


Version 8 Delivers Miracle Service – Your Way

Miracle Service has a brand new look! Plus, design your own personalized views so you see what you want – the way you want it. Using the  **My Preferences** feature, **you choose**: ✓ Which fields appear & in what order ✓ Filter and sort options ✓ Your start screen.

New Menu Bar

Quick Search of all visible fields

Easy Access to Quick Call & Open Tasks (Outstanding Tasks)

Set-up Your Views! See page 2 for details

Customizable View: Select which fields to show, and in what order. Make your screen your own.

Double-click to view record

Advanced Filtering and Sorting: Available on each column.

Task ID	Company Name	Requester	Requester Phone	Task Type	Task Description	Formed	Task Status	Tech Stat
0000042-1	Airforce Base	Billy Watson	393-382-2092	SOFT	Equipment not working.		Open	Unassigne
0000041-1	BK's Law Office	May Smith	555-248-7632	ERROR	Copies are blank		Open	
0000040-1	Kingsway Trucking	Tom Larson	(555) 652-4165	QACH	Copies are faint		Completed	
0000039-1	Airforce Base	Joe Malone	(555) 279-0788	SOFT	What is the Equipment ID: 388292			
0000038-1	Airforce Base	Allan Rock	393-121-9229	SOFT	Test			
0000037-1	Bank of Marion	Sam Walters	(555) 783-3116	QACH	Generator Inspection		Open	Assigned
0000036-1	Airforce Base	Joe Malone	(555) 279-0788	FAULT	Fire Panel fault.		Open	Assigned
0000035-1	Airforce Base	Joe Malone	(555) 279-0788	ERROR	No transmit.		Completed	
0000034-1	Airforce Base	Joe Malone	(555) 279-0788	FAULT	Update Calibration		Completed	
0000033-1	Bail & Well Business Solutions	Mike Abel	555-936-7336	PMC	Calibration Report Needed		Open	Unassigne
0000032-1	Cave Office Product	Mary Jones	555-393-2967	JAM	Jamming in the feeder.		Completed	
0000031-2	Airforce Base	Joe Malone	(555) 279-0788	SOFT	Install new sensor.		Completed	

My Preferences Set-Up

My Preferences

Set-up preferences for each area

Select which menu area opens on start-up

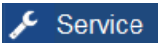
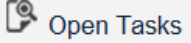
View sorts on the first field. However, you can always sort the columns on the fly by clicking on the column headers.

The screenshot shows the 'My Preferences' dialog box with the following elements and callouts:

- Area:** A dropdown menu set to 'Equipment'. Callout: 'Set-up preferences for each area'.
- Make this my start screen:** A checkbox that is currently unchecked. Callout: 'Select which menu area opens on start-up'.
- My Email:** A text input field.
- Region Group:** A dropdown menu.
- Select fields to display for this area:**
 - Available Fields:** A list of fields including Capacity, Category, Class, Configuration Status, Cost, Equip Email, Increment, Install Date, IP Address, Local Phone, Location, Metered, Next Call Comments, PM Last Date, PM Last Meter, PM Type, PO Number, Purchase Date, Supplier ID, Unit of Measure, Warranty End Date, and Company.
 - Your Displayed Fields:** A list of fields currently displayed: Equip ID, Customer ID, Company Name, Serial Number, Unit ID, Model Class, Model Number, Requester, Description, Active, and Last Service Date.
 - Buttons:** Right and left arrows between the lists, and 'Move Up' and 'Move Down' buttons at the bottom.
 - Callout: 'Select Fields to Display' points to the arrow buttons.
 - Callout: 'Select Field Order' points to the 'Move Up' and 'Move Down' buttons.
- Set your loading options:**
 - Display Sort Order:** A dropdown menu set to 'Descending'. Callout: '*on first field'.
 - Date Range:** A dropdown menu set to 'All'.
 - Date Range Field:** A dropdown menu.
 - List Search:** A radio button that is selected, with a sub-section for 'Default search method.' containing a 'Refresh Interval' (0 milliseconds) and an 'Active' dropdown set to 'All'.
 - Field Search:** A radio button that is not selected, with a sub-section for 'Faster search for lists with large number of records.' containing five search fields: Search Field 1 (Company Name), Search Field 2 (Equip ID), Search Field 3 (Description), Search Field 4 (Model Number), and Search Field 5 (Description).
 - Callout: 'See Page 3 for details' points to the 'Field Search' section.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Other Enhancements

Open Task Screen - Previously called “**Outstanding Tasks**”, this screen is now more configurable. Easily accessed from the  **Service** area, or by clicking the  **Open Tasks** button found in the top quick-access area.

Work Orders - Previously called “**Requests**”, Work Orders can now be viewed in list format.

From the  **Service** area, select the  **Work Orders** button to see a list of Open/Closed Work Orders.

As well, if you have selected ‘Work Order’ as one of your displayed fields (in My Preferences) it will appear as a hyper-linked field in your list view. Click on the hyper-link to go to that Work Order.

Task ID	Work Order	Company Name
0014137-1	0014137	Kingsway Trucking
0014136-1	0014136	Airforce Base

List Search vs. Field Search (Set-up in ‘My Preferences’). Choose the way you want your screen to appear. The List Search will give you greater visibility of your data. However, for lists with a very large number of records this method could take longer and using the ‘Field Search’ method instead will take you to the specific data you are looking for faster. Try both to see which you prefer!

