



Eaco Tracking Map Styles

USER GUIDE

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INTRODUCTION

"All you need is the plan, the roadmap, and the courage to press on to your destination" - Earl Nightingale

Brand is no longer just a fancy logo. Today, brand is a complete experience.

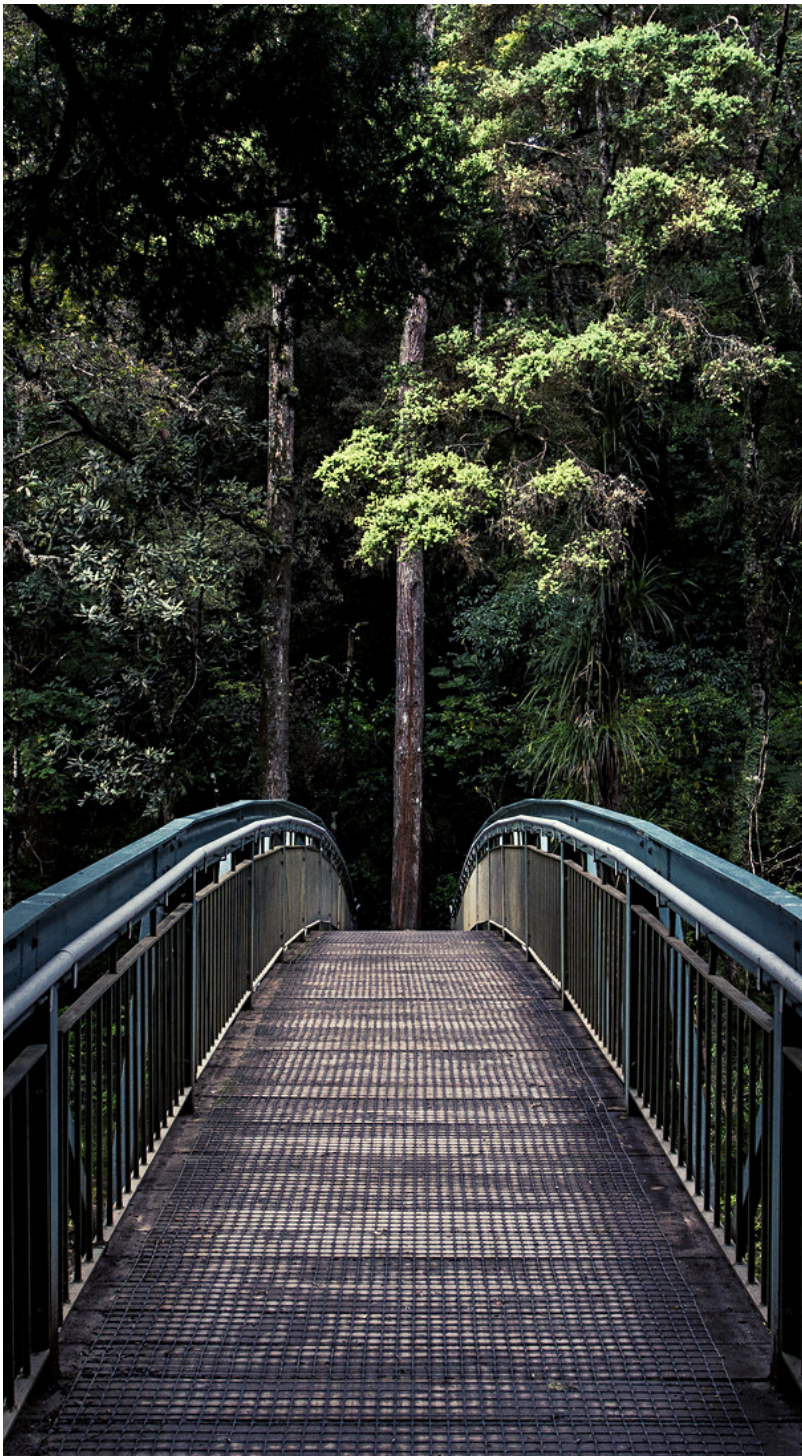
Every single time your organisation reaches a customer, your brand is being judged and rated. Given this, it is integral that every one of your touch points impresses your customers.

One of those invaluable touch points is the Uber-style Tracking Map that you send to your customers to enable them to track - in real time - the location of the fieldworker heading out to fix their problem.

Serving as a bridge between a customer's initial call and the arrival of help, these live location maps are significant when it comes to nailing the customer satisfaction piece of your business. Taking this into account and to support your business in being recognised for the service you provide, the Eaco Tracking Map Styles feature includes provision for you to customise the look and feel so that your Tracking Maps can best reflect the brand and image you wish to project.

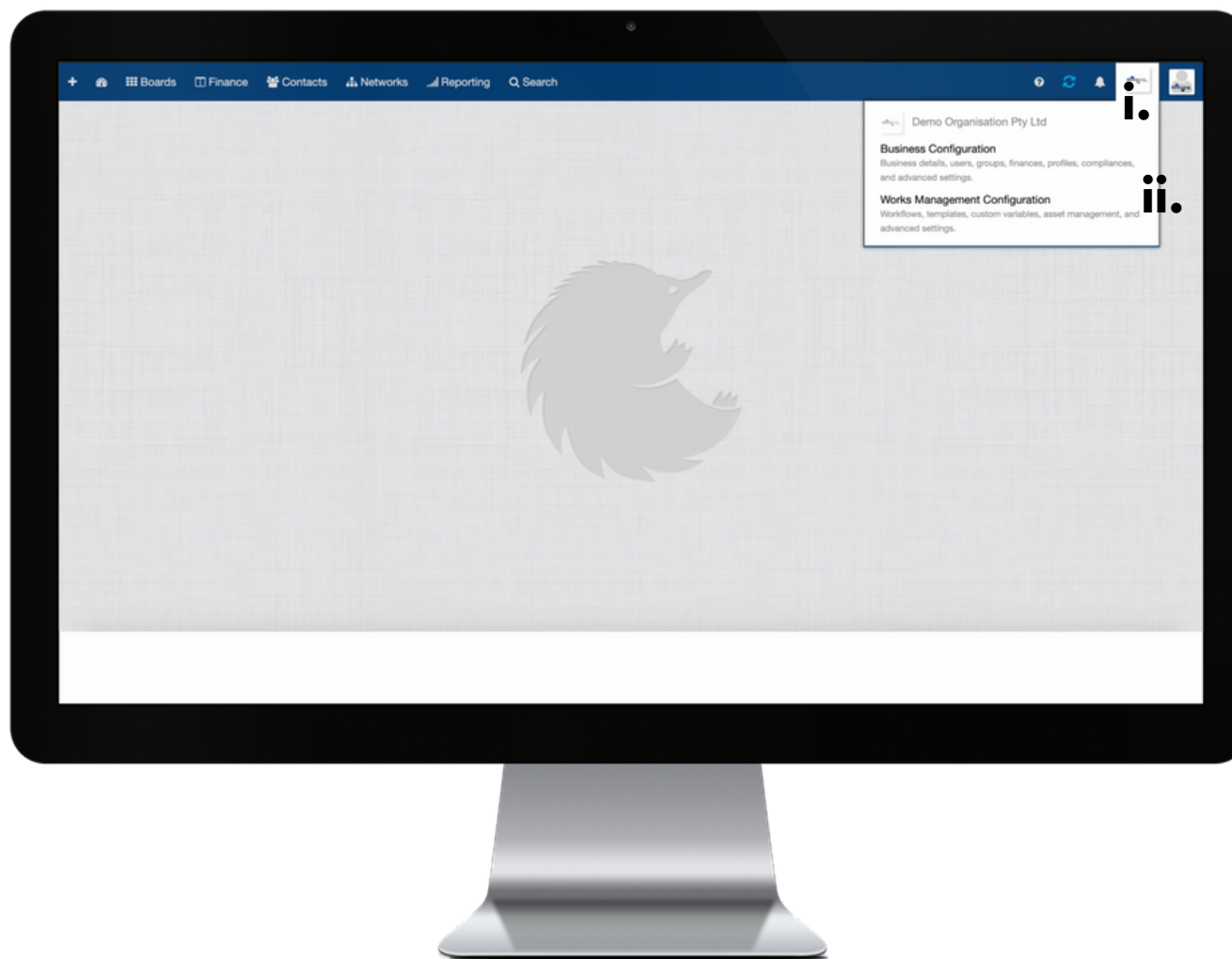
Not least of all, you can be confident that customer's will know that it is your organisation who is looking after them.

#winwin



ESTABLISH, ACT,
COMMUNICATE AND
OPTIMISE

1. GET STARTED

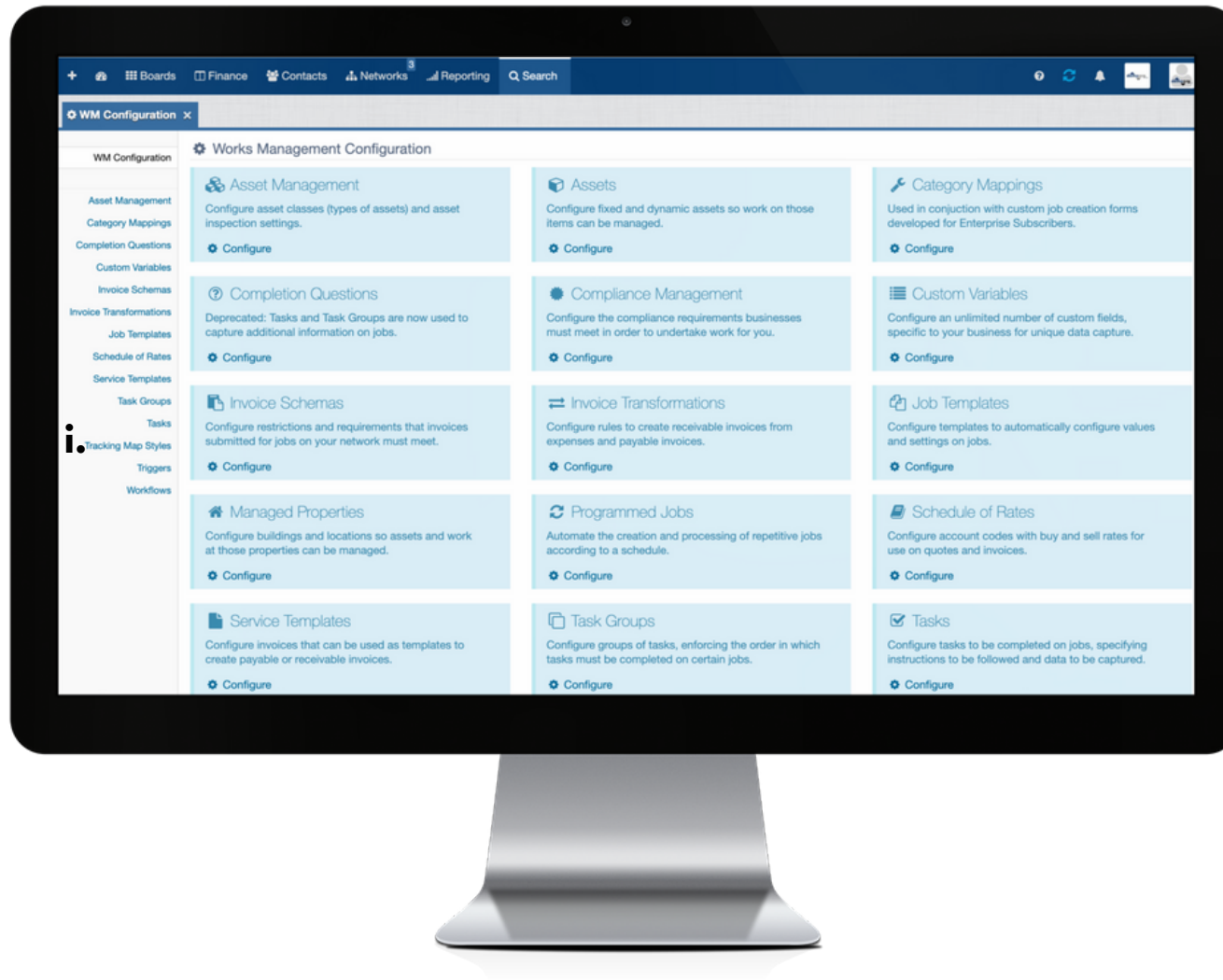


Establish the settings for your Tracking Map Styles feature via your organisation's Works Management Configuration (WM Configuration) section.

Your WM Configuration section can be found by clicking on the icon (i) for your Organisation's Profile and then selecting the Works Management Configuration from within the drop down menu (ii).

ESTABLISH, ACT,
COMMUNICATE AND
OPTIMISE

2. WM CONFIGURATION



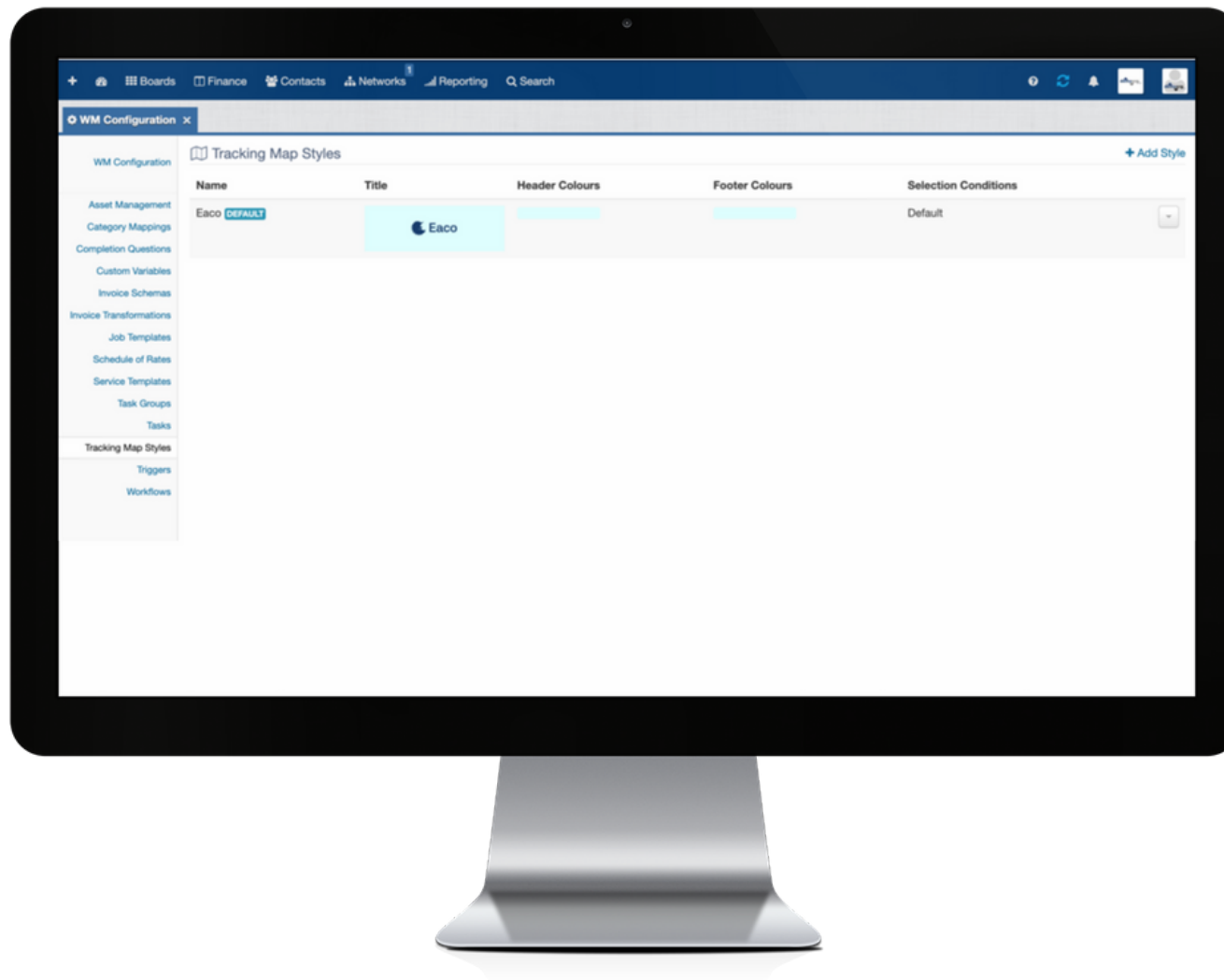
i: To commence establishing the settings for your Tracking Map Styles feature, click on Tracking Map Styles in the left hand menu.

ESTABLISH, ACT,
COMMUNICATE AND
OPTIMISE



3. SETTINGS: MAIN VIEW

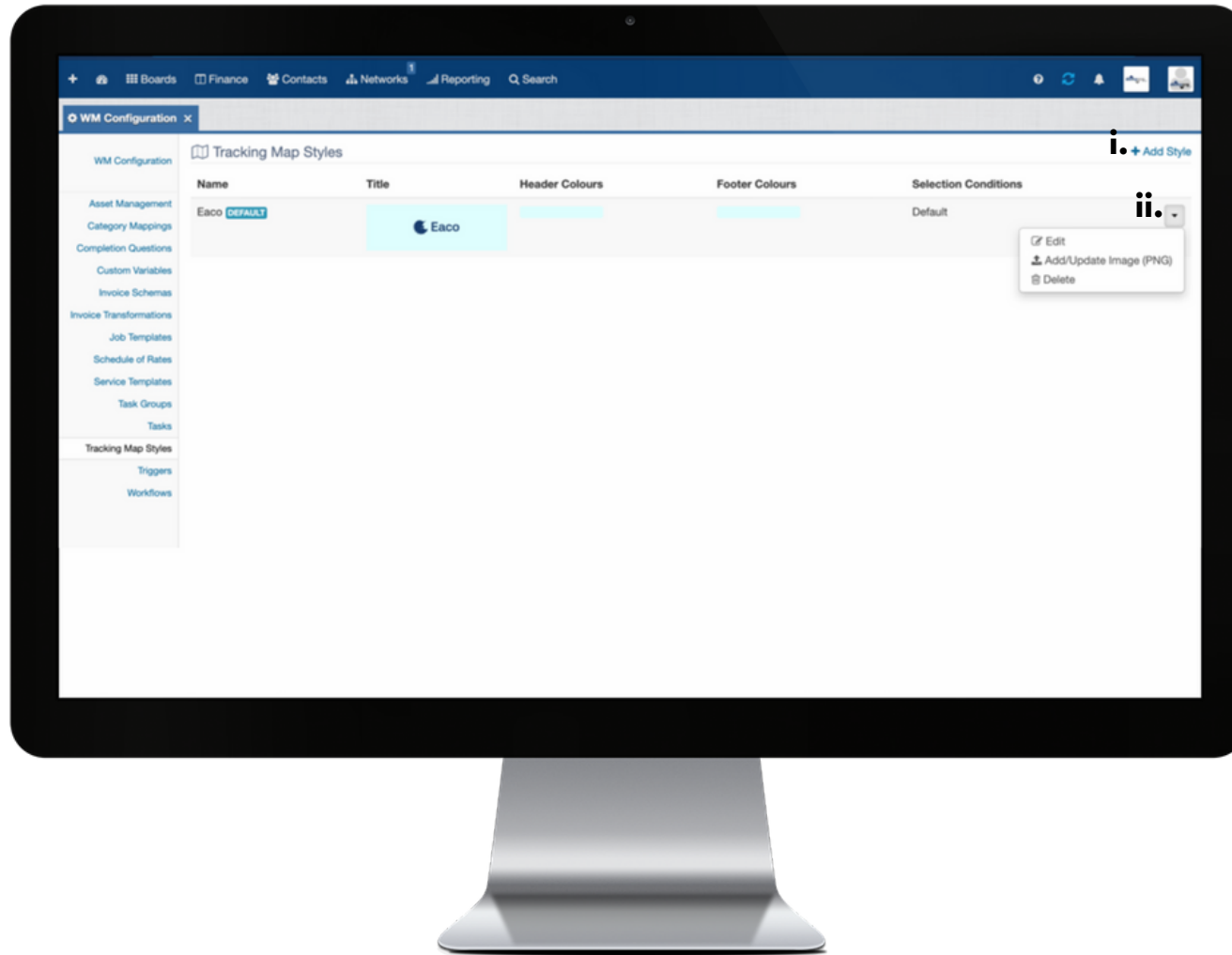




Configure settings for Tracking Map Styles to customise the branding you would like displayed on the service provider's tracking map. A link to a maps is supplied to a customer to enable them to track their approaching service provider.

ESTABLISH, ACT,
COMMUNICATE AND
OPTIMISE

4. ADD/EDIT A NEW TRACKING MAP STYLE



i: click +Add Style to open the create Tracking Map Style dialog box; or

ii: to edit the details of an existing Tracking Map Style, click the drop down menu to the right where you can select to Edit, Add/Update Image and/or Delete.

ESTABLISH, ACT,
COMMUNICATE AND
OPTIMISE



5. ESTABLISHING TRACKING MAP STYLE SETTINGS



Edit Tracking Map Style [X]

i. Name:

ii. Title:

iii. Set as Default? ☒


iv. Header Background Hex Code: ☐

v. Header Text Hex Code: ☐

vi. Footer Background Hex Code: ☐

vii. Footer Text Hex Code: ☐

viii. Use Image instead of Title? ☒



ix. SMS Message (maximum 110 characters):

Preview:
Track your approaching service provider at
<https://x.eaco.me/tracking/abcdef/> (Do not reply)

SELECTION CONDITIONS
Style will be used by default.

Cancel Save **x.**

- i:** complete this field to apply a Name for the Tracking Map Style.
- ii:** complete this field to apply a Title to the Tracking Map Style.
- iii:** check or uncheck this box to make/remove this as the Default Tracking Map Style.
- iv:** complete this field to establish the background colour you would like to apply to the Header on the Tracking Map screen.
- v:** complete this field to establish the background colour you would like to apply to the Text contained in the Header on the Tracking Map screen.
- vi:** complete this field to establish the background colour you would like to apply to the Footer on the Tracking Map screen.
- vii:** complete this field to establish the colour you would like to apply to the Text contained in the Footer on the Tracking Map screen.

Note: In HTML, colours are specified by 6-character Hex Codes:
<https://htmlcolorcodes.com>
- viii:** check this box to use an uploaded image (e.g. Logo) instead of a Title for display on the Tracking Map or uncheck this box if the Title is to be displayed on the Tracking Map.
- ix:** here, you can customise the message to be sent with the tracking link to the Customer.
- x:** click Save to apply settings.