



TROUBLE TICKETING & WORK FORCE MANAGEMENT PLATFORM

TASK - ONE

A comprehensive and reliable task management and trouble ticketing solution that features coordination of field activities with Network Operation Center (NOC).



This includes project task lists, trouble tickets and issue escalations. The significant advantage of TASK-ONE being the work order management system that connects field technicians with their back-office organization through intelligent mobile apps and processes. Eliminating manual and verbal handoffs, gains efficiency and improves quality.



POWERFUL & INTERACTIVE DASHBOARD

Highly customizable view of the statuses of all tickets and tasks. Network ticket status is available through smart devices too. Also featuring downloadable charts in different formats



ACCURATE & RELIABLE COMMUNICATION

Field technicians to NOC live Video and VOIP communication. Also featuring auto saving of video communication related to each work task



GEO TRACKING FUNCTIONALITY

The geo tracking functionality is used to illustrate the position of faults and support resources. With API to maps, users can view the ticket severity and status



REPORTING AND TICKET MANAGEMENT

The reporting portal enables users to generate various reports and process tickets for corrective and scheduled maintenance activities, that include infrastructure uptime report, work order processing, outage summary, report custom query, generator maintenance schedule, etc.



PLATFORM FEATURES

- Administration portal for platform and user management
- Ticket management
- Workflow creation and management
- Automatic and manual work order creation
- Scheduled maintenance
- Preventive maintenance
- Escalation management
- Automated ticket processing
- Alarm handling with OSS API capabilities
- Work order management
- Geo tracking functionality
- Dashboard management
- Reports management
- Data sync with project management module
- Access management
- Video conferencing between field and NOC
- Easy site deployment
- With SITE-ONE API integration, users can view site infrastructure, fuel, alarms and energy
- Mobile application for ticket management
- Integration with fault management system



**Our customers' success
is our success**