



Support

Enhancing the client experience

On Course



- Availability of support agents
- Updates on ticket progress
- Ticket carbon copy notifications
- Ticket feedback
- Help center engagement



Help Center Engagement



control

[Mission Control Overview and Applying Filters](#)

[Mission Control Saved Filters for Month End](#)

[JobRunner Project Controls](#)

[Closing Jobs - One by One or En Masse](#)

[Overview of Sales Orders 1 - Management Focus](#)

[Setting Zoom Levels](#)

[Aug 2023 v23b8 Release Notes](#)

Help Center Search

Help Center Engagement



Helpful?  2  1



Submit a Ticket

- Submit constructive feedback on articles

- Submit a ticket directly from the help center



Knowledge Base / Management / Installer Work Orders



PSMobile Installer Mobile



Overview

Discover how installers in the field can view, edit and submit their workorders to you through FloorManager and JobRunner's PS Mobile web application.

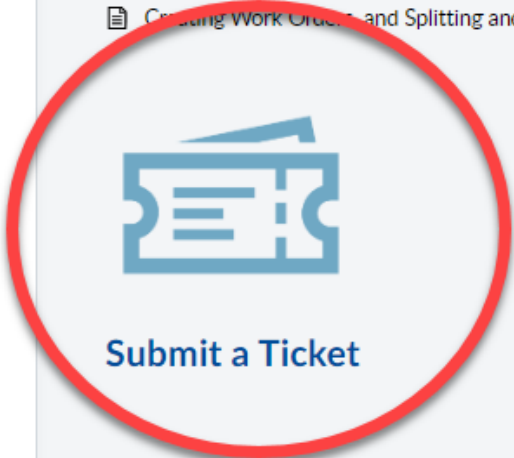
Watch this discovery video to see key features and functionality in action:



If you're having difficulties with watching the video, click [HERE](#).

Installer Work Orders

- PS Mobile Training Video Library
- Costing Labor to the Project Job
- [PSMobile Installer Mobile](#)
- Creating Work Orders and Splitting and Add...



Submit a Ticket

Popular Articles

- Costing Labor to the Project Job
- Creating Work Orders, and Splitting and Add...
- PSMobile Installer Mobile
- PS Mobile Training Video Library



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We would like to assist you.

Please use this form to submit a support ticket to our support team. The question marks offer tips about how to fill out portions of this form
Fields marked with red are required. You may leave the Module Category and Theme blank if you cannot find an appropriate match.

Support Request

First Name

Last Name

Email

Module / Feature / Category

Theme

Subject

Description

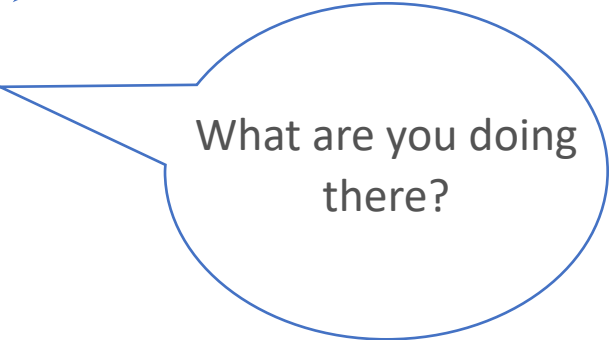
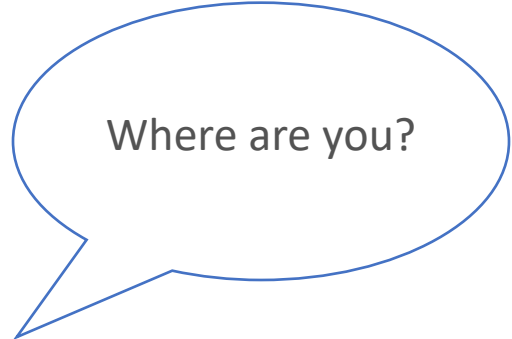
Attachment

[Attach files](#) ?

Each of your file(s) can be up to 20MB in size.

Submit

Reset







Ticket Engagement



We have resolved Case: [##115159##] Your ticket has been Closed



Support

To  Bonni Georgi

 If there are problems with how this message is displayed, click here to view it in a web browser.

  Reply  Reply All





Dear Bonni,


Thank you for your ongoing partnership!

Your ticket "115159 test for ticket closure" has been **Closed**.

Did this experience meet or exceed your expectations?

 Yes! You exceeded m ...

 Yes. It was ok.

 My expectations wer ...

test for ticket closure

test for ticket closure

If our resolution has not resolved this ticket's issue, please re-open this ticket by replying to this email. Please do not reply to this email if you are wanting to create a new support request unrelated to the now **Closed** Case 115159.

Regards,
Pacific Solutions Support Team.



Yes! Exceeded expectations.

In what way were we able to exceed your expectations? We want to repeat this in the future.

Thank you! We are Celebrating!



Yes. It was ok.

Sounds like we have room to improve. What could we have done to make your experience better?

Thank you for helping us create better customer experiences for you.



No. Expectations not met.

Your experience is important. Please share your expectations with us so that we can work to improve your experience in the future.

Thank you for helping us create better customer experiences for you.

Summary



- Your experience and our service is valued
- Align our service practices with positive experiences
- Regular availability of agents
- Open communication
- Convenient resources at the ready





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Enhancing the client experience