Alcea Mobile App

ALCEA TRACKING SOLUTIONS

ALCEA TECHNOLOGIES INC

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Introduction

Alcea Tracking Solutions is a powerful and configurable software platform used to create custom systems which track issues, tasks, tickets or any such actionable items from inception to resolution. This issue management solution can be configured to fit your business workflow and automated to securely manage the current status of all issues, in real time.   A custom structured process allows you to properly manage immediate, effective decisions.

Alcea Mobile App

The Alcea Mobile App extends access to any Alcea Tracking Solution with mobile interface to match your system.   This mobile interface adds camera, geolocation and mapping features. The interface allows you to search or edit issues from a filtered list.   You can view, modify or create issues as needed and access to information is dynamically defined by the server.
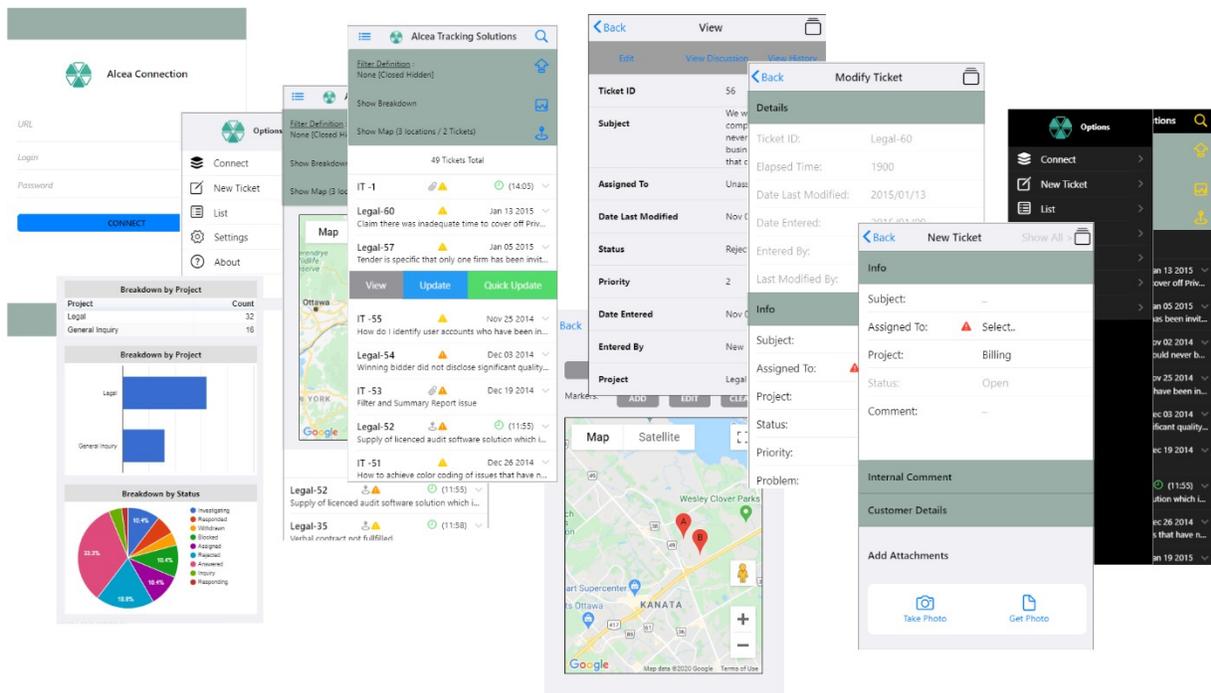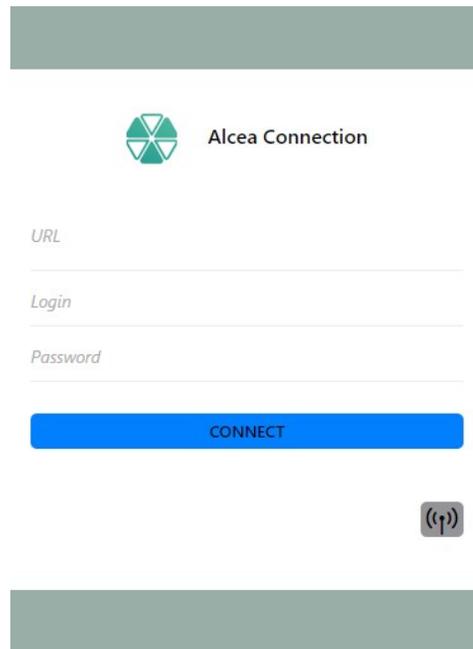
Logins

Connections to a system consist of a URL / Track location and a Login / Password pair.

A track is used to segregate data for different items being tracked in the same system.   Each track has its own fields and custom configuration.

 If the test connection icon is used ahead of the CONNECT button, a system will show any possible tracks which are accessible.   Otherwise, tracks are hidden until a connection is established, at which time you must return to the login prompt if you want to switch tracks.

The connect button will also show you the number of available tracks in an info box at the bottom of the screen. Failed login messages will show as an error box.

Connection

When a connection is made, the user is shown the main dashboard, which consists of a header section controlling filters, report breakdowns and a map summary if a map field has been configured.

An issue list is shown under the header, listing all issues which match the current filter.   Any issues in this list are also shown in the map summary if they contain associated markers for the main map field.

The issue list is segmented in groups of 50 tickets, showing prev/next (< >) controls to move to/from the next sequential group, if more groups exist.   (ie: 48 tickets Total)

The default details which are shown include:

> Id: may contain the project prefix/suffix (ie: Legal-52)
> Information Icons:
> > ⚠️ Priority
> > 📎 Attachments
> > ⚓ Map Info
> > 🕐 Modified today
>
> Last Modification: date or time (if today)
> Subject: additional text under Id (ie: Supply of licensed ..)

Each individual issue can be clicked or swiped to get additional information and options.

Issue Details

Clicking on an issue will open up an accordion content which lists all data about an issue.   This includes a control header and a list of all fields visible to the user, with field values.

Controls include Edit and View links.

In addition, each list item has swiping options for quick access to viewing and editing.
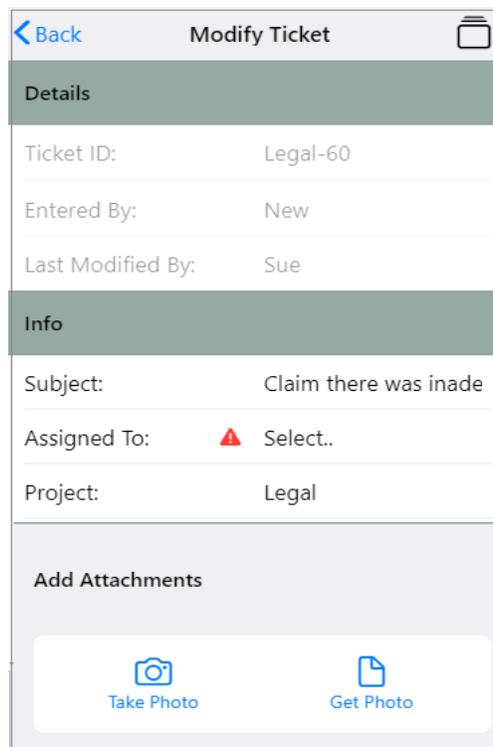
Editing

Ticket details are composed of section headers (ie: Details) with associated fields beneath.   The 'show all" icon on the top right toggles between showing workflow fields (quick actions) and showing all fields for a ticket.

Required fields are denoted with mandatory icon ⚠ and must contain a value to save an issue.

Attachments can be added with by using the camera or selecting a saved photo.

When an issue is saved, the app will return to the main menu for an updated list.

New tickets can be created from the main menu, which can be accessed from the menu icon on the top left, when the main list is showing.

Map Fields

When a map field exists, a map pin icon ⚓ will show in the field label, much like the mandatory icon. Clicking on this icon will open up a map where the user can view or modify map details and markers. When the back icon is clicked, the details for the map will be saved back to the ticket details.

The map fields allow you to store the map location with magnification along with any markers that are desired. Markers can be dragged and edited as desired.
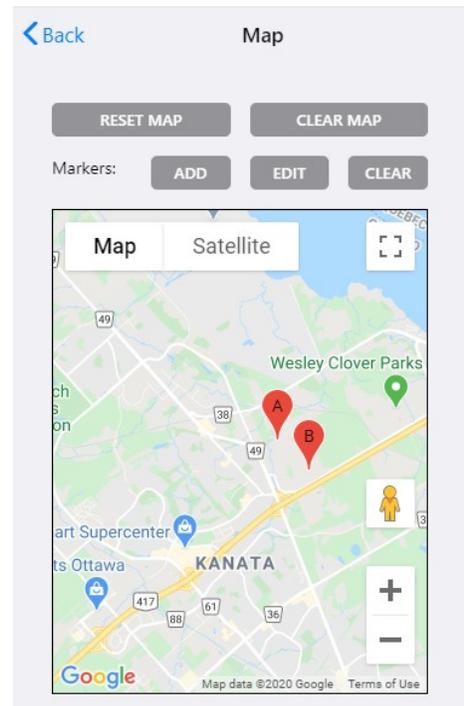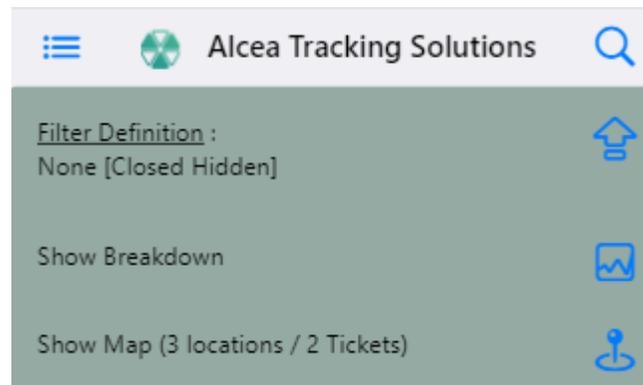
App Navigation

The Alcea Mobile App is based around the main menu list, which is visible immediately after login. Navigation of the app consists of links from the Main Menu Header and the Menu Options, available at the top left of this page.
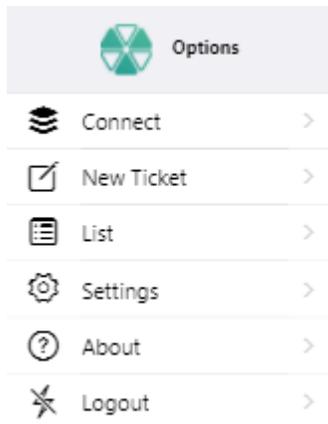

Menu Options

Main Menu Header

Filter Definitions

The filter definitions allow you to select a predefined filter set, which will return matching options from the system. Future versions will allow you to construct filters based on system fields.

By default, all issues which have a status of "Closed" will be hidden from results.   The "Toggle Closed" option will toggle the visibility of issues matching the "Closed" status, defined by the system.

The "Clear Filter" will allow you to clear or start a new filter definition.
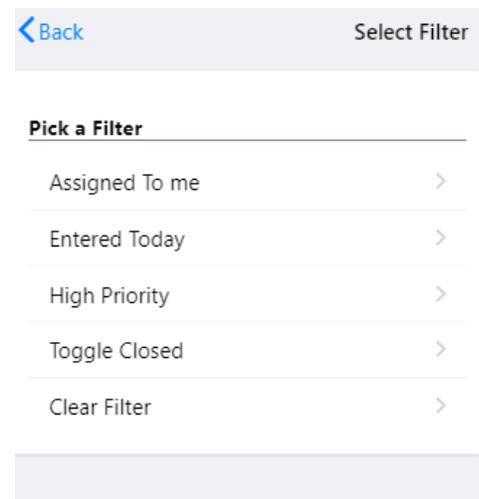
Text searches can be done from the main menu, using the search icon on the top right.   All searches will be added to the current filter definition.

Breakdown

The Breakdown function allows you to create reports, using the current filtered data.   The initial app release contains options for data tables, pie charts and bar charts.   Future versions will expand on that.

A default pie chart is given for the Status field.

New breakdowns can be added by choosing the data field and breakdown type, then pressing the Add button.   New breakdowns are added sequentially.