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liftcare

PRODUCT INFORMATION



The digital service lift**care** monitors the event memory of the controller, reliably evaluates this information and generates a user notification when action is required.

By specifying the processing status, error description, and priority, the user can assign a targeted service ticket to an available technician in the vicinity.

## FEATURES

- OPERATING STATUS MONITORING (normal | special operations | error)
- EVENT LOG MONITORING
  und evaluations
- AUTOMATIZED TICKET CREATION
- NOTIFICATION TOOL for users
- ORGANIZED TICKETING SYSTEM
  - Overview of site controllers | Technicians
  - Ticket assignment to technicians via native IOS App including status, priority and error description
- ERROR LOG offers commenting function
- OPERATOR-DASHBOARD enables creation of service requests

SCOPE OF DELIVERY		free	basic	service	service+
liftbook	cloud solution	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$
GSR 4G 1.2	GSM smart router	Х	$\checkmark$	$\checkmark$	$\checkmark$
MPKlive	remote access	Х	$\checkmark$	$\checkmark$	$\checkmark$
liftcare	ticketing system	Х	Х	$\checkmark$	$\checkmark$
liftit	web-app public	Х	Х	Х	$\checkmark$
liftqr	web-app private	Х	Х	Х	$\checkmark$
liftapi	web interface	Х	Х	Х	$\checkmark$

liftbook free	liftbook basic	liftbook	liftbook service+
Anlagenübersicht & Dokumentation	MPKlive & Statistiken	Anlagenüberwachung & Organisationsmodul	Endkundenmodul & Apps & API
@ solutions	SM Karte Barbara Martinan	SM KARe Antenne Research	SM Karte Backard Constructions

## INFORMATION

Part-No.	Description	Compatibility
K00000200	liftbook – service (basic + MPKlive + liftcare)	MPK411   MPK4i
K00000300	liftbook – service plus (basic + MPKlive + liftcare, liftit, liftQR, liftAPI)	MPK411   MPK4i

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