

About the ServiceChannel Provider App

Daktronics requires technicians to check in/out and log notes in **SC Provider** for Walmart and CVS. The SC Provider app must be used on all visits to Walmart or CVS sites unless otherwise indicated in the Daktronics Work Order. SC Provider app must be used in addition to other standard work, including Work Order management in Salesforce, for Daktronics service calls. Daktronics reserves the right to withhold payment to Service Partners if required procedures (including use of SC Provider) are not followed.

Download the App

Download the **SC Provider App** before arriving on-site.

Apple: In the iTunes App Store, search for **SC Provider**. Locate the app and tap the cloud icon to start the installation.

Android: In the Play Store, search **SC Provider**. Locate the app and tap **Install** to start the installation.

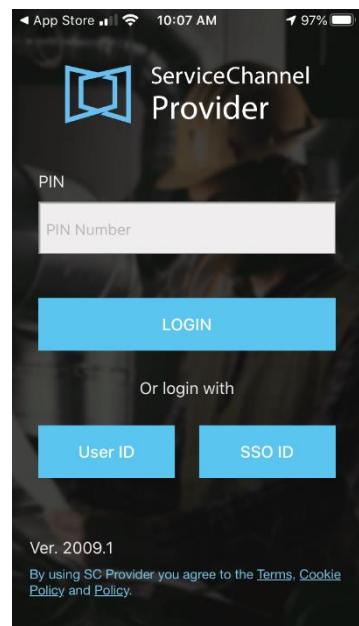
Note: The ServiceChannel app will be indicated by this icon



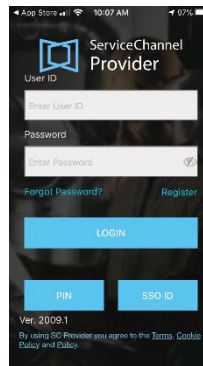
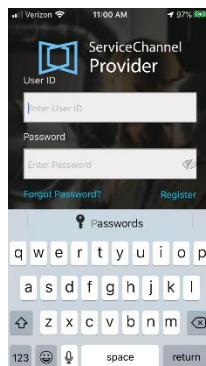
How Does It Work?

Logging In

Open the application on your mobile device, then modify the view so you are being prompted for the PIN instead of a User ID. Enter Daktronics IVR Pin number 326853 and tap the **Login** button. (This PIN number can also be found in your Salesforce Work Order notes).

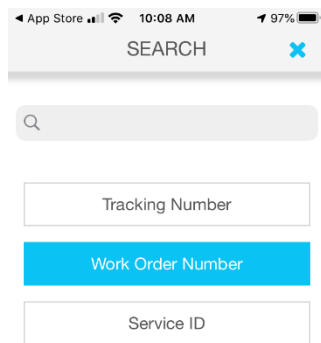


Note: If the Screen is prompting for a USER ID, change the view by selecting the blue box with the text "PIN" in the lower left corner of the screen. If the keyboard is covering up the bottom half of the screen, close it by tapping the Service Channel Provider text at the top of the screen.

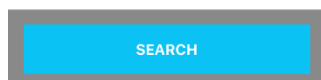


Locating the Work Order

Select the Work Order Number box and enter the Corporate Work Order number provided in your Salesforce Work Order notes. Tap **Search** and your work order will be displayed.



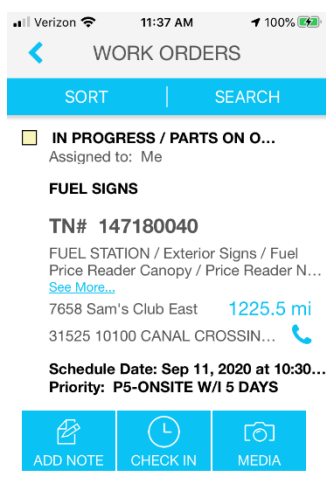
***Note:** As Salesforce and ServiceChannel are separate systems managed by separate entities, Daktronics Salesforce Work Orders and ServiceChannel Work Orders will have different Work Order numbers.*



Check In and Out using SC Provider app

The work order should now be displayed in SC Provider app. This page shows the status and other relevant information about the work order. Tap **Check In** to complete the check in process and begin your work. Check In must be completed before or at the estimated arrival time. Tap **Check Out** to complete the check out process when work is complete. Check out must be completed before the tech leaves the site. You only need to add brief notes within the SP Provider App to describe what was done and if the problem is fixed or needs return service. Additional training and support documents for SC Provider can be found on [Service Channel's support website](#).

Complete notes and pictures should be added to the work order within Salesforce.



***Note:** In addition to checking in/out with the ServiceChannel Provider app, Notify the store manager of your arrival and departure. Refer to the work order assigned to you in Salesforce for specific details about the site, arrival times, scope, lift, etc...*

Frequently Asked Questions

Q: What if I don't have a smartphone?

A: Contact your Daktronics Regional Service Manager if you do not have a smartphone available for use with the ServiceChannel Provider app.

Q: What do I do if the app is not functioning properly?

A: If the app is not functioning properly, contact the IVR Help Desk at 1-800-803-5822, press option 2 for IVR assistance. You will be asked for your Work Order (SP Provider WO, not Salesforce WO), You may also be prompted for the name of your company (Daktronics), PIN number (326853), Site address and possible job performing if there is more than one work order for that site. They will be able to manually check you in and out if needed. Preferred method is to use the app. The support team can also be reached via email at contractorsupport@servicechannel.com.

Q: Where do I find the PIN number and ServiceChannel Work Order number?

A: The PIN Number and Walmart or CVS Work Order number will be listed in the Daktronics Work Order in Salesforce.

Q: Is the Work Order number the same in both ServiceChannel and Salesforce?

A: ServiceChannel and GoServicePro are two separate applications managed by separate entities. The Work Order numbers will be different.

Q: Do I need to close my Work Order in Salesforce if I have checked in and out in ServiceChannel?

A: Yes. Use of the ServiceChannel Provider App is required by Walmart and CVS. Daktronics needs the Salesforce Work Order completed for record keeping and invoicing. The Salesforce Work Order must be closed out with detailed notes, even when ServiceChannel is used.

Q: Does ServiceChannel have online support?

A: You can find online support materials at <https://servicechannel.zendesk.com/hc/en-us>.