- Health & Safety (access problems, retro-fitting AMR)
- Water conservation (excessive usage, cut-off, temporary logging)

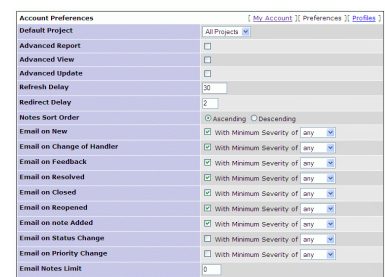
Automated email notification can be optionally configured, ensuring that people are notified of changes on issues that affect them.



Advanced Filters & Reporting

By logging all issues in the tracker, it's possible to get performance reports -
How many critical issues are currently unresolved?
How many reported leaks are currently awaiting investigation?
How many leaks fixed in the last six months?

The Issue Tracker has advanced search, filtering and reporting with a summary page that gives you an "at a glance" view of all outstanding issues. All issues can be exported to Excel for further analysis and integration.



Reporter:	Monitored By:	Assigned To:	Category:	Severity:	Resolution:	Profile:
any	any	any	any	any	any	any
Status:	Hide Status:	Product Build:	Priority:			
any	closed (And Above)	any	any			
Show:	View Status:	Show Sticky Issues:	Changed (hrs):	Use Date Filters:	Relationships:	
50	any	Yes	6	No	any	
Accesso Account Id	Connection Ref					
any	any					
Sort by:	Last Update Descending					
Search:	Apply Filter	Advanced Filters	Reset Filter	Save Current Filter		

