

# New Features — Version 2.16



Work Order &  
Maintenance  
Management

www.fmworks.com  
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## FM Works has seen vast and substantial feature growth for our v2.16 release.

There are so many updates in v2.16 that we used two pages for all the great New Features...*be sure and see page two!*

### • **Works Manager™** Expands Its Capabilities

- ◇ Within the results grid, users can now select fields from the following tables: Work Requests/Orders, Equipment, Department, Room, PM Schedule.
- ◇ The Search Criteria and Lookup screens now have “wildcard”, “equal” and “not like” options.
- ◇ WorkView Colors can now be individualized per user. Colors can be set for status codes, priority codes, and also by problem type.
- ◇ FM Works now supports password encryption. Users may now change their password from within the application.
- ◇ Works Manager users can hover over descriptions to see a popup of long descriptions.
- ◇ The System Administrator can now select which status codes are permitted for work request close-out.

### • **PM Explorer™**

- ◇ Now has a Preview button that allows the user to preview a list of new PM Schedules before they are actually created. This allows you to double-check to make sure you want to create multiple instances of the new schedule based on the current list of filtered or unfiltered assets.
- ◇ PM Generation now has an option which pulls part resource records from the Equipment Parts (EP) table. Individual parts can be disabled from populating to the work request resources.

### • **FM Works Mobile™** Our handheld solution for mobile work order access, parts and asset management continues to grow.

- ◇ Improved filtering and searching capabilities for Work Requests.
- ◇ Application will now function on QVGA and higher resolutions as well as on Windows Mobile 6.5 devices.
- ◇ The Equipment Survey Module is now called the Asset Survey Module and users can now add/edit survey equipment and rooms within the same screen by toggling a button.



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## • e-Works™ is Improved!

- ◇ Duplicate work requests can now be detected before they are submitted. A new “Similar Work Requests” screen is shown.
- ◇ New option to send a status email when new requests are submitted.

## • Email and Reporting

- ◇ Improved runtime support has been added for newer Crystal Reports™ versions. On the FM Works Support site, there is a required patch to allow FM Works to use Crystal Reports runtime up to Version 10 or XI 11 (XI).
- ◇ The ability to template and display email body information for referenced information from a table linked to the Work Request table has been added.

## • FM Works Alerts and Notification System™

- ◇ To improve the consistency and user-friendliness of the system, the Web-based Work Request reminder window has also been combined with the existing FM Works Server Down notification. This provides a single, consolidated notification and reminder screen for both of these features as well as for the new notification rule-based alerts.
- ◇ New notification-rules have been provided via the new Notification feature in FM Works. FM Works Server can now process rules on a set time basis to alert users in the new Reminders Window.

### Examples Include:

1. Work Request Aging, response time not met, etc.
2. Result of an unsatisfactory ACSS survey.
3. Equipment Warranty Expiring.
4. Notification when new equipment has been added. These rules can be adjusted to check from days to minutes, etc., as well as set values in other fields (change priority, status, etc.) and include SQL “where” clauses to limit the requests to be checked.

- ◇ New Work Requests can be created as alerts in addition to alerts showing in the Reminders window.

