

Using the Telephone (IVR System) to Check In and Out of Work Orders

You can use the telephone (or IVR System) to update the status of a work order via a check in and check out process while at your job site.

✔ You can also use [ServiceChannel Provider Mobile](#) to check in and out of work orders.

Before calling into the IVR System, be sure to have the following information (found in the service request email):

1. IVR phone number
2. IVR pin number
3. Tracking number, Work Order number or Service ID

Checking In and Out of Work Orders

🕒 How to Check In to a Work Order

1. Dial 1-516-500-7776
2. Enter IVR/ PIN #
3. Enter the Work Order #
4. Press the pound sign (#) to confirm number or zero (0) to re-enter
5. The IVR system will indicate your successful check-in and provide the date & time. Check-in will change the status to "In Progress/On Site". This will be the status until you check-out.

🕒 How to Check Out of a Work Order

1. Dial 1-516-500-7776
2. Enter IVR/PIN #
3. Enter Work Order #
4. Press pound sign (#) to confirm number or zero (0) to re-enter
5. You will be asked to select job status:
 - Press one (1) if job is complete
 - Press two (2) if job is not complete and requires authorization, for demand tickets
 - Press two (2) if job is completed but additional work found, for PM tickets
 - Press three (3) if job is not complete and requires parts
 - Press four (4) if job is not complete and requires a follow-up visit
6. Press pound (#) to confirm the job or zero (0) to re-enter the job
7. The IVR system will provide you with a check-out date, time and authorization number
8. The IVR system will ask you for the number of techs on site

Checking out of Work Orders for Refrigerant Tracking

Service Providers who are required to track refrigerant use may do so using the IVR system. Tracking refrigerant use occurs when you check out of a work order.

⚠ To use this feature, contact ServiceChannel to have it turned on for your company.

🕒 How to Check Out of a Refrigerant Work Order

1. Dial 1-516-500-7776
2. Enter IVR/PIN #
3. Enter Work Order #
4. Press pound sign (#) to confirm number or zero (0) to re-enter
5. You will be asked to select job status:
 - Press one (1) if job is complete
 - You will be asked if the job required Refrigerants
 - If Yes, then you will be asked to enter the number of pounds used, then
 - you will be asked if the refrigerants used came from the client or vendor
 - If No, you will jump to step # 6, below
 - Press two (2) if job is not complete and requires authorization, for demand tickets
 - Press three (3) if job is not complete and requires parts
 - Press four (4) if job is not complete and requires a follow-up visit
6. Press pound (#) to confirm the job or zero (0) to re-enter the job
7. The IVR system will provide you with a check-out date, time and authorization number

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8. The IVR system will ask you for the number of techs on site

Dialing Into the IVR System

1. You will hear the greeting.
2. You will be prompted to choose your [language preference](#).

 English is the default language. See [IVR Language Support](#), below, to find the options for other languages.


3. The system will remind you to follow every entry / answer by pressing #.
4. You can speak to an Operator at anytime by pressing *.
5. You will be prompted to enter your Unique Pin Number.
6. You will be prompted to enter your Work Order Number. (Tracking Number, Work Order Number or Service ID Number can be used.)
7. Depending on the status and type of Work Order, you may be prompted to perform one or more of the following functions: Check-In or Check-Out.
 - a. Check-In will be available if the Work Order is not in the Status "In Progress" / "On Site", then IVR will Check-In the Work Order.
 - b. Check-Out will be available if the Work Order is in the Status "In Progress" / "On Site", then the IVR will Check-Out this Work Order. (The exception is when the last Check-In date and time is more than 24 hours ago. This indicates that the technician forgot to Check-Out, and the current call should allow the technician to Check-In again.)
 - i. 4 standard options are available on the Check-Out:
 1. If the Job is complete - Press "1".
 2. If the Job is not complete and requires authorization - Press "2".
 3. If the Job is not complete and requires parts - Press "3".
 4. If the Job is not complete and requires follow-up visit - Press "4".


IVR Language Support

ServiceChannel's IVR system supports the following languages:

English (Select Option 1) [default]	Turkish (Select Option 10)	Polish (Select Option 18)
Spanish (Select Option 2 or 9)	Portuguese (Select Option 11)	Hungarian (Select Option 19)
French (Select Option 3)	Korean (Select Option 12)	Romanian (Select Option 20)
German (Select Option 4)	Thai (Select Option 13)	Dutch (Select Option 21)
Italian (Select Option 5)	Tamil (Select Option 14)	Greek (Select Option 22)
Japanese (Select Option 6)	Russian (Select Option 15)	Arabic (Select Option 23)
Mandarin (Select Option 7)	Czech (Select Option 16)	
Cantonese (Select Option 8)	Hebrew (Select Option 17)	

IVR Toll-Free Numbers

 (United States only) A unique, toll-free, number can be created upon request.

Country	IVR Number		Country	IVR Number
 Phone numbers marked with a † are NOT Toll Free numbers (additional charges may apply). You may incur charges by your local carrier.				
United States † (continental)	1-516-500-7776 1-516-200-3363		Ireland	1800817245
United States (Puerto Rico)	1-877-322-4680		Israel	01801227258
Canada (continental)	(+1) 833-511-0025		Italy	800177856
Canada (NB, local) †	1-506-300-3307		Japan	0120190431
Canada (ON, local) †	1-647-496-1288		Korea (South)	03084910136
			Luxembourg	80027912

Argentina	08006663009		Macau †	062611155 (mobile)
Australia	1800316773		Malaysia	1800815571
Austria	0800291875		Mexico	018002694559
Belgium	080026062		Netherlands	08000221774
Belgium (national local) †	78483801		New Zealand	0800002396
Brazil	08008782424		Norway †	(+46) 020889819 (SE) (+44) 8081648944 (UK) (+48) 732070277 (PL)
Chile	0800914359		Poland †	(+48) 732070277 (mobile)
China (National) †	(+86) 04001203493 (+86) 04001203494		Portugal	800180144
Colombia	018005190644		Romania	0800476044
Croatia	0800200353		Russian Federation	88001009284
Czech Republic	800500371		Singapore	8003211236
Denmark	80826061		Spain	(+34) 900983426
El Salvador (local) †	(+503) 21139437		Sweden	020889819
France	(+33) 0805084237		Switzerland (Zurich, local) †	0435080164
Germany	08007241074		Switzerland	0800848810
Greece	8008481178		Taiwan	00801148947
Guatemala	(+502) 18008350525		Thailand	001800132013893
Honduras (local) †	(+504) 22170500		Turkey	00800142032228
Hong Kong	800963942		UAE	8000320116
Hungary	0680088171		United Kingdom (London, local) †	02038563939
India	0008001003497		United Kingdom	08081648944