



Pager Control

Do you want to get basic ticket information to your technicians without having to incur costs for expensive hardware? Pager Control is the application for you. With the ability to have four paging options; automatically, once a service ticket is entered, selectively page a service technician as you enter service calls, manually page off the dispatch board, and a manual page via the pager control application, we give you flexibility you need.

How does it work?

The Pager Control application takes the fields that you enter manually or automatically select and, with a designated line to your cell carrier or an email, gives your carrier the alphanumeric text to deliver to your technicians. If sending a message via a dial up connection, a designated computer and line are required to deliver information to your cell carrier.

With the automatic paging, what fields can I choose to be automatically delivered?

Within Service Management the available fields that you can select from are the Site and Customer Numbers, Company Name, Address, City, State, Zip, Phone, Map Location, Problem code, Scheduled Time, P.O. Number, Unit, Make, Model, Serial Number, Ticket Comments, Ticket and Job Numbers, Work Done Codes, and Special Instructions. If you need history or AR balances, then our Mobile Data Application will better suit your needs.

So if a family emergency arises or I need to manually page the technician, I can still do that if I have the system setup to automatically page the technician?

Yes. Go to the Pager Control application and enter your text.

How do I get started?

Call your VMS Sales representative. Pricing and getting the software ready to download is a relatively simple process. We can have the software loaded the same day that you request it to be added to your system.