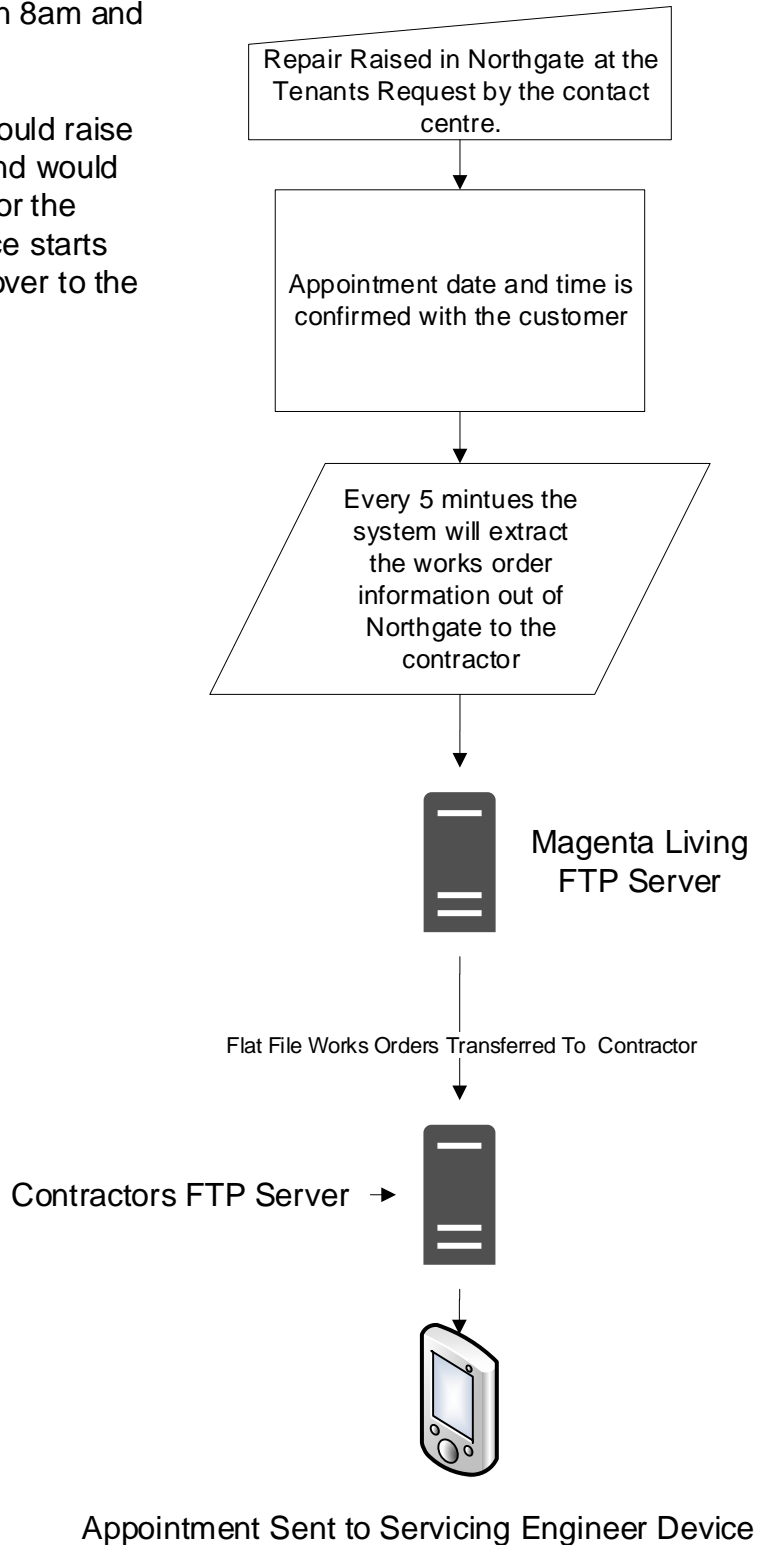


## Job Requests To Contractors Using Flat Files

This Interface runs Monday to Friday between 8am and 6pm

Outside of these hours the contact centre would raise an emergency repair for either contractor and would then make contact via telephone/Email for the appointment to be raised, once the interface starts running again these jobs will be transferred over to the contractors



# Job Updates From Contractors Using Flat Files

This Interface runs Monday to Friday between 8am and 6pm



Job Information Sent back Servicing Engineer Device



Remote Contract FTP Server

Flat File Works Orders Transferred from Contractor



Magenta Living FTP Server

Every Hour the contractor will send back job updates these cover were

- Additional parts were required.
- Access has been gained and repairs have been successfully completed.
- No access.
- Appointment has been rescheduled.
- A follow up appointment has been booked in as additional parts have been ordered.

These will in turn update Works Orders Raised In Northgate



Northgate

# Future Interface Requirements

