



Gapp

**Gapp White Label Custom
Project Sample**

March 2021

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A) GAPP WHITE LABEL APP FOR TECHS CUSTOMIZATION

A walk-through an ongoing development to

Objectives

- Go Paperless
- Get near-real-time data about tech location.
- Obtain accurate tech resolution times.
- Use previous information to optimize planned travel and resolution times and identify divergences.

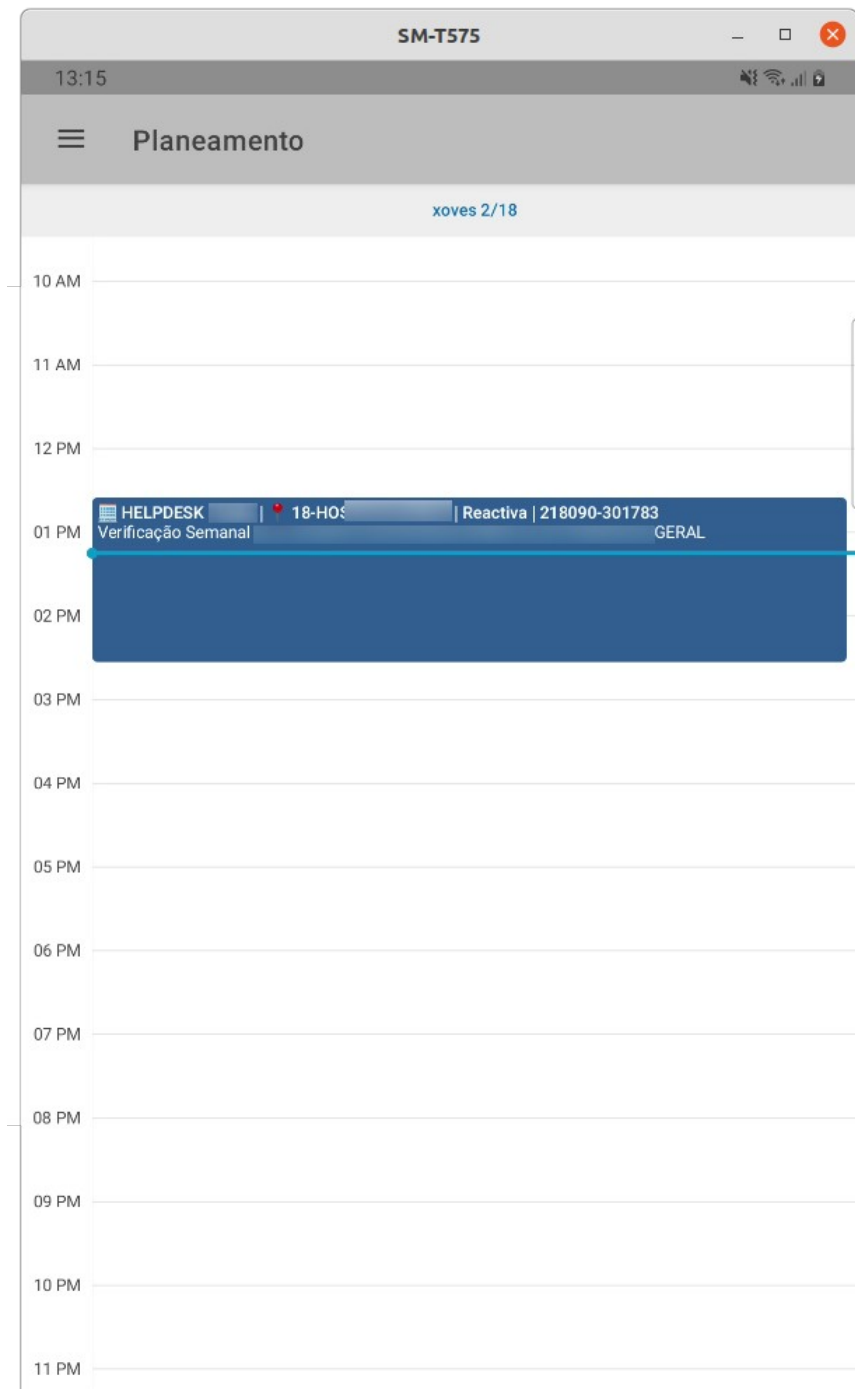
Notes:

- This is a work in progress under heavy development.
- We are showing information mainly in Portuguese. Gapp is currently translated into 13 languages, and we can support any given translation strings.
- Sensitive data has been blurred.
- Several plugins and a custom flavor is used in this project.
- This development has been optimized for Samsung Galaxy Tab Active 3 tablets by direct client indication.
- This information is offered to show the adaptations that GLPI can achieve.

B) APP WALK-THROUGH

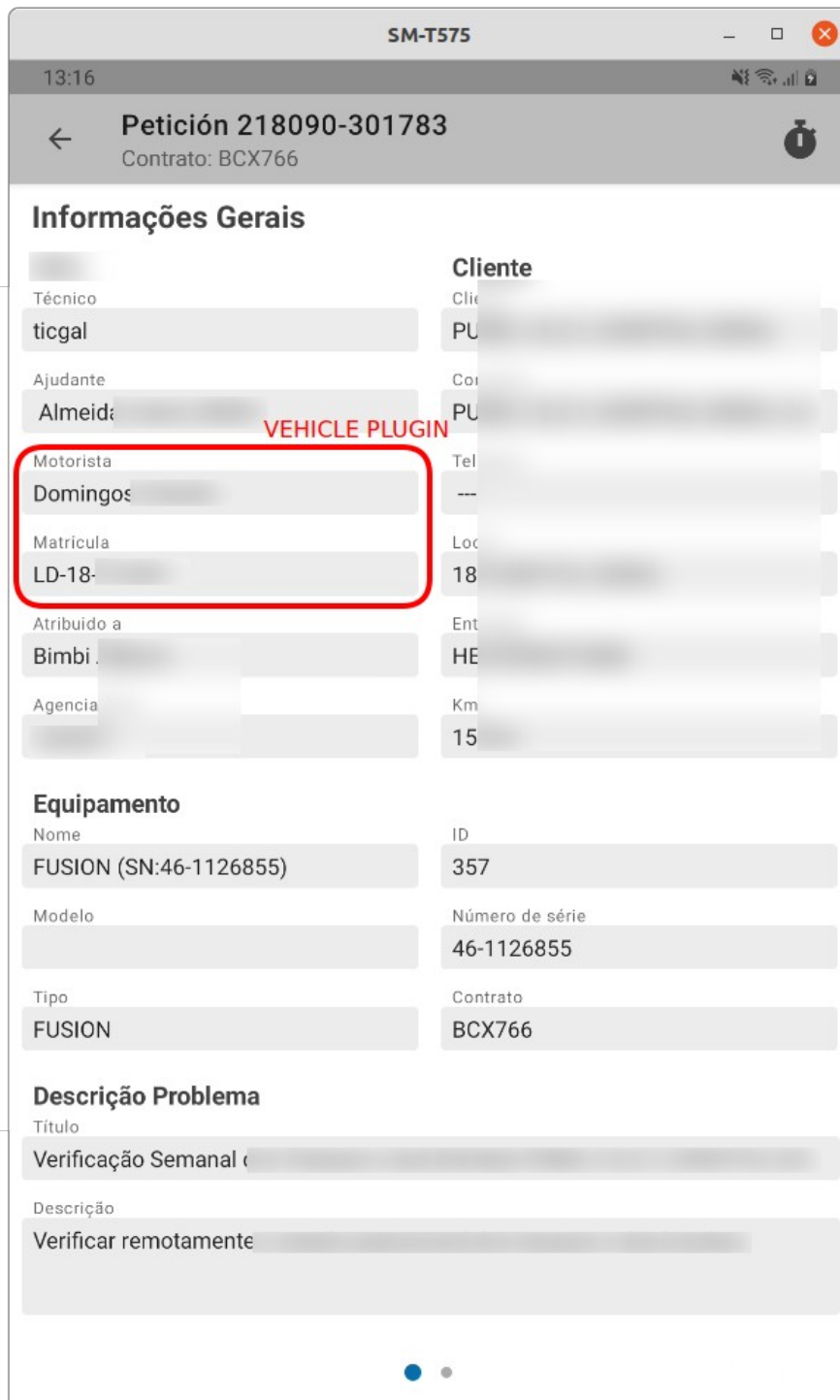
Gapp main screen for techs

The main view is planning day. It shows current ticket tasks assigned to the logged user. Information shown is the entity, location, ticket custom type (Plugin), ticket and task number, and task description



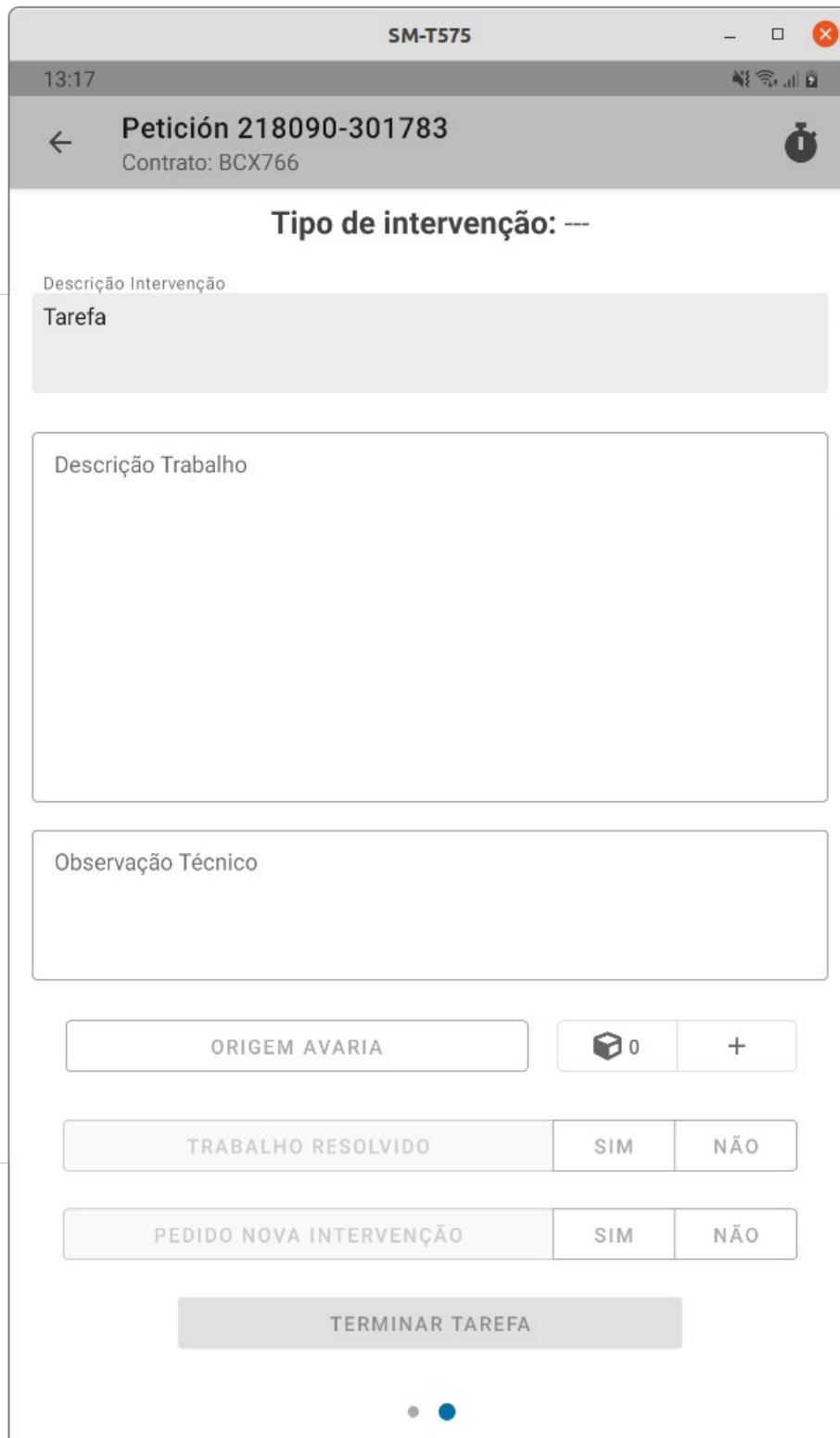
Main task view

Once a task is pressed, all relevant information is shown. Note that we offer ticket and tasks data mainly, but not limited to it. Drive driver and Car plate from Vehicle plugin and more from contracts, assets and different new elements created for this client.



Tech task view

This is the place where the tech “works”. The first field is the task description, taken from GLPI, and not editable. All other fields are new, created through 4 GLPI plugins and the App.



SM-T575

13:17


Petición 218090-301783
Contrato: BCX766

Tipo de intervenção: ---

Descrição Intervenção
Tarefa

Descrição Trabalho

Observação Técnico

ORIGEM AVARIA  0 +

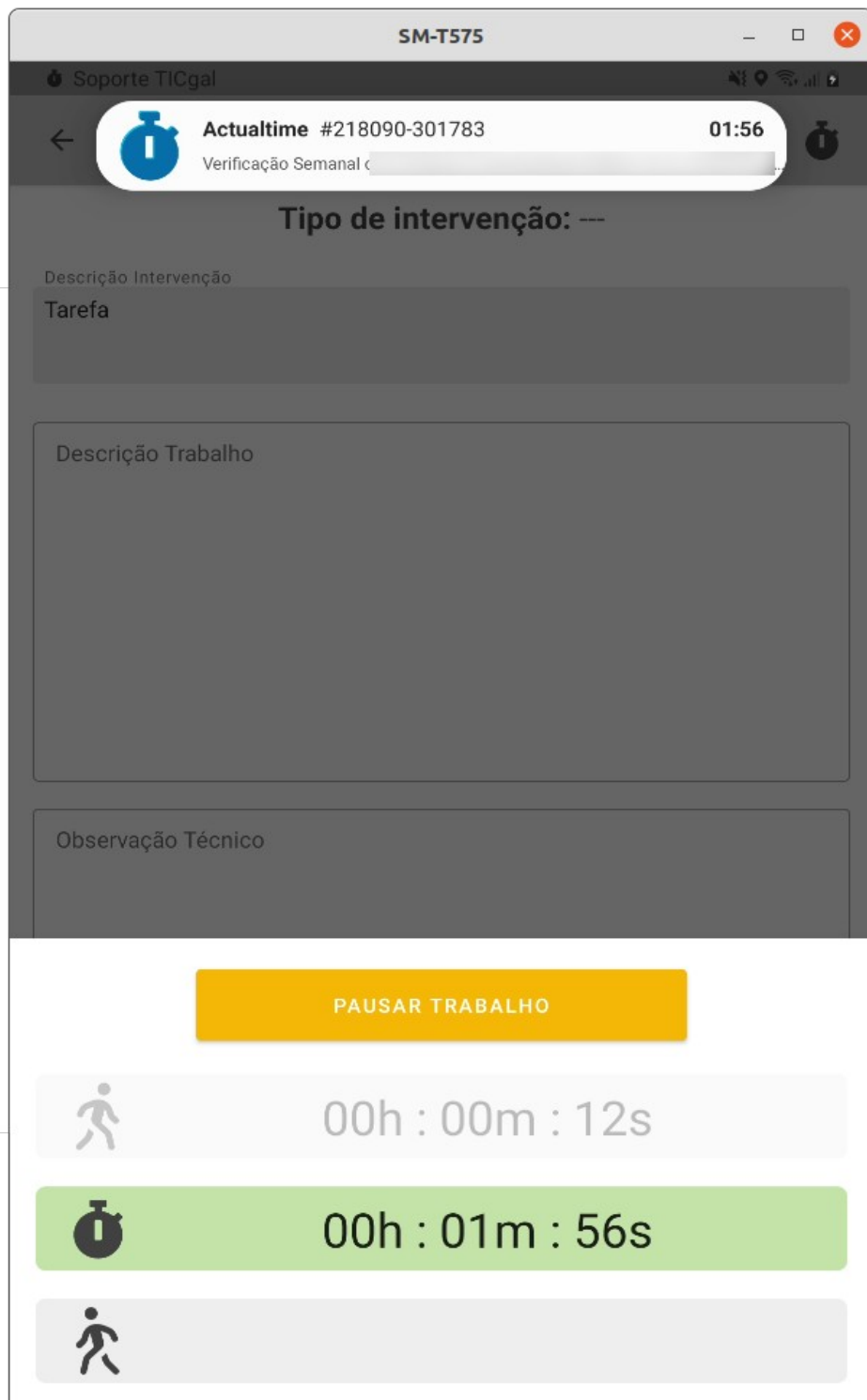
TRABALHO RESOLVIDO SIM NÃO

PEDIDO NOVA INTERVENÇÃO SIM NÃO

TERMINAR TAREFA

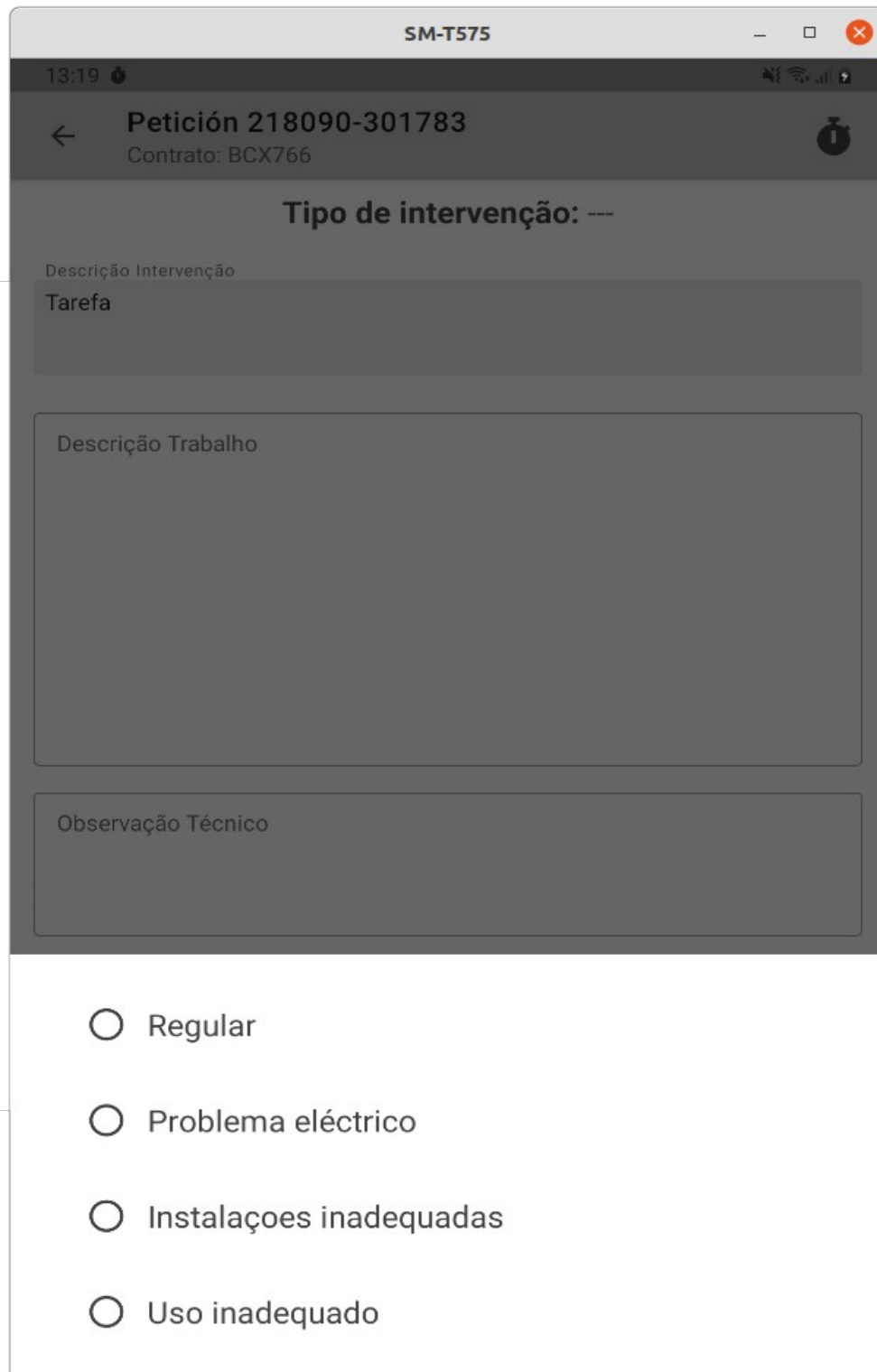
Time and location tracking

At the top right corner, there is a clock icon. It is used to track the travel to and from the client, using our plugin **Actualtime** and its companion **Actualtime Waypoints**



Custom compulsory fields

The first intervention action determine what caused the incident or damage. If the issue was due to user misuse, it could generate a cost.



The screenshot shows a mobile application interface for a service request. At the top, the window title is 'SM-T575'. The status bar shows the time '13:19' and various icons. The main header displays 'Petición 218090-301783' and 'Contrato: BCX766'. Below this, the form is titled 'Tipo de intervención: ---'. There are three text input fields: 'Descrição Intervenção' (containing 'Tarefa'), 'Descrição Trabalho', and 'Observação Técnico'. A dropdown menu is open, showing four options: 'Regular', 'Problema eléctrico', 'Instalações inadequadas', and 'Uso inadequado'.

Parts plugin

Another development to manage parts request, pick up or placement. The second phase includes getting the parts from the company ERP.

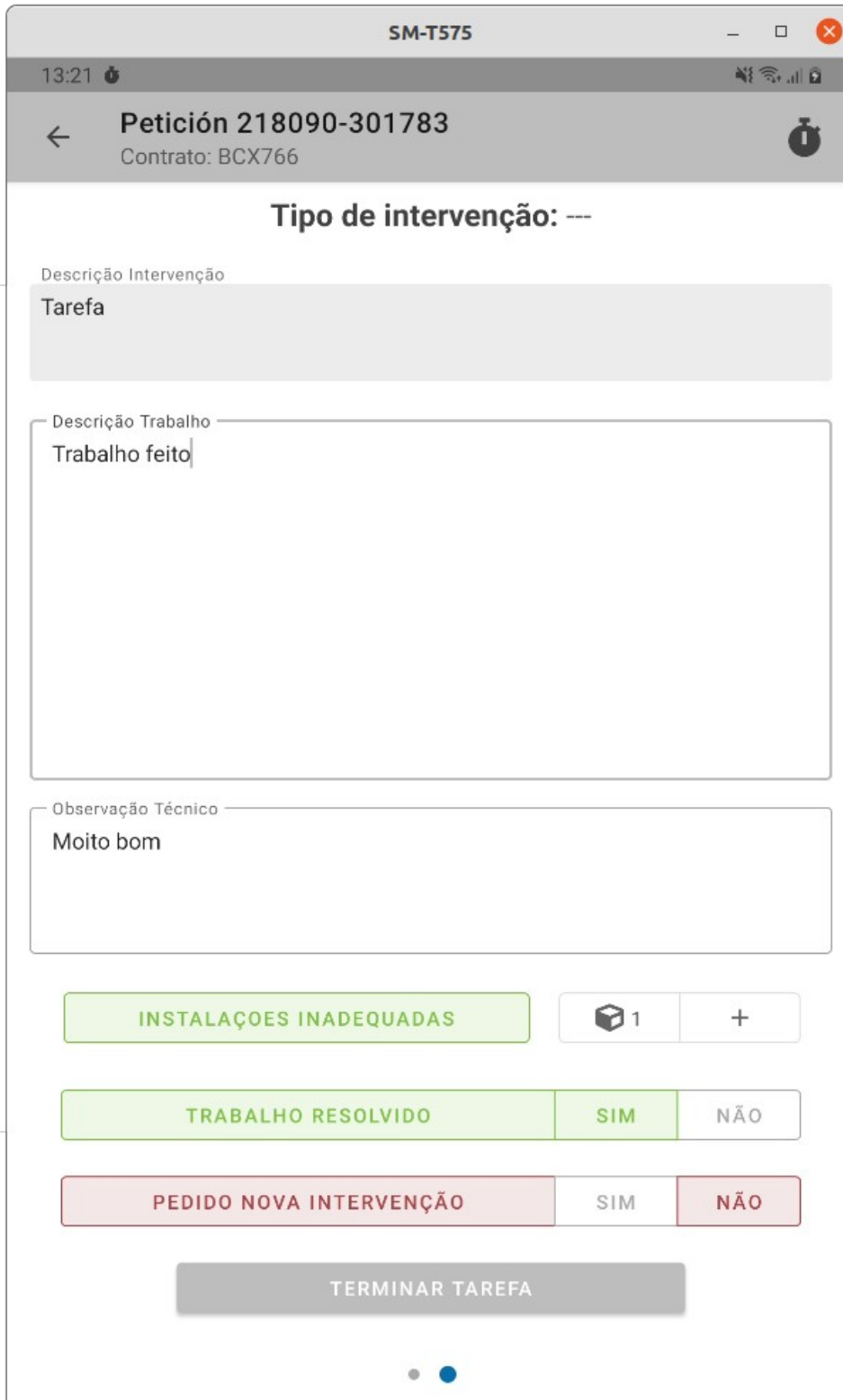
The screenshot shows a mobile application window titled "SM-T575". The main screen displays a form for a request titled "Petición 218090-301783" with contract "BCX766". The form includes sections for "Tipo de intervención: ---", "Descrição Intervenção" (containing "Tarefa"), "Descrição Trabalho", and "Observação Técnico". At the bottom, there is a section for "ORIGEM AVARIA" with a count of "0" and a "+" button. A modal form is overlaid on top, containing the following fields:

- Descrição: Generic Part
- Part Number: 0000000000A ver2
- Quantidade: 2

At the bottom of the modal, there are four buttons: "ENCOMENDAR" (highlighted in green), "RECOLLIDO", "COLOCADO", and "ENVIAR" (highlighted in purple).

Documenting the job

After the technician finishes all the performed actions, he has to add information about it.



SM-T575

13:21

← **Petición 218090-301783** ⓘ

Contrato: BCX766

Tipo de intervenção: ---

Descrição Intervenção

Tarefa

Descrição Trabalho

Trabalho feito

Observação Técnico

Moito bom

INSTALAÇÕES INADEQUADAS 1 +

TRABALHO RESOLVIDO SIM NÃO

PEDIDO NOVA INTERVENÇÃO SIM NÃO

TERMINAR TAREFA

Intervention summary

After the tech finishes, a summary is created to be shown to the client. On the top right corner there is an intervention summary, and a button to show a used parts detail.



The screenshot shows a mobile application window titled "SM-T575" with a status bar at the top showing the time "13:21" and various icons. The main header displays "Petición 218090-301783" and "Contrato: BCX766". Below this, there is a section for technician and client information: "Técnico: ticgal", "Cliente: F", "Entidade:", and "Agencia I". To the right of this section, there is a green button labeled "00H : 05M" and a grey button labeled "PEÇAS USADAS". The main content area is divided into several sections, each with a title and a description: "Nome: FUSION (SN:46-1126855)", "Modelo:", "SN: 46-1126855", "Descrição Problema" with the text "Verificar remotamente", "Descrição Intervenção" with the text "Tarefa", "Origem Avaria" with the text "Instalações inadequadas", "Descrição trabalho técnico" with the text "Trabalho feito", and "Observação técnico" with the text "Moito bom". At the bottom of the form, there is a green button labeled "TRABALHO RESOLVIDO" and a green button labeled "ASSINATURA".

Client OK

If the summary is OK, the client will sign on the table. An optional comment and obligatory Survey completes the required information.


Signature is placed over an alpha image of the id, with the ID printed on it, and with a ticket-task number watermarked, to difficult signature reuse or tampering.

SM-T575

13:23

Petición 218090-301783
Contrato: BCX766

Comentario Cliente
ok

 Lois

Comportamento técnico ★★★★★

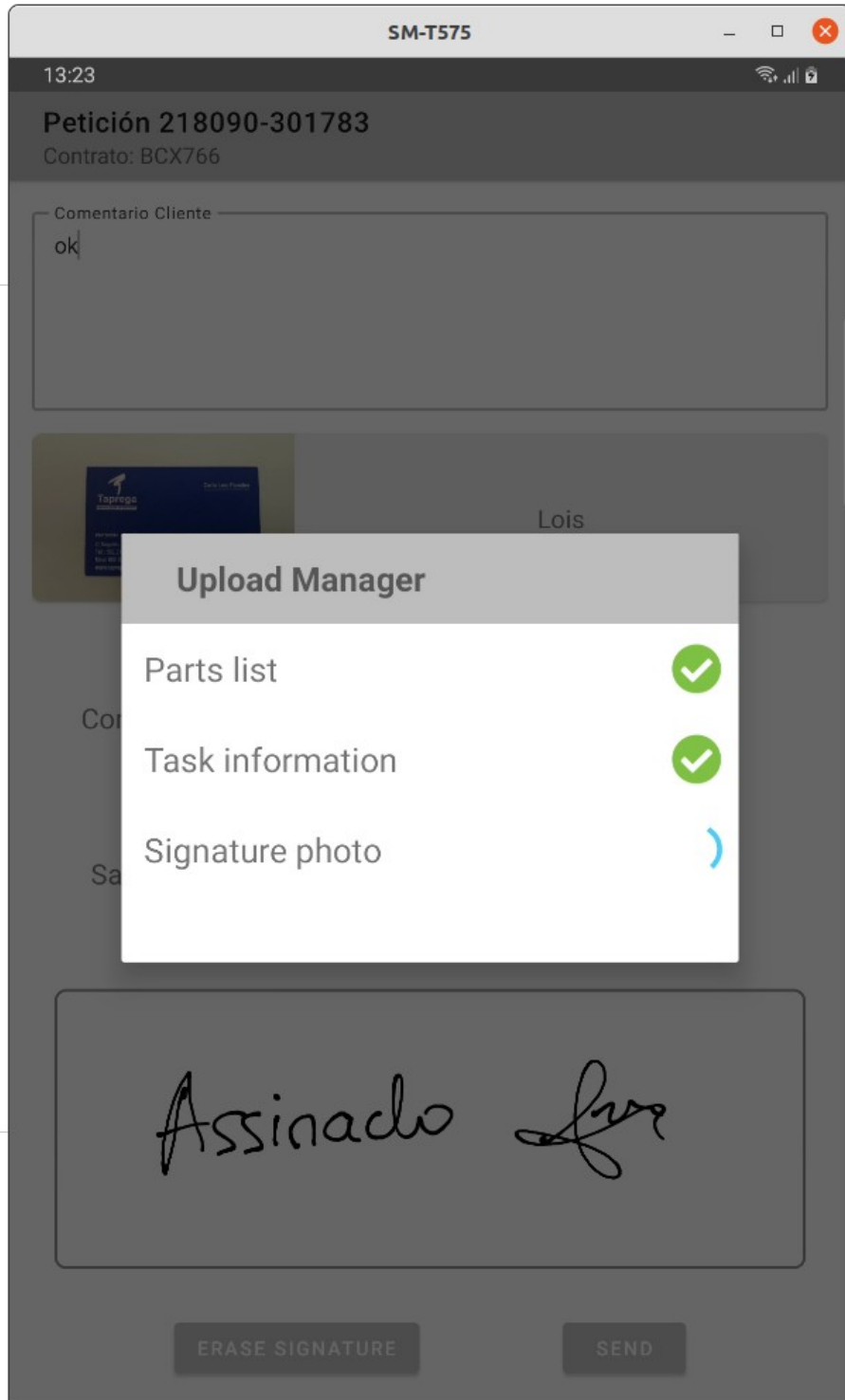
Satisfação Geral ★★★★★

Assinado *Lois*

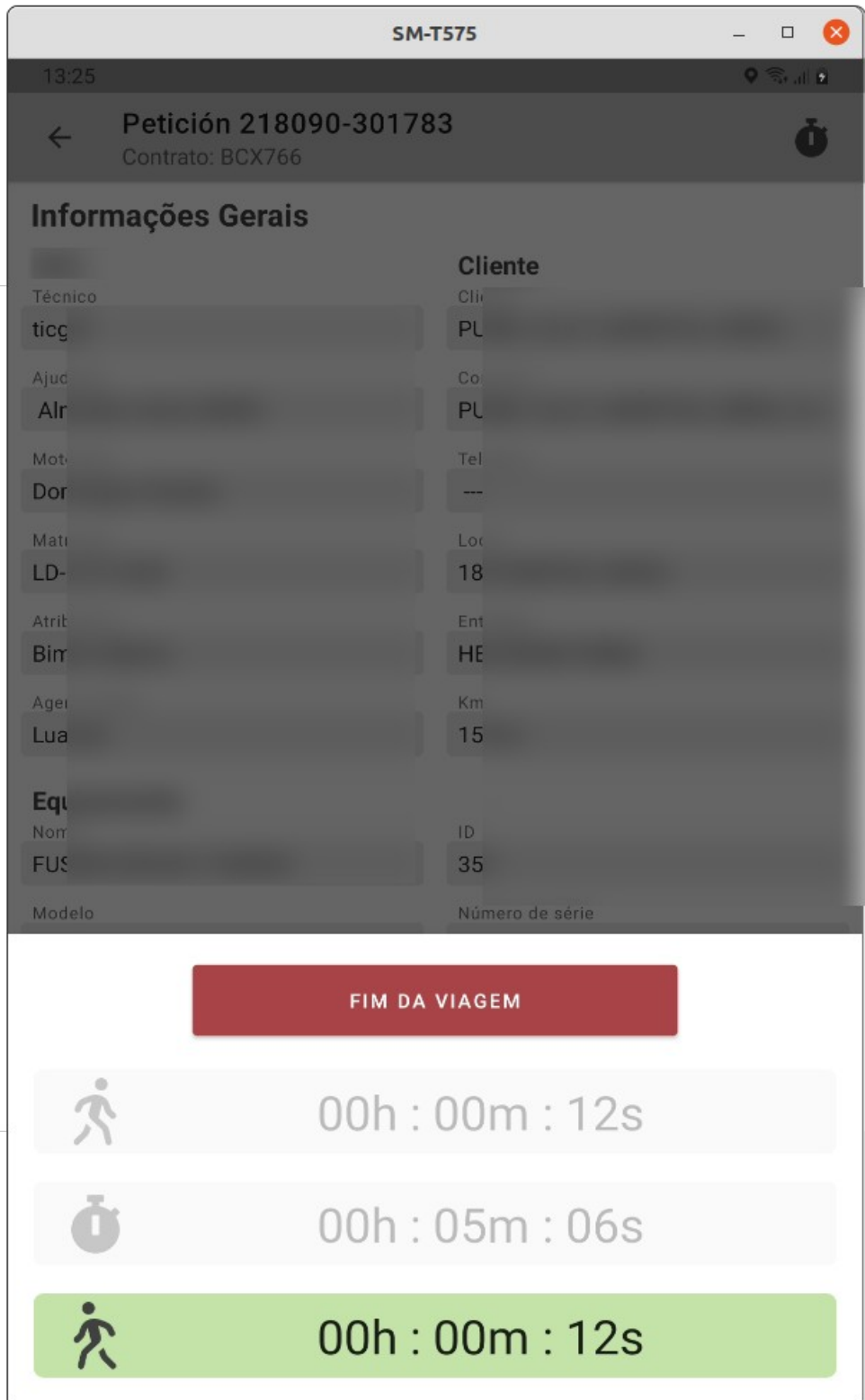
ERASE SIGNATURE SEND

Upload manager

A flexible upload manager has been built from scratch to allow us attach different documents to the final generated PDF report.



The tech returns to base



C) GLPI WALK-THROUGH

New tasks features (I)

The top task has a button to generate a PDF file with blanks to ease the paperless transition by not blocking the company's activity while we fine-tune the App. A wrench icon shows open the web equivalent for the App used in Remote Tech support.

Company techs have their task editing permissions removed (in the screenshot, it is enabled).

The screenshot displays three support tasks in a chat interface, each with a timestamp, a user profile, and a task card. The first task, dated 2021-02-18 17:00, is titled '#218090-301784' and contains the text 'test'. It features a 'Generate ficha de intervenção' button and a wrench icon. The second task, dated 2021-02-18 13:24, is titled '#218090-301783.pdf' and includes a PDF icon and a trash icon. The third task, dated 2021-02-18 12:36, is titled '#218090-301783' and contains the text 'Tarefa'. It includes a timer '2 hours 0 minutes', a calendar icon, and the text '5- Tran' and '2021-02-18 12:35 → 2021-02-18 14:35'. All tasks are assigned to 'TICGAL Support (2131)'.

Once the task is signed, the icon changes and clicking on it will show the report. No editing is allowed.

New tasks features (II)

Similar actions to the App. Obviously no travel option are available.

Tech Task - ID 31

Malfunction source ⓘ

Job description

Tech comments

Client Comment

Job done

New Intervention Request

ActualTime

Start date	Partial actual duration	Actual Duration	0s
		<input type="button" value="Start"/>	<input type="button" value="End"/>

The PDF Intervention sheet

	Ticket N° 218090-301783	Data 18/02/2021	Código Projecto 1
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Informações Gerais

Técnico: TIC	Cliente: F
Ajudante: A	Contacto:
Motorista: D	Telefone:
Matrícula: L	Local: 18
Atribuído a:	Entidade: HELP

<p>Equipamento</p> <p>Nome: FUSION (SN:46-1126855) ID: 357 Contrato: BCX766 Tipo: FUSION Número de série: 46-1126855 Modelo:</p>	<p>Durações</p> <p>Data Intervenção: 18/02/2021 N° Ticket anterior: Duração Ida: 00:00:12 Duração Regresso: Hora Chegada cliente: 12:45:15 Hora Inicio Serviço: 12:45:24 Hora Fim Serviço: 13:21:26 Hora Saída cliente: Pausa almoço: Rota: Dislocação: 5- Tran</p>
--	---

<p>Descrição Problema</p> <p>Verificar remotamente</p>	<p>Origem Avaria</p> <p>Instalações inadequadas</p>
---	--

Descrição Intervenção

Tarefa

Descrição Trabalho

Trabalho feito

<p>Observação técnico: Muito bom</p> <p>Comentário Cliente: ok</p> <p>Comportamento técnico: ★★★★★ Satisfação Geral: ★★★★★☆</p>	<p>Trabalho resolvido: Yes</p> <p>Pedido Nova Intervenção: No</p>
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<p>Peças Usadas</p> <table border="1"> <thead> <tr> <th>Part Number</th> <th>Descrição</th> <th>Qde</th> <th>E/R/C</th> </tr> </thead> <tbody> <tr> <td>0000000000A ver2</td> <td>Generic Part</td> <td>2</td> <td>E</td> </tr> </tbody> </table>	Part Number	Descrição	Qde	E/R/C	0000000000A ver2	Generic Part	2	E	<p>Assinatura</p> 
Part Number	Descrição	Qde	E/R/C						
0000000000A ver2	Generic Part	2	E						

Signature detail



Wrapping up

We hope these brief report will show the powerful customization options that we might enable on GLPI to adapt them to any sector or activity.