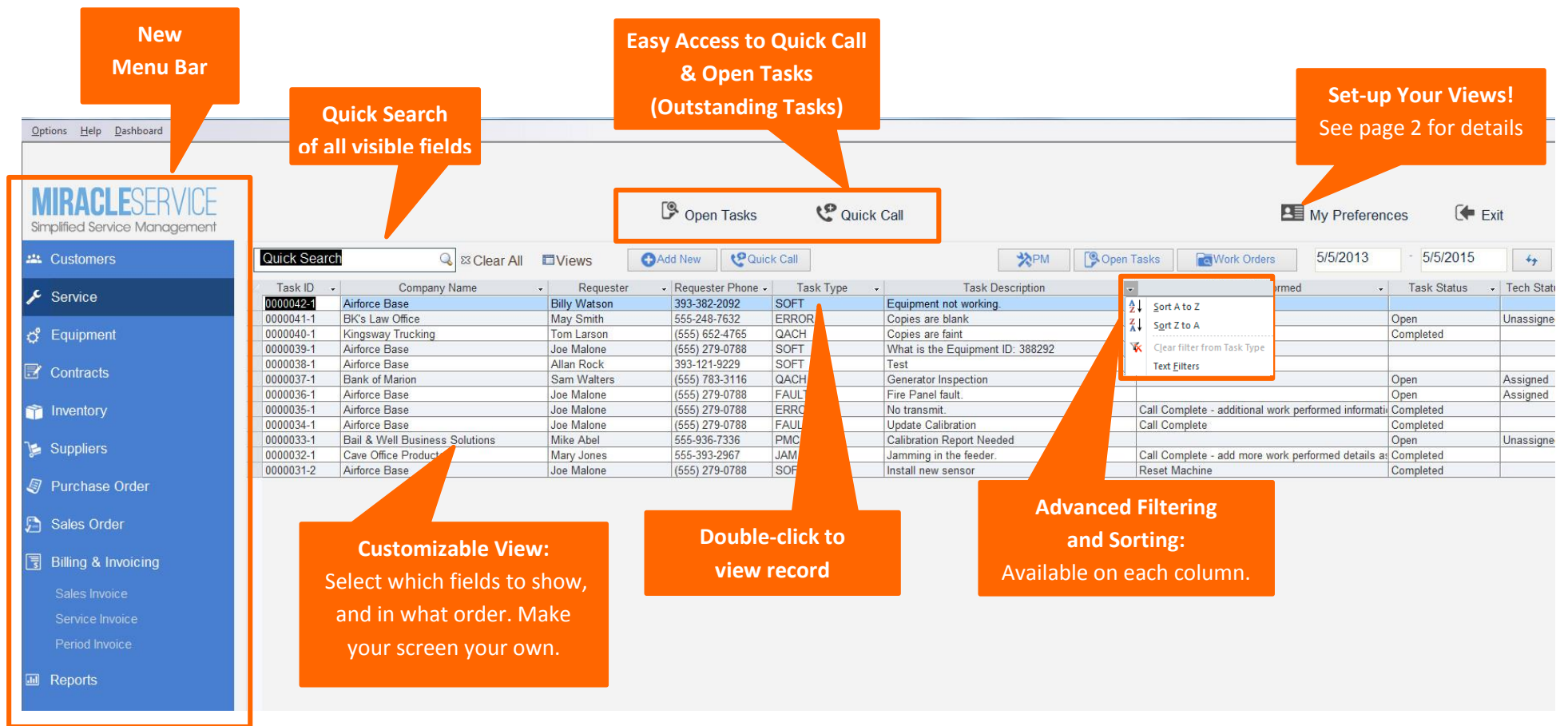


## Version 8 Delivers Miracle Service – Your Way

Miracle Service has a brand new look! Plus, design your own personalized views so you see what you want – the way you want it. Using the  **My Preferences** feature, you choose: ✓ Which fields appear & in what order ✓ Filter and sort options ✓ Your start screen.



**New Menu Bar**

**Quick Search of all visible fields**

**Easy Access to Quick Call & Open Tasks (Outstanding Tasks)**

**Set-up Your Views! See page 2 for details**

**Customizable View:** Select which fields to show, and in what order. Make your screen your own.

**Double-click to view record**

**Advanced Filtering and Sorting:** Available on each column.

**MIRACLESERVICE**  
Simplified Service Management

Options Help Dashboard

Customers

Service

Equipment

Contracts

Inventory

Suppliers

Purchase Order

Sales Order

Billing & Invoicing

Sales Invoice

Service Invoice

Period Invoice

Reports

Quick Search  Clear All Views Add New Quick Call

Open Tasks Quick Call

My Preferences Exit

Task ID	Company Name	Requester	Requester Phone	Task Type	Task Description	Task Status	Tech Status
0000042-1	Airforce Base	Billy Watson	393-382-2092	SOFT	Equipment not working.	Open	Unassigned
0000041-1	BK's Law Office	May Smith	555-248-7632	ERROR	Copies are blank	Completed	Unassigned
0000040-1	Kingsway Trucking	Tom Larson	(555) 652-4765	QACH	Copies are faint	Completed	Unassigned
0000039-1	Airforce Base	Joe Malone	(555) 279-0788	SOFT	What is the Equipment ID: 388292	Open	Assigned
0000038-1	Airforce Base	Allan Rock	393-121-9229	SOFT	Test	Open	Assigned
0000037-1	Bank of Marion	Sam Walters	(555) 783-3116	QACH	Generator Inspection	Completed	Unassigned
0000036-1	Airforce Base	Joe Malone	(555) 279-0788	FAULT	Fire Panel fault.	Completed	Unassigned
0000035-1	Airforce Base	Joe Malone	(555) 279-0788	ERROR	No transmit.	Completed	Unassigned
0000034-1	Airforce Base	Joe Malone	(555) 279-0788	FAULT	Update Calibration	Completed	Unassigned
0000033-1	Bail & Well Business Solutions	Mike Abel	555-936-7336	PMC	Calibration Report Needed	Open	Unassigned
0000032-1	Cave Office Products	Mary Jones	555-393-2967	JAM	Jamming in the feeder.	Completed	Unassigned
0000031-2	Airforce Base	Joe Malone	(555) 279-0788	SOFT	Install new sensor	Completed	Unassigned


Sort A to Z

Sort Z to A

Clear filter from Task Type

Text Filters

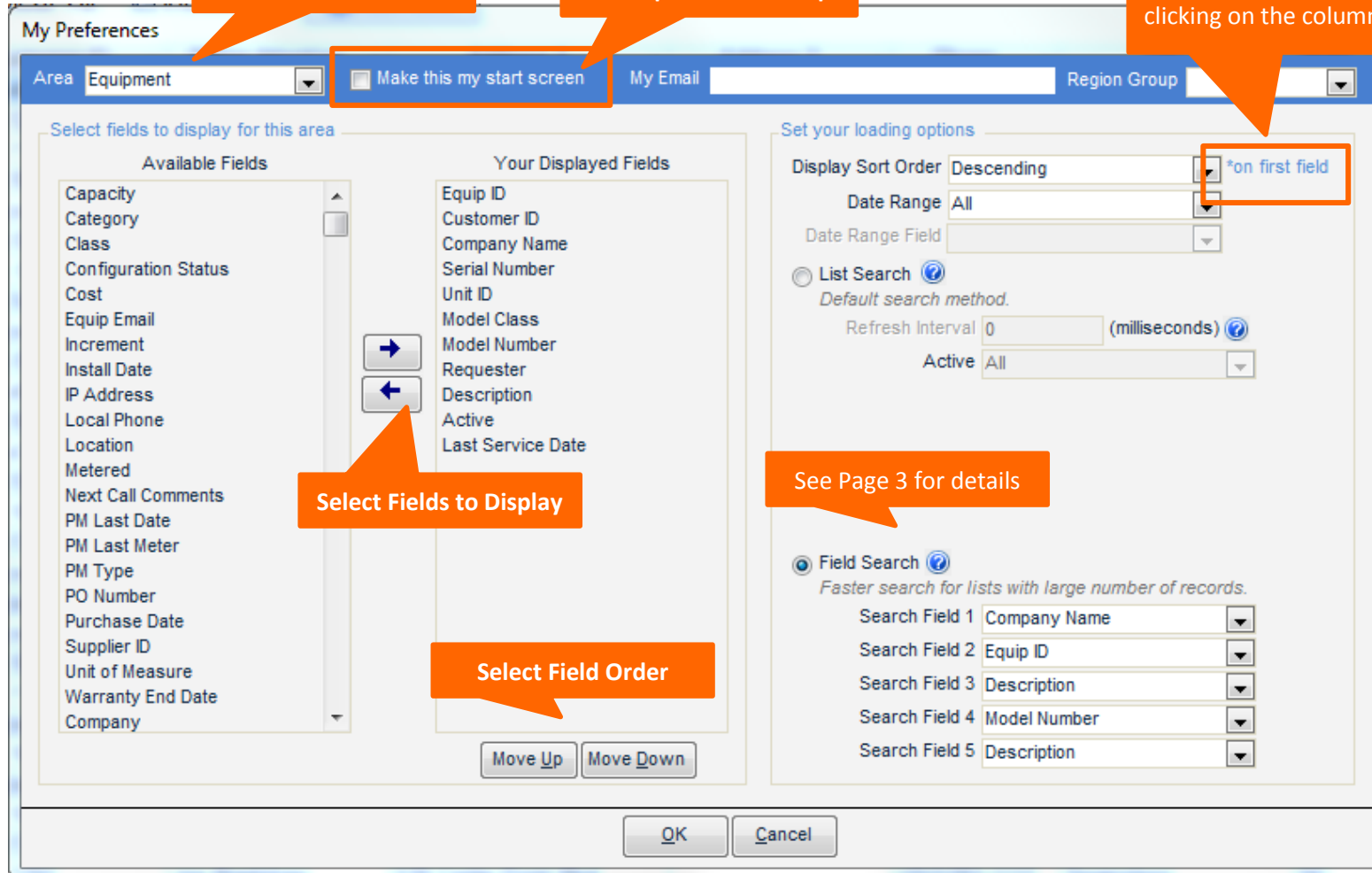
# My Preferences Set-Up

 My Preferences

Set-up preferences  
for each area

Select which menu  
area opens on start-up

View sorts on the first field.  
However, you can always sort  
the columns on the fly by  
clicking on the column headers.



The screenshot shows the 'My Preferences' dialog box. At the top, there's a title bar 'My Preferences'. Below it, there's a section with 'Area' (set to 'Equipment'), a checkbox 'Make this my start screen', 'My Email' field, and 'Region Group' dropdown. The main area is divided into two columns: 'Available Fields' and 'Your Displayed Fields'. 'Available Fields' lists various equipment-related fields. 'Your Displayed Fields' lists the fields currently displayed. Between these columns are 'Move Up' and 'Move Down' buttons. To the right, there's a 'Set your loading options' section with 'Display Sort Order' (set to 'Descending'), 'Date Range' (set to 'All'), 'Date Range Field' dropdown, 'List Search' radio button, 'Refresh Interval' (set to '0'), and 'Active' dropdown. Below this is the 'Field Search' section with five search fields, each with a dropdown menu. At the bottom are 'OK' and 'Cancel' buttons. Annotations with orange callouts point to specific elements: 'Set-up preferences for each area' points to the 'Area' dropdown; 'Select which menu area opens on start-up' points to the 'Make this my start screen' checkbox; 'View sorts on the first field. However, you can always sort the columns on the fly by clicking on the column headers.' points to the 'Display Sort Order' dropdown; 'Select Fields to Display' points to the 'Move Up' and 'Move Down' buttons; 'Select Field Order' points to the 'Field Search' section; and 'See Page 3 for details' points to the 'Field Search' section.

Area: Equipment

☐ Make this my start screen

My Email:

Region Group:

Select fields to display for this area

Available Fields

- Capacity
- Category
- Class
- Configuration Status
- Cost
- Equip Email
- Increment
- Install Date
- IP Address
- Local Phone
- Location
- Metered
- Next Call Comments
- PM Last Date
- PM Last Meter
- PM Type
- PO Number
- Purchase Date
- Supplier ID
- Unit of Measure
- Warranty End Date
- Company

Your Displayed Fields

- Equip ID
- Customer ID
- Company Name
- Serial Number
- Unit ID
- Model Class
- Model Number
- Requester
- Description
- Active
- Last Service Date

Set your loading options

Display Sort Order: Descending

Date Range: All

Date Range Field:

☐ List Search

Default search method.

Refresh Interval: 0 (milliseconds)

Active: All

☒ Field Search

Faster search for lists with large number of records.

Search Field 1: Company Name

Search Field 2: Equip ID

Search Field 3: Description

Search Field 4: Model Number

Search Field 5: Description

Move Up Move Down

OK Cancel

## Other Enhancements

**Open Task Screen** - Previously called "Outstanding Tasks", this screen is now more configurable.

Easily accessed from the  **Service** area, or by clicking the  **Open Tasks** button found in the top quick-access area.

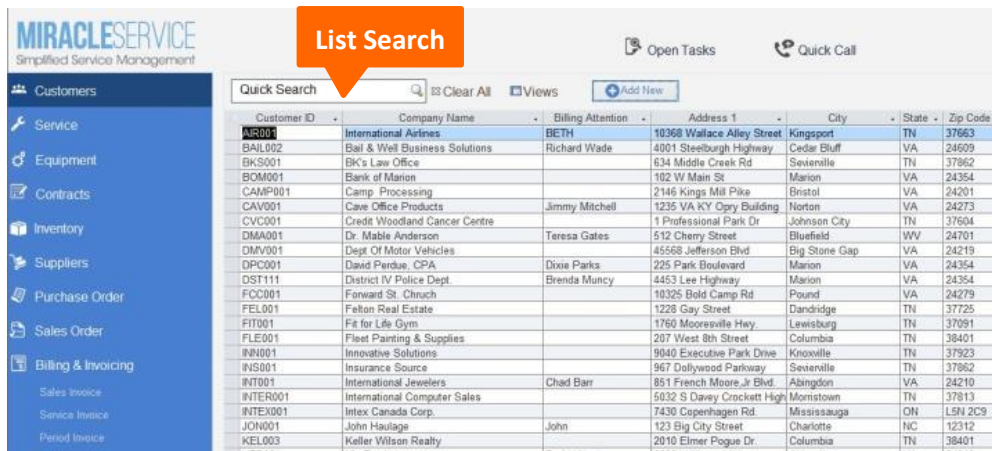
**Requests** - Also referred as "Work Orders" can now be viewed in list format. From the  **Service** area, select the  **Requests** button to see a list of Open/Closed Requests.

As well, if you have selected 'Request' as one of your displayed fields (in My Preferences) it will appear as a hyper-linked field in your list view. Click on the hyper-link to go to that Request.

Task ID	Work Order	Company Name
0014137-1	<a href="#">0014137</a>	Kingsway Trucking
0014136-1	<a href="#">0014136</a>	Airforce Base

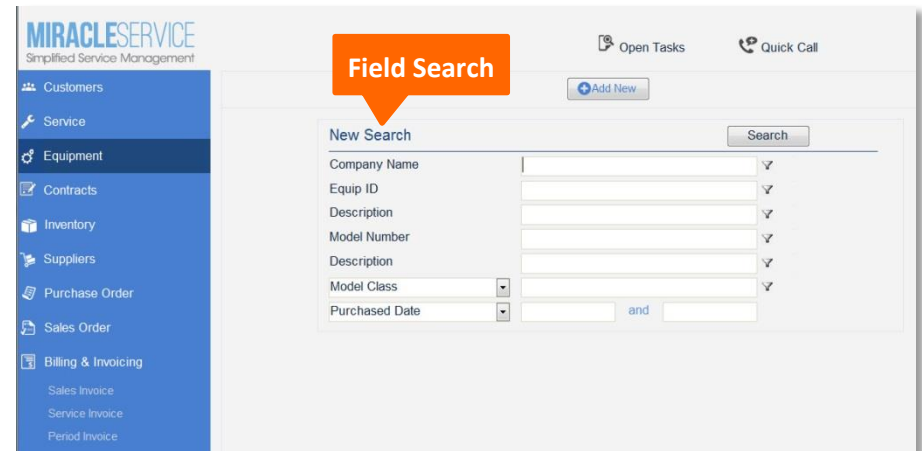
**List Search vs. Field Search** (Set-up in 'My Preferences'). Choose the way you want your screen to appear. The List Search will give you greater visibility of your data. However, for lists with a very large number of records this method could take longer and using the 'Field Search' method instead will take you to the specific data you are looking for faster. Try both to see which you prefer!

**List Search**



Customer ID	Company Name	Billing Attention	Address 1	City	State	Zip Code
BAI002	International Airlines	BETH	10368 Wallace Alley Street	Kingsport	TN	37663
BK3001	Bail & Wet Business Solutions	Richard Wade	4001 Steelburgh Highway	Cedar Bluff	VA	24609
BKM001	BK's Law Office		634 Middle Creek Rd	Sevierville	TN	37862
BOM001	Bank of Marion		162 W Main St	Marion	VA	24354
CAMP001	Camp Processing		2146 Kings Mill Pike	Bristol	VA	24201
CAV001	Care Office Products	Jimmy Mitchell	1235 VA KY Opry Building	Norton	VA	24273
CVC001	Credit Woodland Cancer Centre		1 Professional Park Dr	Johnson City	TN	37604
DMA001	Dr. Mable Anderson	Teresa Gates	512 Cherry Street	Bluefield	WV	24701
DMV001	Dept Of Motor Vehicles		45568 Jefferson Blvd	Big Stone Gap	VA	24219
DPC001	David Perdue, CPA	Dixie Parks	225 Park Boulevard	Marion	VA	24354
DST111	District IV Police Dept.	Brenda Muncy	4453 Lee Highway	Marion	VA	24354
FCC001	Forward St. Church		10325 Bold Camp Rd	Pound	VA	24279
FEL001	Felton Real Estate		1228 Gay Street	Dandridge	TN	37725
FIT001	Fit for Life Gym		1760 Mooresville Hwy	Lewisburg	TN	37091
FLE001	Fleet Painting & Supplies		207 West 8th Street	Columbia	TN	38401
INN001	Innovative Solutions		9840 Executive Park Drive	Knoxville	TN	37923
INS001	Insurance Source		967 Dollywood Parkway	Sevierville	TN	37862
INT001	International Jewelers	Chad Barr	851 French Moore Jr Blvd	Abingdon	VA	24210
INTER001	International Computer Sales		5032 S Clavey Crockett High	Monistown	TN	37813
INTX001	Intex Canada Corp.		7430 Copenhagen Rd.	Mississauga	ON	L5N 2C9
JON001	John Haulage	John	123 Big City Street	Charlotte	NC	28112
KEL003	Keller Wilson Realty		2010 Elmer Pogue Dr	Columbia	TN	38401

**Field Search**



New Search

Search

Company Name

Equip ID

Description

Model Number

Description

Model Class

Purchased Date

and