

PRODUCT INFORMATION

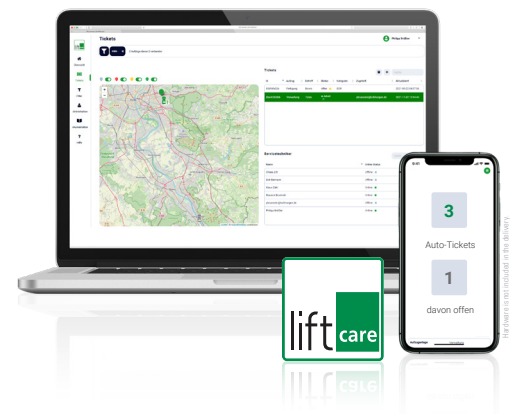
## THE INTELLIGENT SERVICE MODULE

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	✓	✓	✓	✓
GSR 4G 1.2	GSM smart router	X	✓	✓	✓
MPKlive	remote access	X	✓	✓	✓
liftcare	ticketing system	X	X	✓	✓
liftit	web-app public	X	X	X	✓
liftQR	web-app private	X	X	X	✓
liftAPI	web interface	X	X	X	✓



## 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