Agoraplus
the After Sales Solution

http://www.agoraplus.com

AGORAPLUS MOBILE
User Guide

CONTENTS

1 STARTUP

1.1 HOW TO DOWNLOAD THE AGORAPLUS VERSION ON YOUR MOBILE OR TABLET DEPENDING ON THE OPERATING SYSTEM?

You can access the platforms directly by clicking on the icons of your phone's OS from: https://www.agoraplus.com/downloads/?lang=en

Click on the button corresponding to your OS:

Alternatively for :

- ANDROID

Search for the application "AGORAPLUS" in Google Play, check the system requirements and then install it.

- IOS

Search for the application "AGORAPLUS" in the App Store, check the system requirements and install it.

2 USES OF THE MOBILE APPLICATION
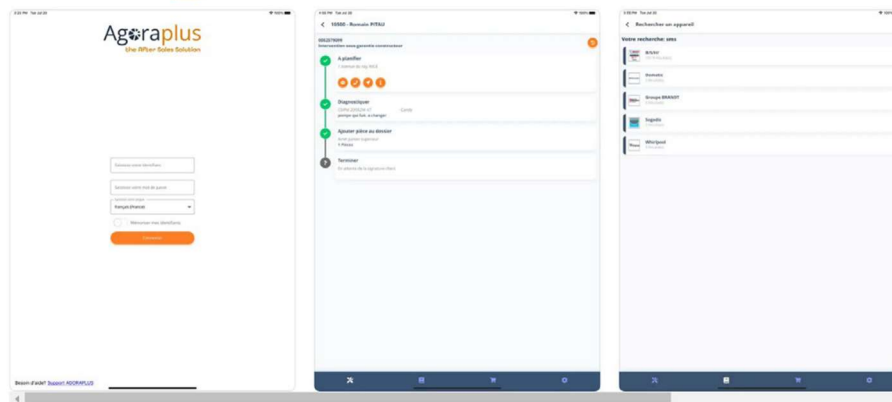
2.1. HOW DO I LOG IN TO THE MOBILE APPLICATION?

After opening the application, enter your username and password and click on "login".

2.2. NAVIGATION

Navigation is always available through the banner at the bottom of the screen.
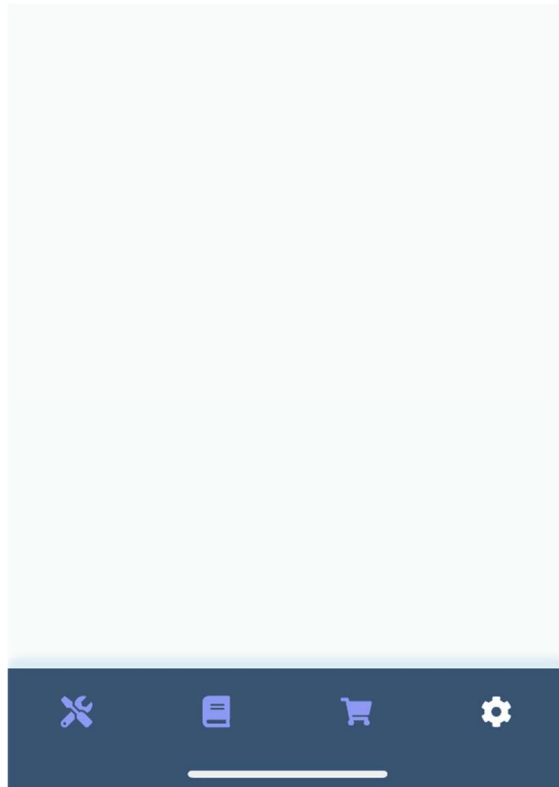
4 modules are available:

Repairs, Documentation, Basket and Settings

2.3. LOOKING FOR A PART? A DEVICE ?

In the "Documentation" module, you can "Search for a device" and "Search for a part".

The search works in the same way as in the PC application.

The list of devices/parts matching the search criteria is displayed.

2.4. HOW DO I GET AN EXPLODED VIEW? A BILL OF MATERIALS? A BILL OF MATERIALS FROM AN EXPLODED VIEW?
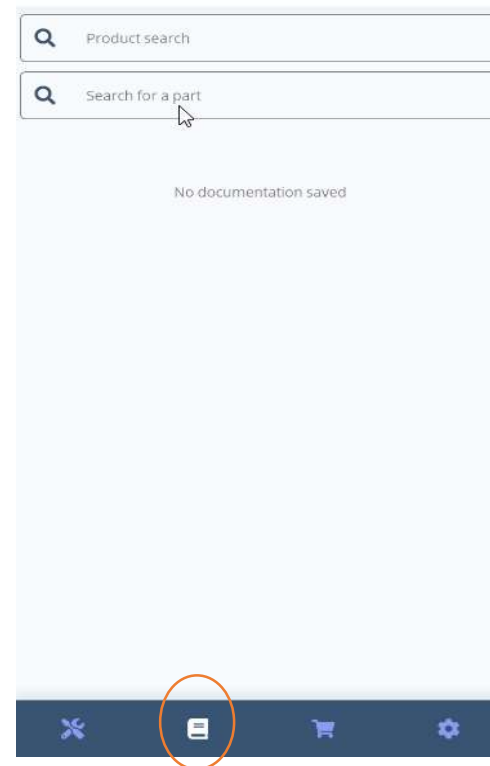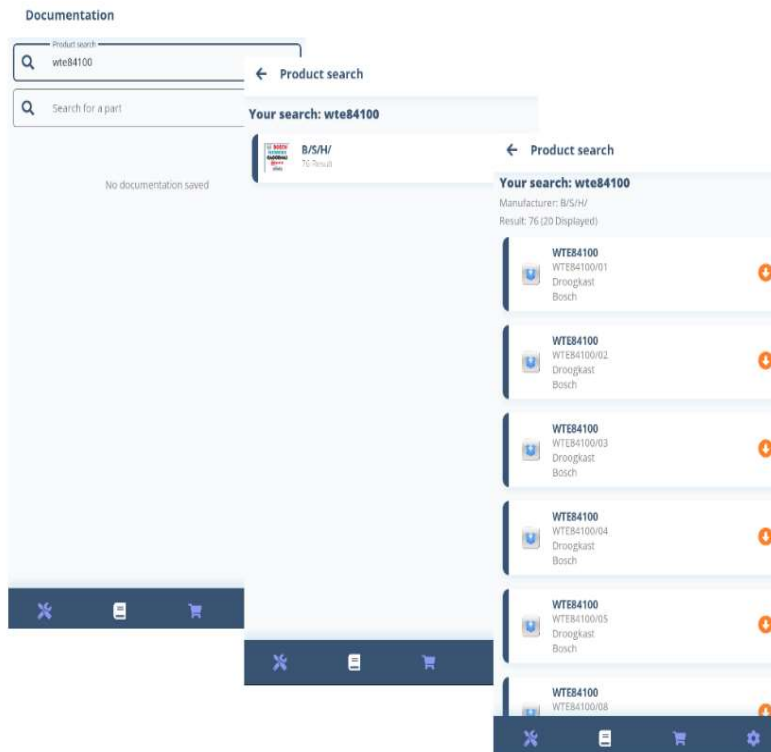
Enter the reference of the appliance/part or perform a search, then select the appliance/part.

The result is a complete list of documents available for this reference, for example :

- Data sheet
- Schematics and diagrams
- Error code
- Exploded views
- Bill of Materials
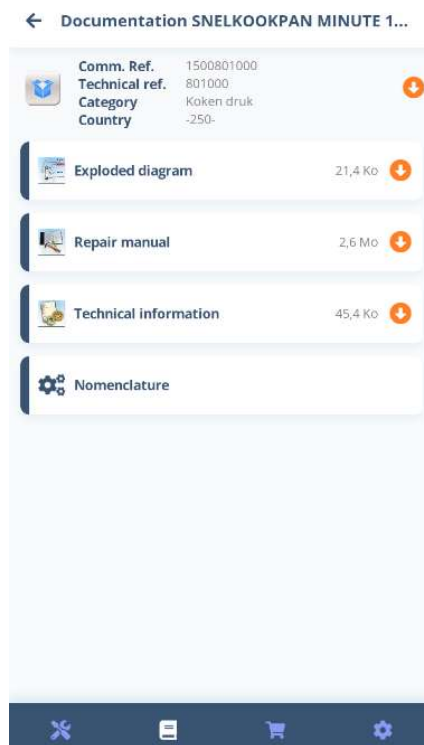
From an exploded view, the parts list is always accessible at the bottom of the screen.

The part can then be selected by part number in this BOM.

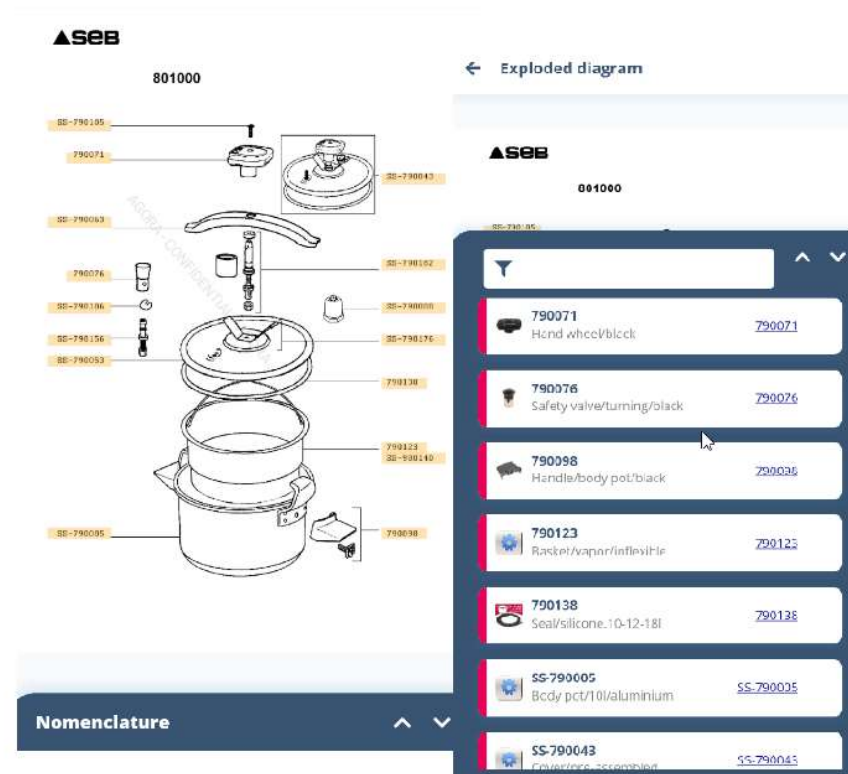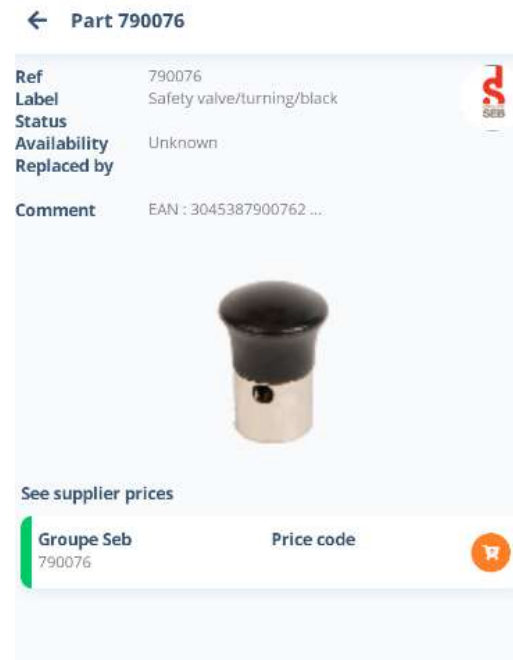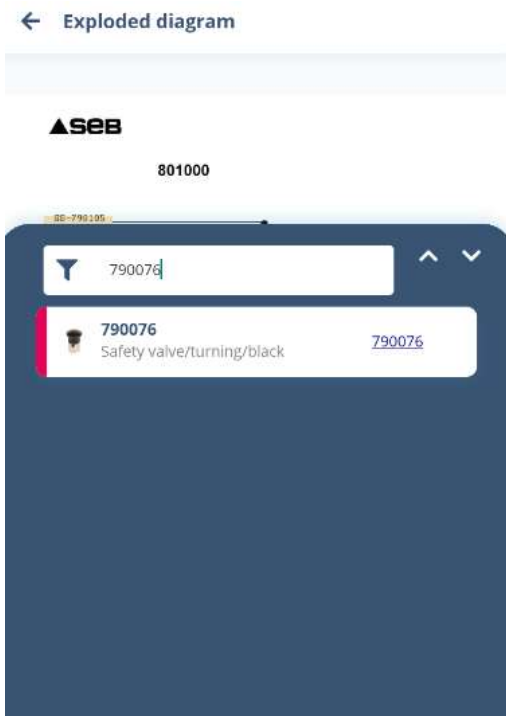## 2.5. How to obtain information on a part including its price?

In In the parts list, click on the part to display the corresponding sheet with its status, availability and price.

You have the same access rights as in AGORA PLUS.

Only the prices of the manufacturers to which you are associated are available. At the request of the repairers, in order not to risk revealing your price to the consumer at the place of repair, the prices of the parts are displayed only on the part sheet.

2.6. HOW TO ADD A PART TO THE BASKET?

Anywhere in the application, by clicking on the icon above, you add the item to the basket.

As on Agoraplus, you can add the work order and your comment to this addition to the basket.

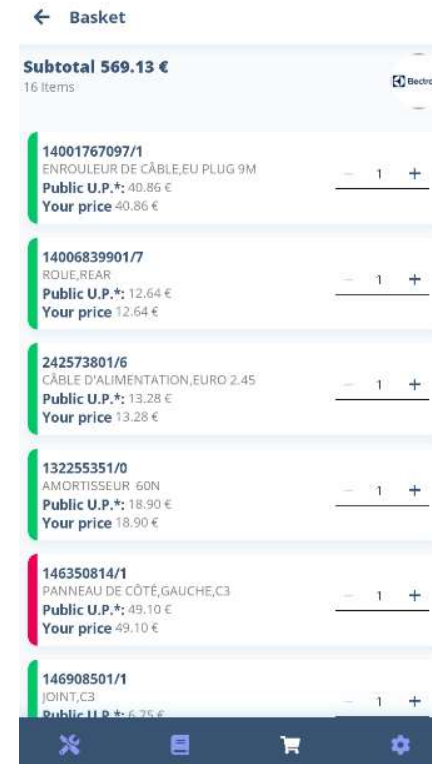(If the part is added from a repair file, the work order is added automatically.)
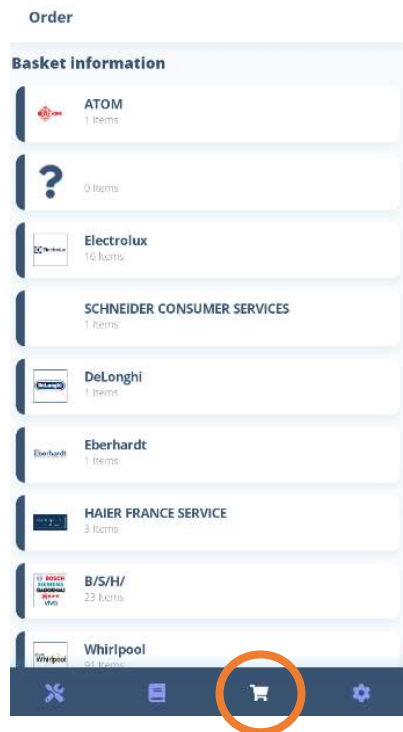
In order to validate the addition to the basket, including the work order and/or comments, click on "Add" at the top right.

2.7. HOW TO ACCESS THE BASKET?

In the Order section, choose the "Shopping basket".

Then choose the basket by manufacturer.

As on the Agoraplus PC application, each supplier has its own basket and the baskets can be modified.

2.8. HOW TO SAVE DOCUMENTATION?

It is possible to download the documentation so that it can be consulted when there is no internet connection.

In the documentation screen, which shows the list of available documents, there is an orange down arrow next to each item in the list:

⇨ When the arrow is clicked, the download is started, when it is finished a green check appears (here, the "Exploded view" folder has been downloaded).
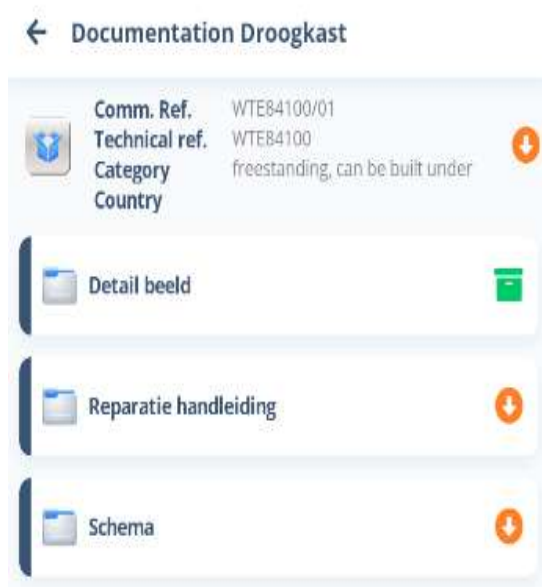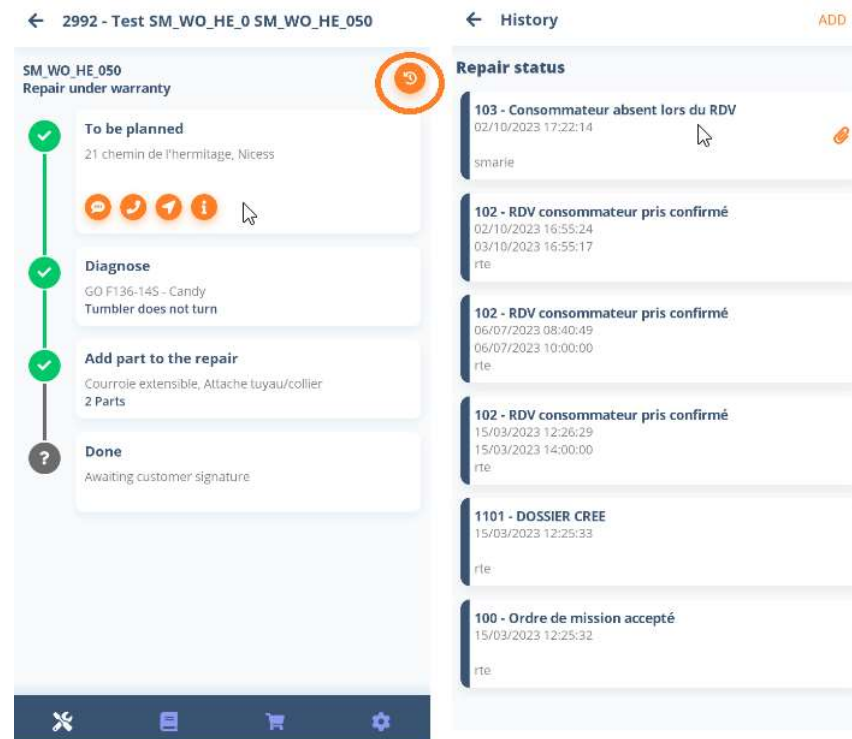
2.9. HOW TO UPDATE REPAIRS?

You can access the list of repairs (assigned or not) in the repair module.
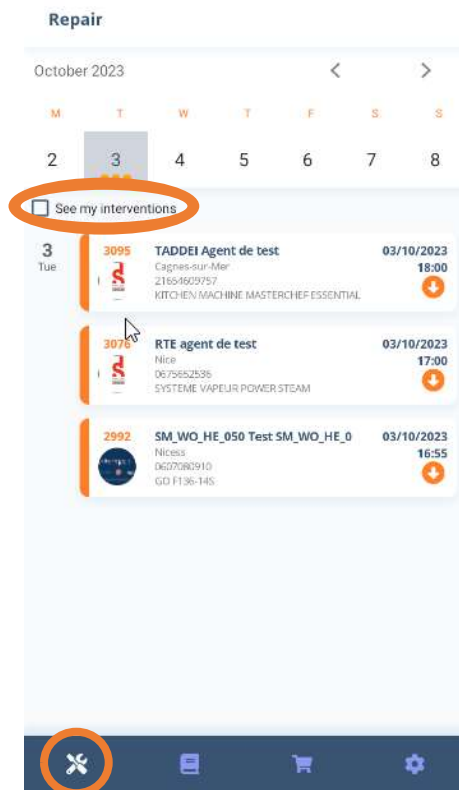
By deselecting "View my jobs", you can view all jobs in the account, not just those assigned to you.

The repairs are displayed in chronological order.

Once in the job, the information is grouped by logical steps as well as the status history

Opening the file allows quick access to actions related to the appointment.

To be planned

21 chemin de l'hermitage, Nicess

- Sending of a personalized or pre-filled SMS (estimated delay)

- Consumer call

- Itinerary

- Consumer information

To plan gathers the information of the consumer of the appliance and the work order.

←

GO F136-14S
31002806

UPDATE   DOCUMENTATION

Appliance information

Date of purchase
juin 2022
Family
Lavage
Commercial Reference
GO F136-14S
Technical reference
31002806
Label
GO F136-14S
Serial number
94122345
Contract number

Repair

Part causing failure (F-Ident)

Symptom

RC :

The module **Diagnose** gathers the information of the malfunction, its treatment, the IRIS code, ...

At any time, you can access the documentation of the device and its nomenclature.

The module **Add a part** gives direct access to the nomenclature and the possibility of adding parts to the file and/or the basket.

The screens can be modified, click on "Save" to save the modifications.

Warning: the modification of the appliance is done in two steps to secure this modification.

At the bottom of the modules **To plan** and **Diagnosis**, you can consult the attachments or add photos.
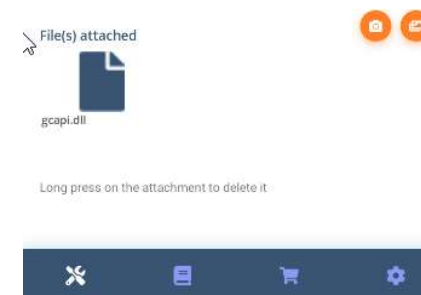
Once the repair is completed, the consumer can be asked to sign and a repair file report can be sent by email.