

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.

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

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 is a title bar with 'My Preferences' and a menu icon. Below the title bar, there are several controls: a dropdown menu for 'Area' set to 'Equipment', a checkbox for 'Make this my start screen', a text field for 'My Email', and a dropdown for 'Region Group'. The main area is divided into two sections: 'Select fields to display for this area' and 'Set your loading options'. The 'Select fields to display' section has two columns: 'Available Fields' and 'Your Displayed Fields'. 'Available Fields' includes 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, and Company. 'Your Displayed Fields' includes Equip ID, Customer ID, Company Name, Serial Number, Unit ID, Model Class, Model Number, Requester, Description, Active, and Last Service Date. There are right and left arrow buttons between the columns. Below these columns are 'Move Up' and 'Move Down' buttons. The 'Set your loading options' section has 'Display Sort Order' set to 'Descending' with a callout '*on first field', 'Date Range' set to 'All', 'Date Range Field' as a dropdown, 'List Search' selected as the search method, 'Refresh Interval' set to '0 (milliseconds)', and 'Active' set to 'All'. Below this is 'Field Search' with five search fields: Search Field 1 (Company Name), Search Field 2 (Equip ID), Search Field 3 (Description), Search Field 4 (Model Number), and Search Field 5 (Description). At the bottom are 'OK' and 'Cancel' buttons.

Select Fields to Display

Select Field Order

See Page 3 for details

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	0014137	Kingsway Trucking
0014136-1	0014136	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!

