gocanvas
A NEMETSCHEK COMPANY

Follow-Ups

Streamlining Issue Resolution in Field Operations

What Are Follow-Ups?

Follow-Ups let you report, assign, track, and close out issues on a job. With Follow-Ups, you get real-time field updates so issues can be addressed quickly with full office visibility.

Who Should Use Follow-Ups?

Follow-Ups are ideal for businesses looking to optimize their operations by equipping their teams with a reliable, automated process for correcting issues in the field.

Why Use Follow-Ups?

Quick Resolution
Digitally manage field issues in real time.

Operational Efficiency
Eliminate manual paper processes.

Office Visibility
A trackable task is created for every follow-up.

Complete Reporting
Download submissions with follow-up documentation.

How Do Follow-Ups Work?

1. **Office adds Pass/Fail field:** Choose the Pass/Fail field option when creating your form.
2. **Inspector marks an item as failed:** When an inspector marks "fail" for an on-site issue, this will automatically trigger a follow-up prompt requiring additional information about the issue.
3. **Inspector fills out follow-up and assigns user:** The inspector fills out the follow-up form with comments and photos, then assigns a technician and due date.
4. **Technician addresses the issue:** The new user is notified of the follow-up assignment and can resolve the issue by adding comments, photos, and a signature.
5. **Office downloads form submission:** The office can download the form submission with follow-up information and easily share it with customers or other systems.

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