LOGGER

An iShare in the Cloud add-on

Faultless Fault Reporting For Local Authorities

Logger's dynamic maps enable users to identify and report the location of faults or issues, such as broken streetlights, graffiti and fly tipping. Logger can be used in almost any web application including your website, your CRM, third-party forms and iShare Publisher.

Logger automatically shares new reports with back office systems and your CRM. This enables your field and contact centre teams to access information more quickly.
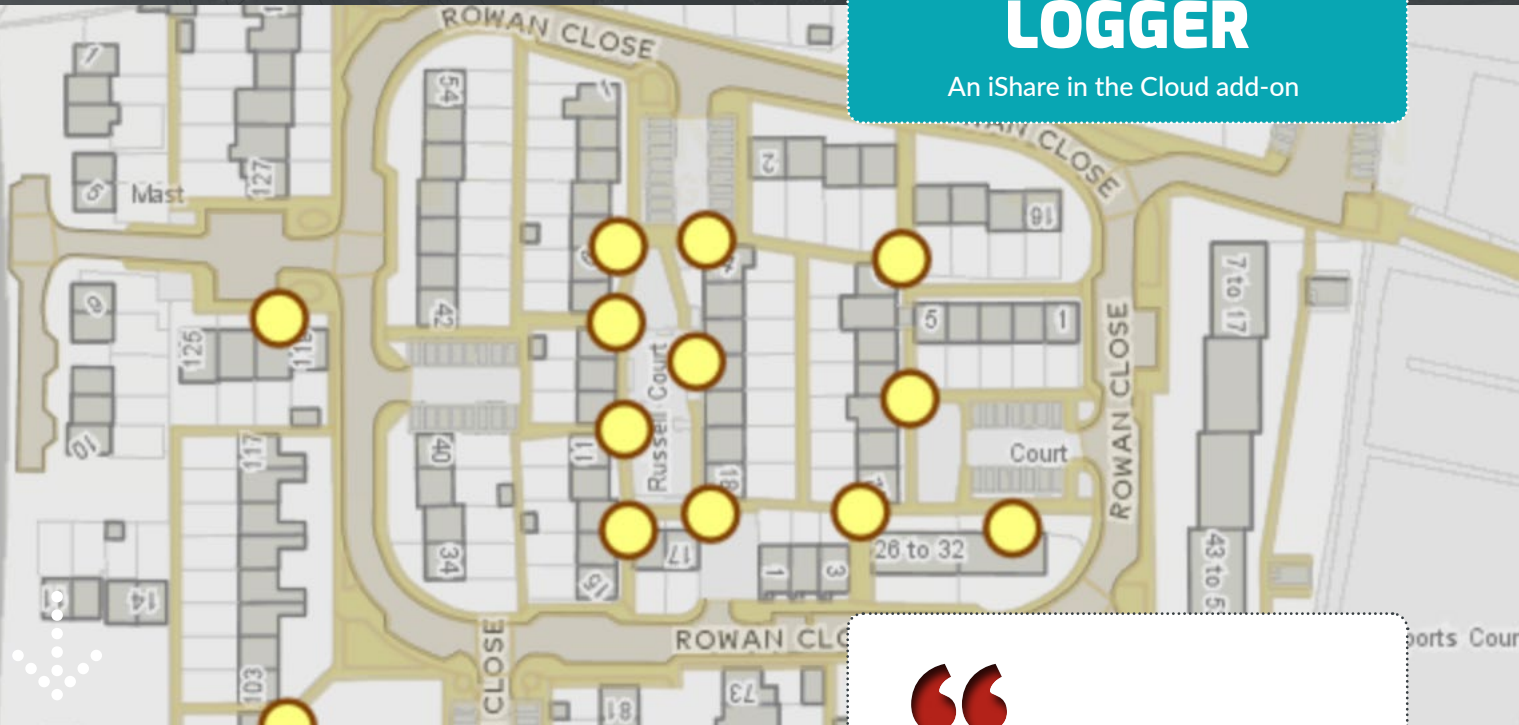
> "Logger makes us more confident that the data we pass to our field teams is accurate. Logger uses target layers to constrain users, this prevents them from making mistakes, such as reporting a broken streetlight in someone's lounge."

Benefits of using Logger

Improve the visitor experience

Logger makes it easy for users to identify the right location and find out if a fault or issue has already been reported.
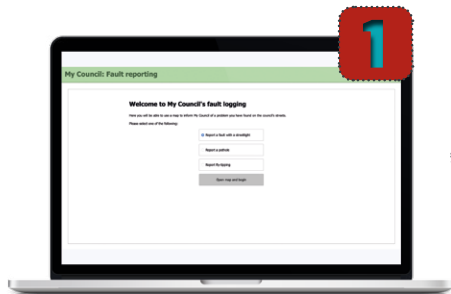
Protect data integrity

Logger minimises the risk of duplicated reports, incorrect fault locations and data transcription errors.

Increase efficiency

Using Logger reduces the number of fault-related calls made to contact centres. It also enables contact centre staff to minimise the time taken to log issues on behalf of callers.
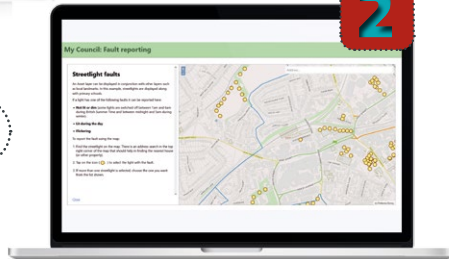
How Logger works

1

Your user selects what type of fault or issue they want to report. In this case, they are concerned about a broken streetlight in a car park.
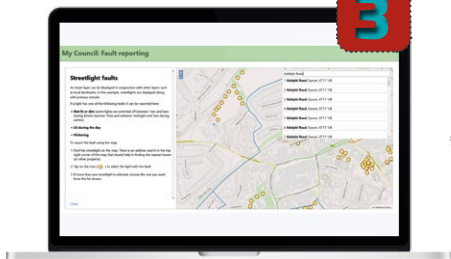
2

Logger automatically displays assets typically as points or polygons, such as a point layer showing the location of streetlights.
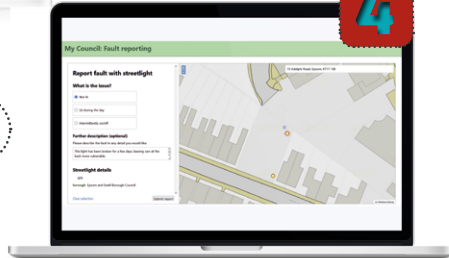
3

Your user identifies the correct location using a search facility and/or OS Premium base mapping and clicks on a streetlight.
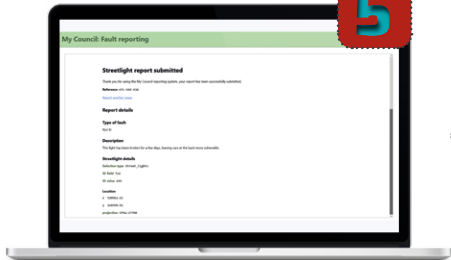
4

Logger can be configured to tell your user if a fault has already been reported at that location. If the fault is new, your user is able to view an enlarged map and complete a fault report.

5

A confirmation screen gives your user reassurance that the fault has been successfully submitted.

6

Logger passes the fault information to your CRM and/or back office systems. Context layers, such as OS MasterMap Roads, Tracks and Paths, help field teams identify where this streetlight is in the road network.

agilysis GOSS JADU Microsoft Dynamics

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FAQs

Where can we use Logger?
Logger can be used on websites, CRMs, third-party forms packages and iShare Publisher.

Can we style the Logger interface to match our branding?
Yes.

How does Logger work?
Logger is built on ol-ishare and uses the latest version of OpenLayers.

Logger uses target layers to constrain users to reporting on assets or within a boundary. Context layers provide additional information that can be included in the fault report. You can see layers in action on our demo site.

What base mapping is used?
iShare in the Cloud subscribers can use pre-styled OS data from Astun Data Services at no additional charge. We can train you to add additional datasets or do it for you under a call-off contract. Logger will also support other WMS base mapping sources.

Can we import existing fault report data?
Yes.

How is information transferred?
Javascript events pass data between the map and a CRM. Information can also be passed to GOSS, Jadu, Agilysys and Microsoft Dynamics systems.

Logger can be integrated into a web-based report by including links to a couple of JavaScript and CSS files and writing a short configuration script.

What other use cases are there?
You can see other use cases and access more technical information in our Online Help Portal.

Find out more about Logger

TRY IT FOR YOURSELF
Visit our demo site

REQUEST MORE INFO
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