

/ EBOOK

# MANAGING YOUR DAILY WORK USING THE ACCORD MOBILE APP

HOW FACILITY MANAGERS CAN USE TECH TO  
BETTER MANAGE THEIR DAY-TO-DAY TASKS

## WHY ACCORD

The Accord Mobile App by Accelerator CC® is a powerful, all-in-one app that helps field staff stay connected with the office.

Accord® empowers your field team to maximize their time while providing the critical information needed to deliver superior customer service.

### Accord features:

- **Work Order Management**
- **Quality Control Management**
- **Online or Offline functionality**
- **Inspection deficiency correction**
- **CRM information**
- **Electronic Log Books**
- **GPS Location**
- **QR code scanning**
- **Proof of Delivery**
- **Photo capture**
- **E-signatures**



This Ebook will show you step-by-step how field managers can use Accelerator's Accord mobile app to help manage their daily tasks and stay connected to customers and the back office.

# 1

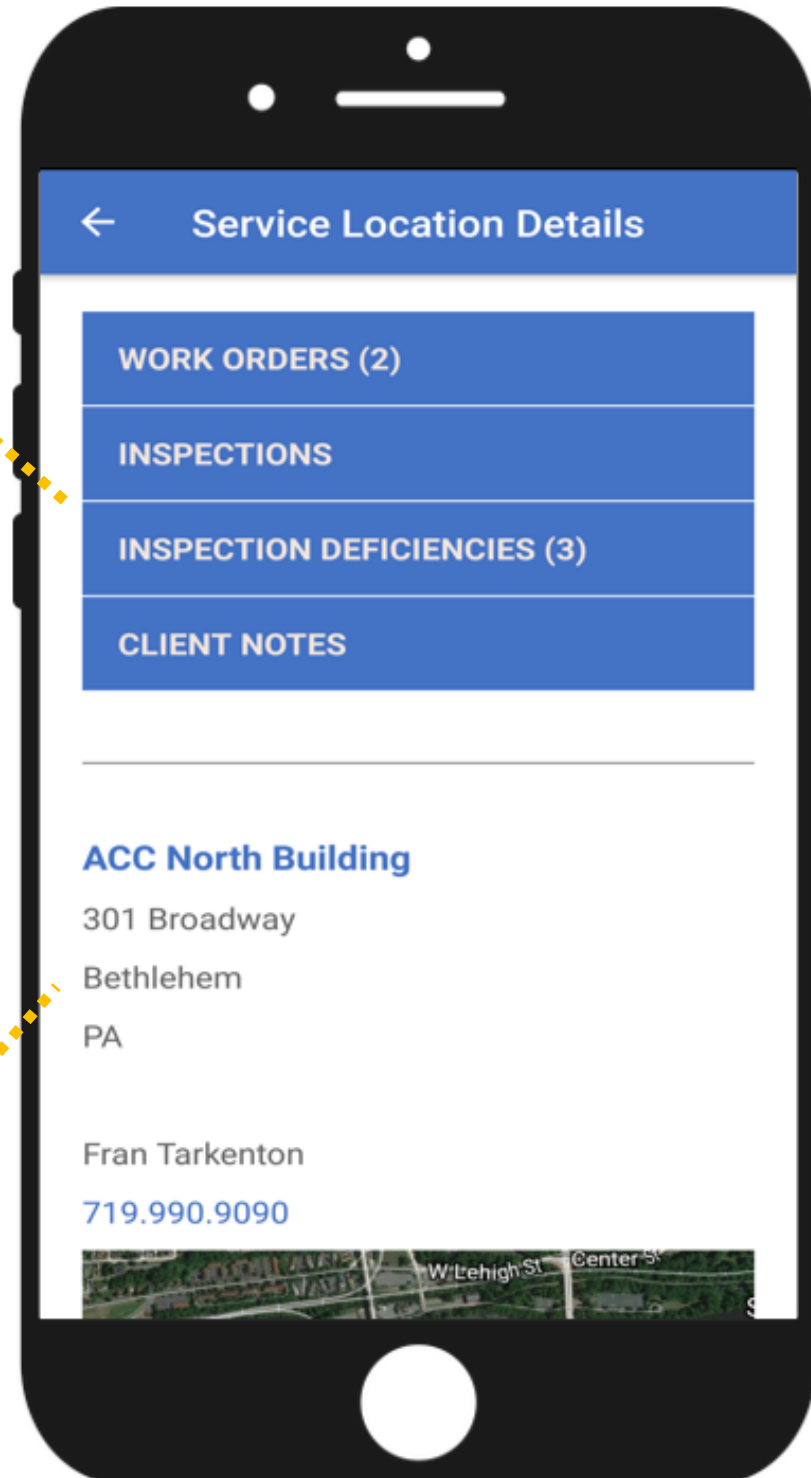
## MANAGER ARRIVAL

Accord's menu lets you tap into all service locations and quickly identify what types of work need to be done.

When a manager arrives on site, they can review each location for past and upcoming work.

Client Notes, Work Orders and Inspection information are recorded using Accord. All information is sent to Accelerator Cloud where you can view details, run reports and gain important insights into how each service location and manager is performing.

View your client's contact information and navigate directly to their location using the map.



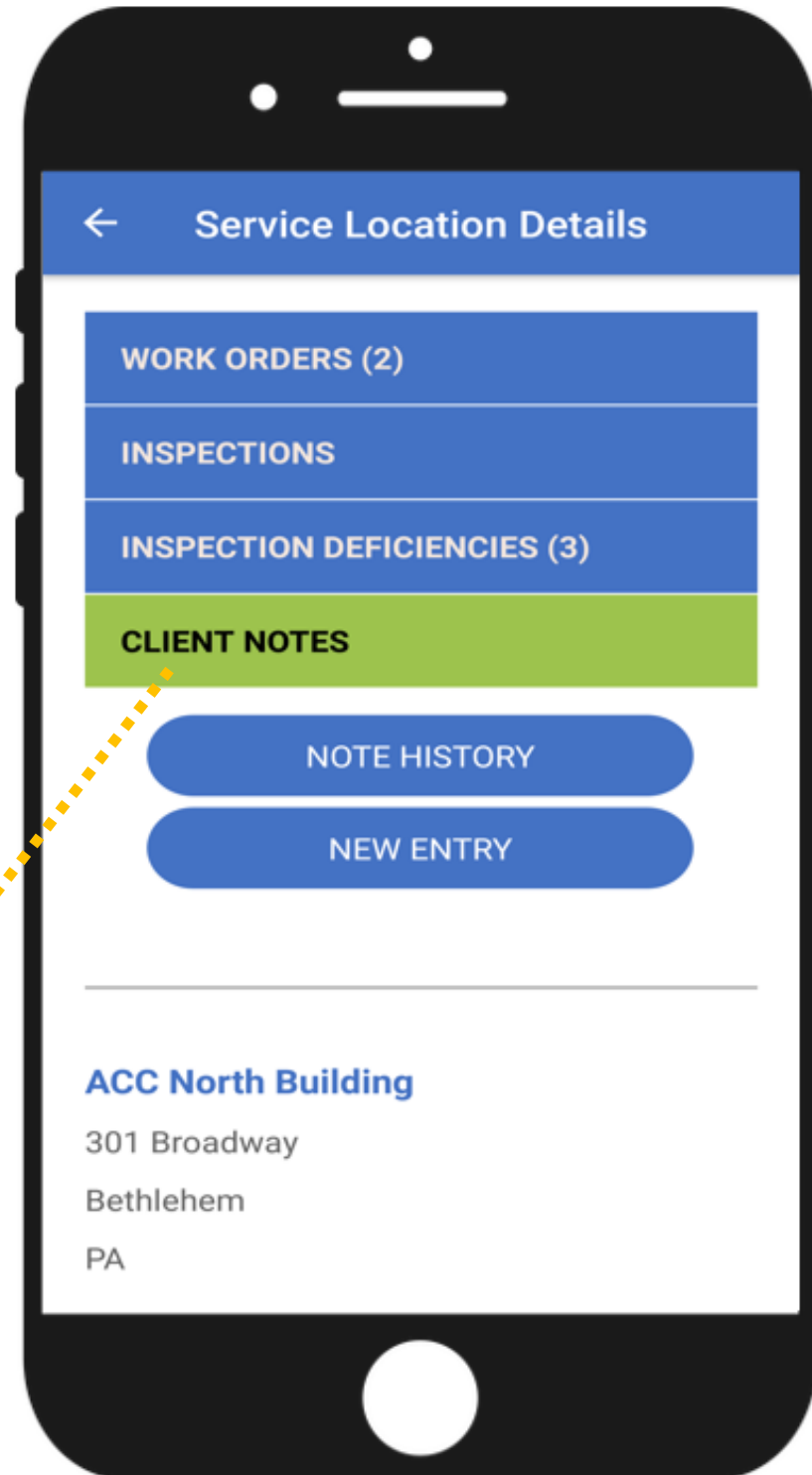
# 2

## ACCOUNT REVIEW

In this example, the manager is visiting a multi-tenant building to check building status. They see two Work Orders are pending and three Inspection Deficiencies need correcting. First, they plan to meet with the property manager to discuss their account.

The manager taps Client Notes to view recent activity at this location or to make a new note. Also, they can search for specific locations and view note history for each building.

Tap note history to see a complete list of all notes for each location. Create new entries viewable on the app and on the cloud.

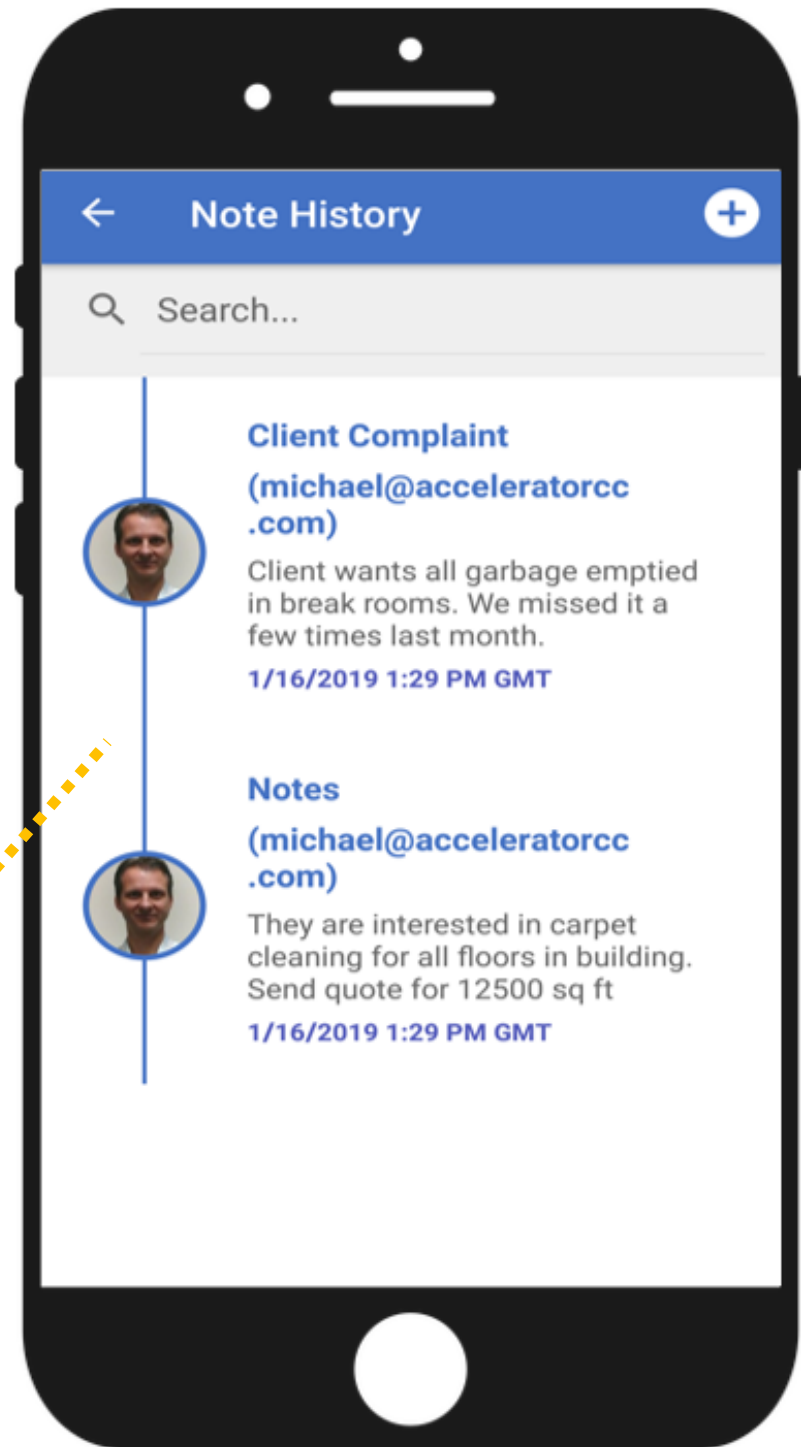


# 3

## NOTE HISTORY

In note history, the manager sees a tenant was not happy with the unemptied garbage in the breakroom. There is also a reminder that this client is interested in carpet cleaning and would like a quote. The manager is well prepared for the client walk through and has a better opportunity to sell additional services. Now the manager returns to the home screen to view the open work orders.

Note history lets managers see all client interactions so they are better prepared for client meetings.

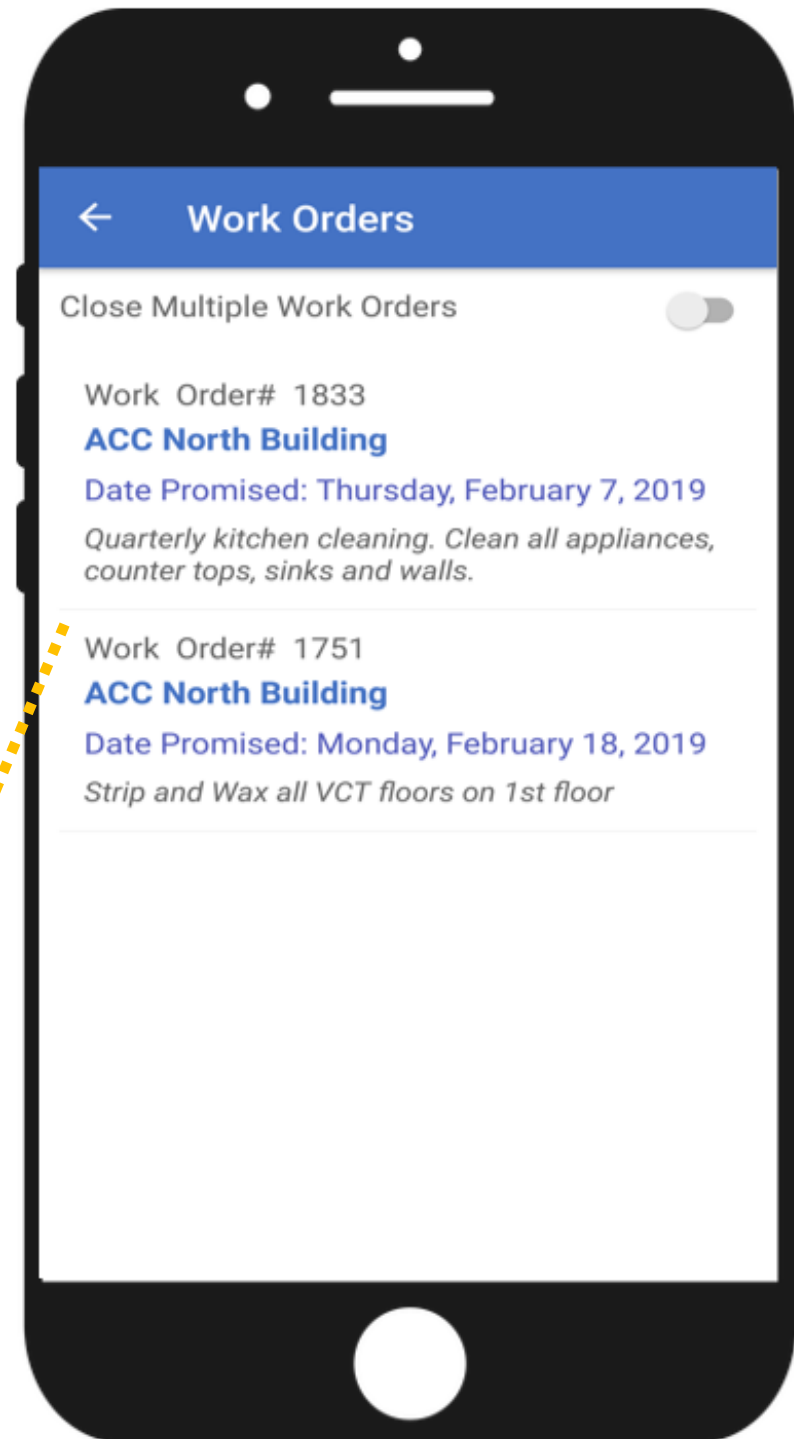


# 4

## WORK ORDER REVIEW

After tapping into Work Orders, the manager sees a summary of the two Open Work Orders for this building. For details, the manager can tap into each work order for a description and to review any comments. When the work is completed, the manager simply toggles the Close Multiple Work Orders slider and taps each work order to close it.

Open Work Orders lets managers see all outstanding work orders for each location so they can make sure the work gets done.



# 5

## NEW INSPECTION

Now that all the work has been completed, it's time for the manager to do an inspection. After tapping into New Inspection from the home screen, the manager chooses an inspection type, a floor and any space details. Then, they select which areas to inspect. Each inspection is customizable and you only see the areas that apply. There's no wasted time scrolling through a list of areas and spots that are un-applicable.

Inspection Areas lets managers toggle which areas need to be inspected. They save time by only selecting the areas that apply.

ACC North Building

301 Broadway

Bethlehem PA

February 04, 2019

Quarterly

Floor

Space

**Inspection Areas:**

Conference Rooms

Customer Satisfaction

Entrance and Exit Areas

Hallways

START NEW INSPECTION

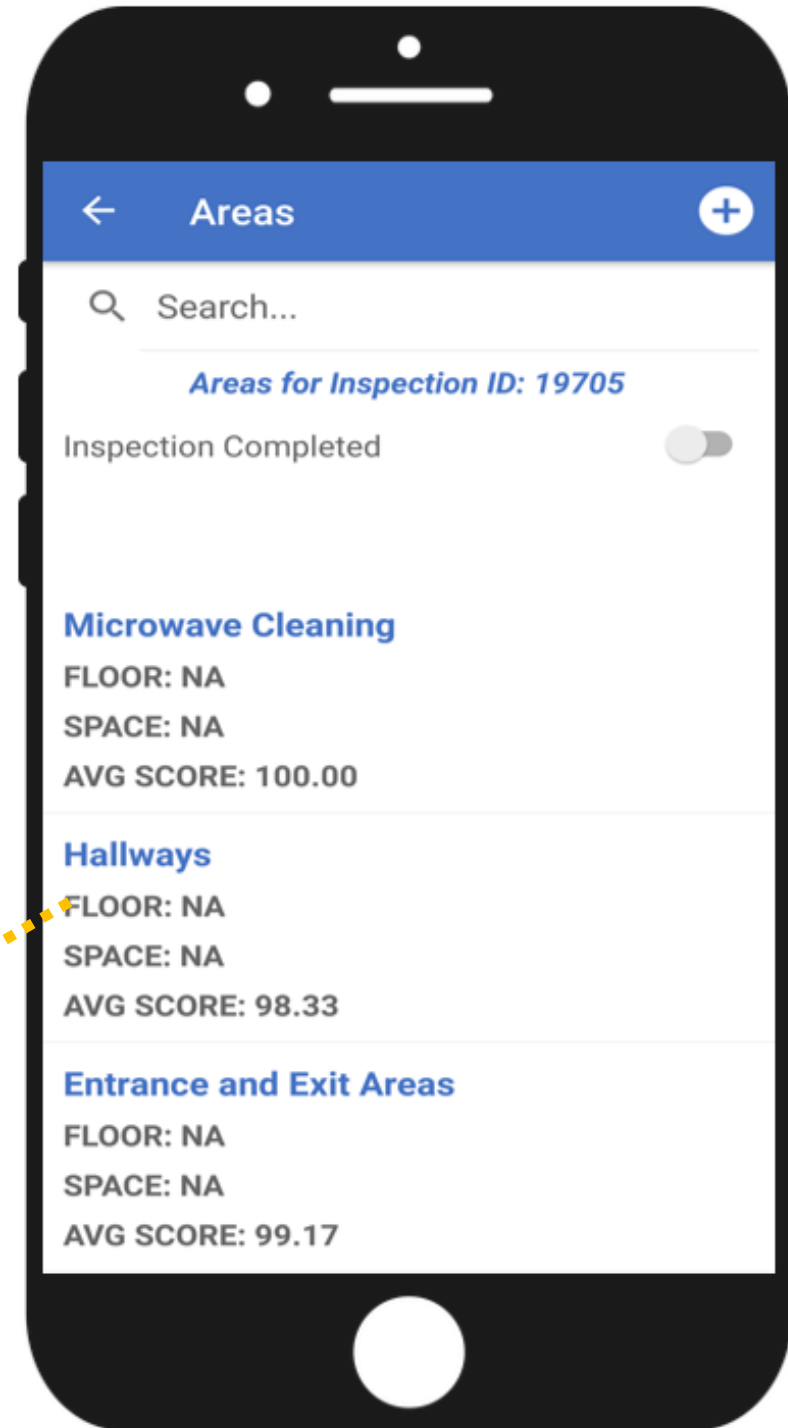
CANCEL



# 6 INSPECTION AREAS

Inspection Areas are the general sections or items of the building that need to be cleaned. Each Area has multiple Spots which are the specific parts that are cleaned. Custom scores are given to each spot and aggregate scores are applied to each area. Custom reports are auto-created and routed to managers and as many contacts as you'd like.

Each Area summary provides more details about which floors or spaces need to be inspected. Managers can also see the average score for each area so they know how they're performing.





# 7

## INSPECTION VERIFICATION

After all the Areas and Spots have been inspected it's easy for the manager to complete the inspection. They simply toggle the Inspection Completed slider and two signature lines appear. Although not required, you are able to capture up to two signatures for your records. Often, these signatures are the employee who completed the inspection and the customer who verified its completion. When the manager taps Save, the inspection status changes to Completed and the inspection is auto-synced to the cloud.

When the manager completes an inspection they are able to capture an employee signature and customer signature for verification.

The screenshot shows a mobile application interface for inspection verification. At the top, there is a blue header with a back arrow and the text "Areas". Below the header is a search bar with a magnifying glass icon and the text "Search...". The main content area is titled "Areas for Inspection ID: 19705". Below this title, there is a toggle switch for "Inspection Completed" which is currently turned on. Underneath the toggle, there is a text input field containing the email address "michael@acceleratorcc.com". Below the input field, there are two signature lines. The first line is labeled "Employee Sign Here" and "Clear Signature" in green text. It contains a handwritten signature in black ink over a blue horizontal line, with the email address "michael@acceleratorcc.com" printed below the signature. The second line is labeled "Customer Sign Here" and "Clear Signature" in green text. It contains a handwritten signature in black ink over a blue horizontal line, with the name "Bob Brown" printed below the signature. At the bottom of the form, there is a large blue button with the text "SAVE". Below the button, there is a section titled "Microwave Cleaning" with the following details: "FLOOR: NA", "SPACE: NA", and "AVG SCORE: 100.00".

# 8

## REPORTING

All the data collected from the inspection is sent to the cloud. Quality Control reports are auto-sent to any manager, supervisor, client or whomever you'd like. The report shows a summary of the Areas inspected, the Quality Score, # of Spots inspected, who performed the inspection and a list of all deficiencies logged during the inspection. Any pictures, signatures, comments, etc., are available in the cloud and full reports can easily be run.

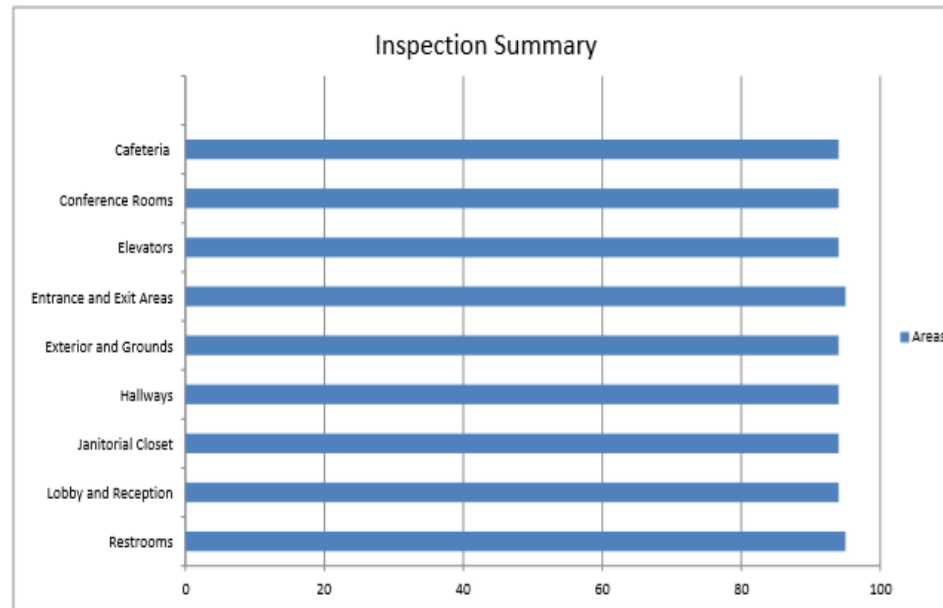
Accelerator  
116 Research Dr  
Bethlehem PA 18015  
610.849.5039



### Facility Quality Control

Ben Franklin Building  
Service Location: Tech Ventures  
Quality Period: 1/27/2019  
Inspection #: 19694  
Facility Quality Score: 94.13 %

Unique Areas Inspected: 9  
Spots Inspected: 200  
Inspector: bob@acceleratorcc.com

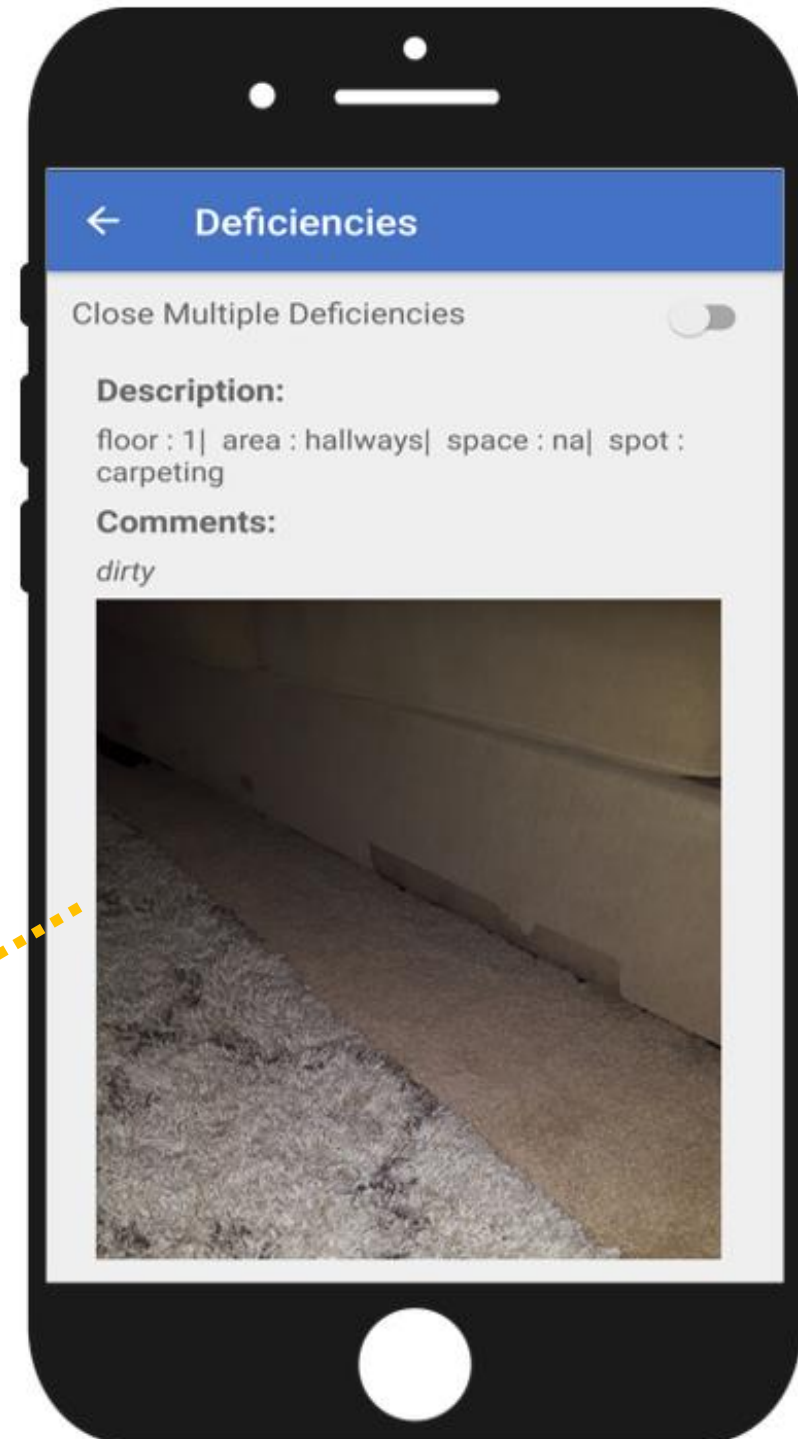


# 9

## INSPECTION DEFICIENCIES

Once a completed inspection is synced, Inspection Deficiencies are created based on your custom scoring. When a score falls below your minimum deficiency rating, a deficiency work ticket is auto-created and sent to the manager. The manager can see a description, comments and a picture of the deficient work. When all deficiencies are corrected, the manager simply slides the Close Multiple Deficiencies slider to complete them.

Inspection Deficiencies let managers see a description and image of what needs to be corrected. Multiple deficiencies can be closed by toggling and tapping each deficiency.





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