



# CONTROL CENTER

AlarmBase Professional for Traverse

*Providing great customer service has never been so easy*

Control Center is the starting place in AlarmBase Professional for providing excellent customer service. A wealth of information from all areas of your business is presented at one screen.

The screenshot shows the 'Control Center' software interface. At the top, there are search fields for 'Cust: ID Na', 'Site: ID Ad Na Su', and 'System:'. Below these are fields for 'Cust: CHA001', 'Site: 5', and 'Alarm System' details including 'C.S. ID: WSC', 'AlarmID: 12984', 'Installed: 1/14/2003', and 'W.Exp: 1/14/2004'. A navigation bar includes tabs for 'Invoices', 'Comments', 'Equipment', 'Recur Bills', 'Recur Jobs', 'Job Hist', 'Signal Hist', 'Call List', 'Zones', and 'CS/Billing'. A table displays job history with columns for 'Proj ID', 'Mkt Code', 'Job No.', 'Status', 'Ordered', 'Tech', 'Work Code', and 'Work Problem'. The table contains five rows of data. Below the table is a 'Record:' navigation bar and a 'Credit Status: ON HOLD' indicator. At the bottom, there are buttons for 'Cust Maint', 'Site Maint', 'Add a Job', and 'Print List', along with an 'F2 Lookup' button.

Proj ID	Mkt Code	Job No.	Status	Ordered	Tech	Work Code	Work Problem
		26	New	1/16/2003		SERVICE	Customer would like to move keypad near front door.
SA	NEWCON	11	Completed	1/17/2003	MJL	CHANGE-PRJ	Change Order-Project
SA	NEWCON	6	Closed	1/1/2003	MJL	CONNECT	Connect System
SA	NEWCON	5	Closed	1/1/2003	MJL	TRIM	Trim System
SA	NEWCON	4	Closed	1/1/2003	JAL	ROUGH	Rough-In System

From Control Center, users can:

- ◆ Quickly access an account by customer, site or alarm transmitter
- ◆ Use F2 Lookup to do more sophisticated searches of accounts
- ◆ View customer aging and credit status
- ◆ View open customer invoices and account history
- ◆ Drill-down to view actual invoices
- ◆ Drill-down to view customer payment detail
- ◆ View and create customer and site comments
- ◆ View site details, including equipment, recurring bill entries and recurring jobs
- ◆ View a site's installation and service job history
- ◆ Drill-down to a specific job or project
- ◆ Drill-down to maintain customer or site information
- ◆ Start a job
- ◆ Print any of the lists of information

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