

Biz1 CloudPlus Platform Overview

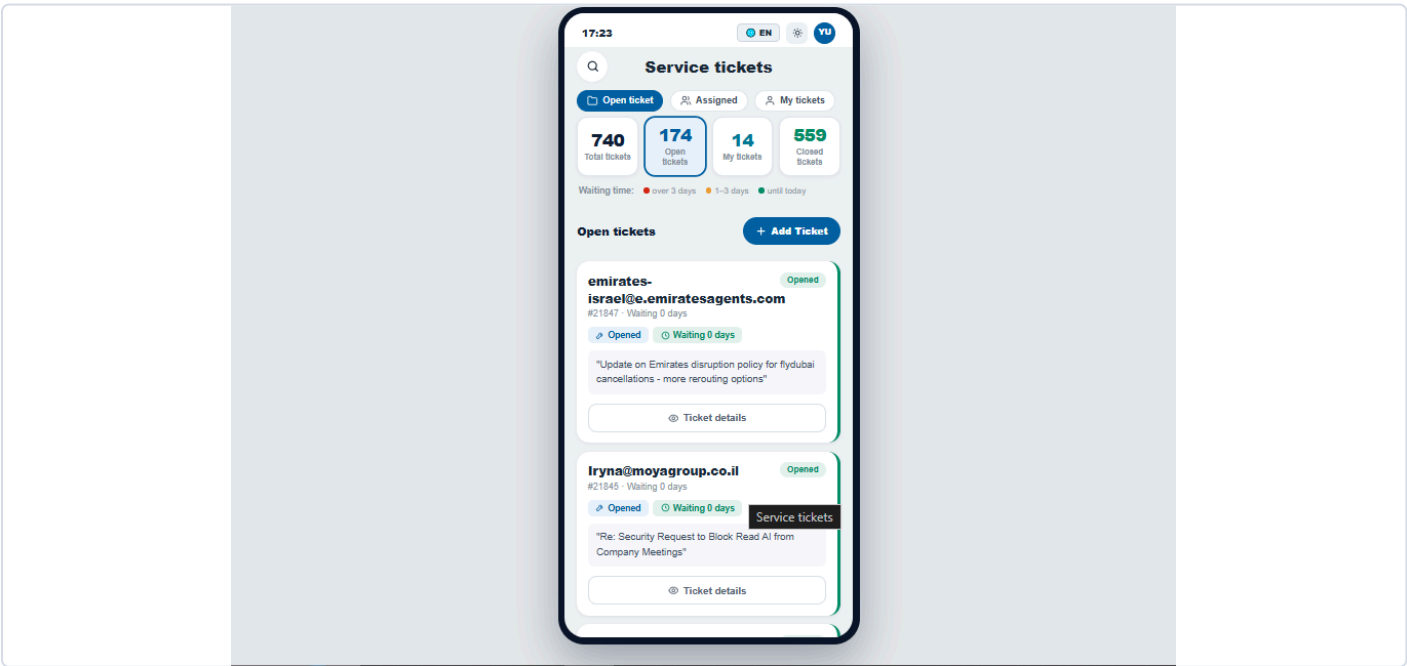
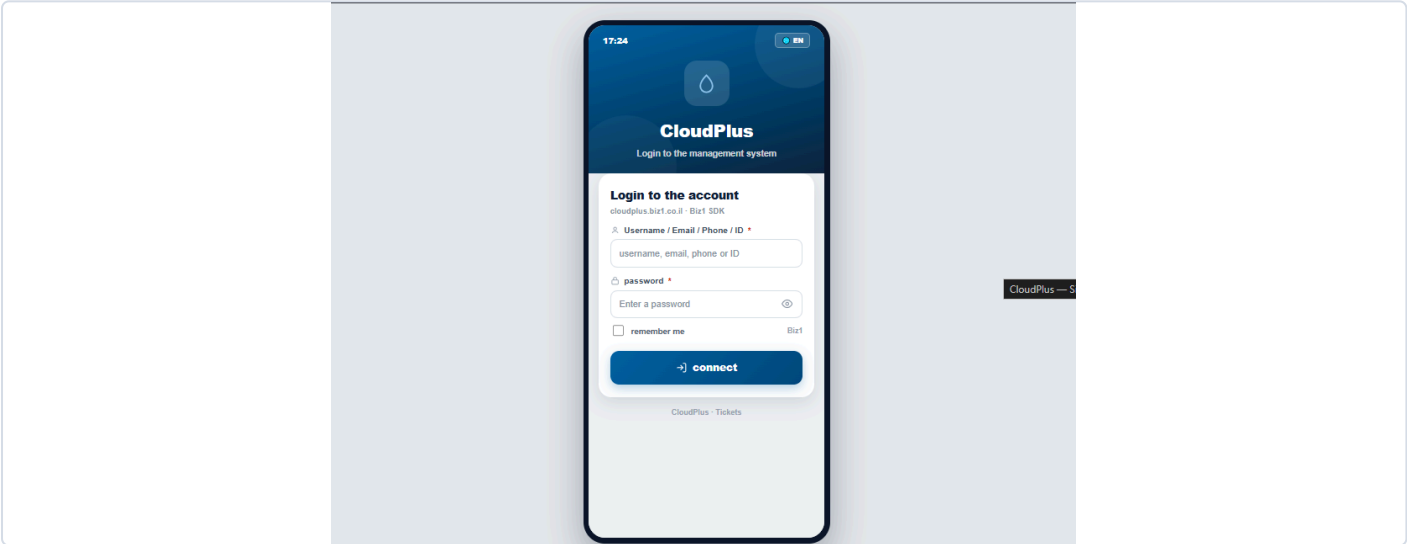
Biz1 CloudPlus is an enterprise mobile field-service and technician ticketing management platform engineered to streamline service calls, monitor SLA resolution thresholds, automate customer dispatch, and manage ticket lifecycles in real time.

- **Live Service Ticket Pipeline & KPI Telemetry:** Real-time operational counters (Total Calls: 751, Open: 185, Assigned to Me: 14, Closed: 559) with color-coded response wait thresholds.
- **Customer Search & Service Call Dispatch:** Rapid client lookup across corporate accounts, multi-parameter contact linkage (name, email, phone, city), and instant ticket creation.
- **SLA Monitoring & Lifecycle Resolution:** Context-rich ticket investigation dossiers, scheduled priorities, service fee tracking, and structured completion sign-offs.

LIVE LOGIN URL: <https://apps.biz1.co.il/cloudplus/cloudplus/index.html>

System Access Credentials · Active Test Access

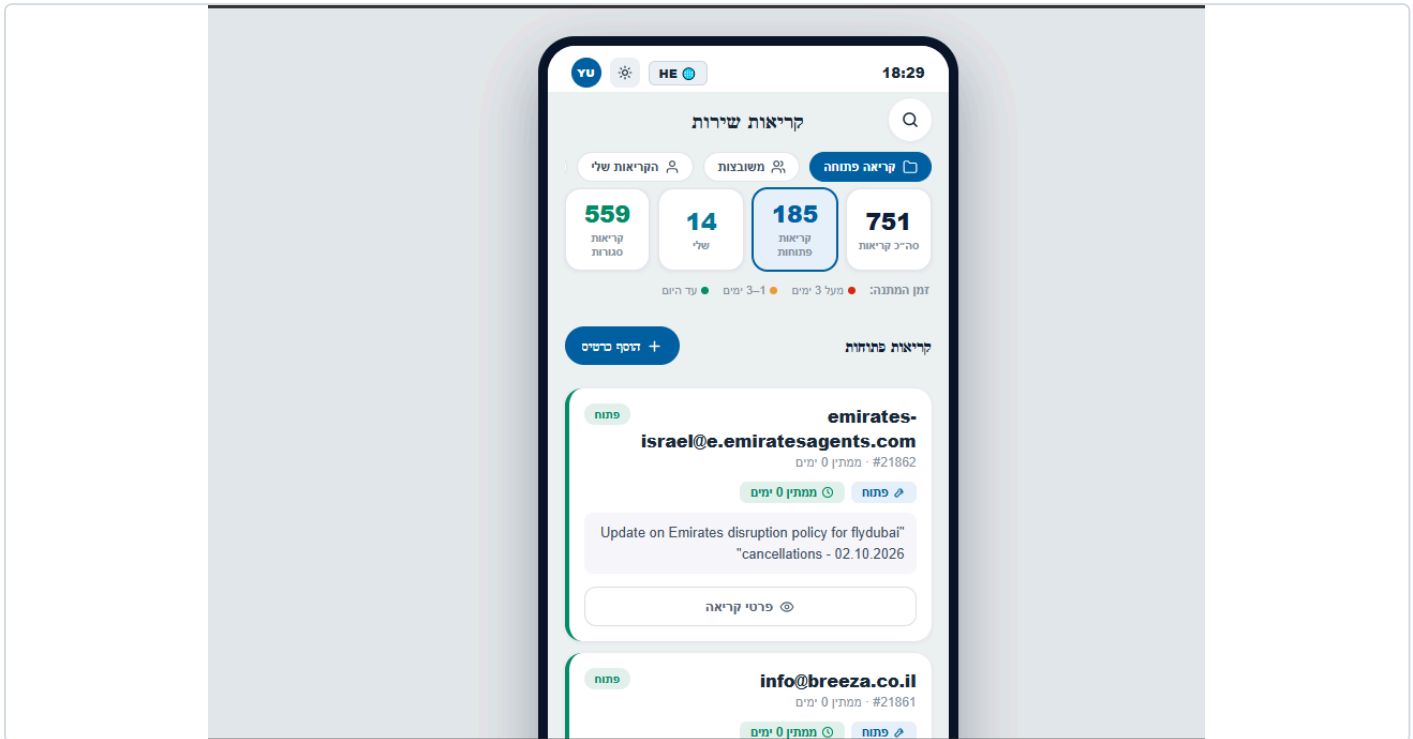
Parameter / Control	Value / Format	Description & Instructions
Login Portal URL	https://apps.biz1.co.il/cloudplus/cloudplus/index.html	Direct web access URL to the CloudPlus field service portal.
Login Username	ccloudplus	Valid operator and technician login handle for system access.
Login Password	Hydh3AsEI7 Universal	Common password across all Biz1 platforms; case-sensitive test authentication.
Localization & Interface	Hebrew (HE) · English (EN) · Responsive Mobile	Multi-lingual field interface with dark/light visual modes.



Service Call Telemetry & Active Queue Pipeline

QUEUE TELEMETRY

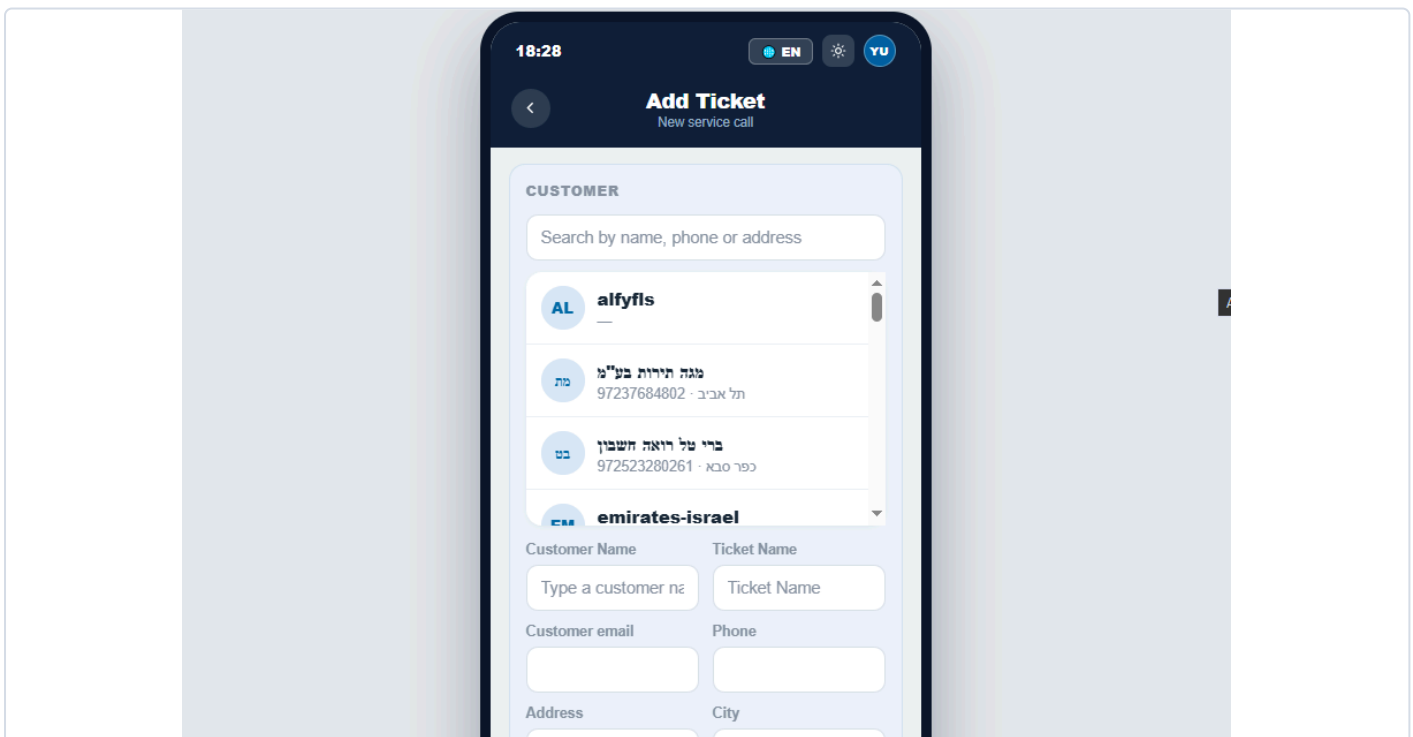
- **Executive Operational Metric Cards:** Live KPI summary counters tracking total calls (751), open requests (185), personal queue (14), and resolved tickets (559) with native Hebrew RTL formatting.
- **Color-Coded SLA Waiting Thresholds:** Real-time response indicators highlighting tickets waiting over 3 days (red), 1–3 days (amber), or received today (teal) to safeguard SLA delivery.
- **Ticket Pipeline & Customer Linkage:** Interactive ticket feed showing client identities (emirates-israel, breeze), ticket numbers (#21862), waiting timestamps, and one-tap detail drawers.



Rapid Service Ticket Studio & Client Dispatch

TICKET CREATION

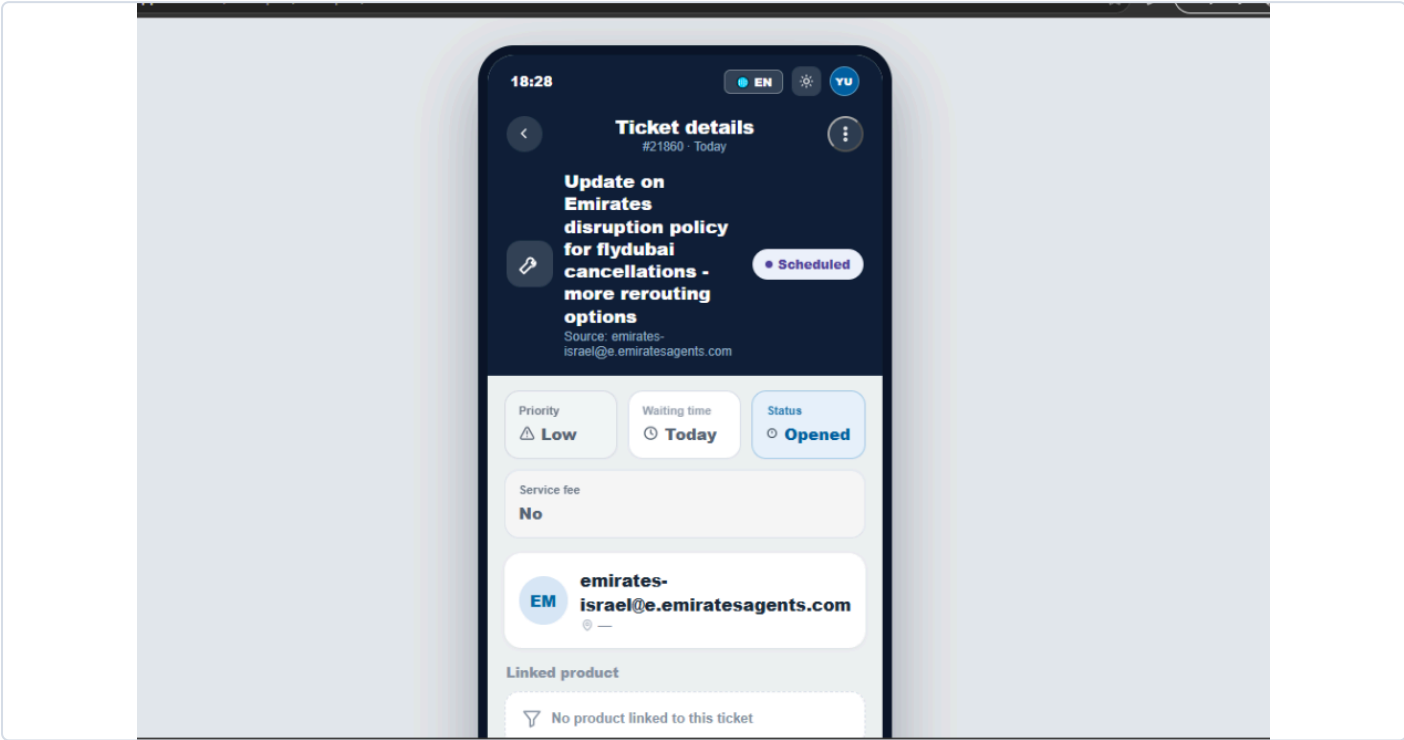
- **Multi-Parameter Customer Search:** Unified auto-suggest lookup querying customer accounts by commercial name, corporate phone number, or physical address.
- **Customer Entity Directory Roster:** Seamless client attribution linking tickets to verified corporate profiles (מגה תירות בע"מ, ברי טל רואה חשבון, alfyfls, emirates-israel).
- **Comprehensive Dispatch Field Mapping:** Structured input controls capturing Ticket Name, Customer Email, Contact Phone, and Site Address for rapid field technician routing.



• Service Ticket Dossier & SLA Dispatch Telemetry

TICKET DOSSIER

- **Context-Rich Case Overview:** Dedicated investigation view (#21860) detailing flight disruption notifications, corporate source email, and scheduled dispatch badges.
- **SLA Metrics & Operational Metadata:** Direct visibility into ticket Priority (Low), Waiting Time (Today), active Status (Opened), and billable Service Fee allocations.
- **Product & Asset Association:** Modular relation card checking for linked commercial hardware, warranty items, or inventory parts tied to the active service call.



• Formal Ticket Completion & Resolution Sign-Off

RESOLUTION SIGN-OFF

- **Audited Ticket Termination Studio:** Focused completion dialog linking ticket reference (#21860) with verified client email and subject verification.
- **Mandatory Completion Reason Routing:** Standardized dropdown requiring technicians to categorize resolution causes (re-routed, serviced, cancelled) for analytical compliance.
- **Decisive One-Tap Status Finalization:** Primary Close Ticket action archiving the call, updating team telemetry, and triggering automated customer resolution notices.

