# TMA SYSTEMS | 3rd Quarter News, 2015

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## TMA News

### UC 2016 - Save the Date

It may seem early, but we are already hard at work preparing for TMA's 2016 User Conference. We want to make it even better than last year, so we have new plans in the works for an exciting Conference! Stay tuned for more details

**Conference Dates:**

| | | |
|---|---|---|
| Monday, April 11, 2016 | Welcome Reception | 5:30 PM - 7:30 PM |
| April 12 - 14, 2016 | Conference Sessions | 8:30 AM - 4:30 PM |
| Friday, April 15, 2016 | Bonus Sessions | 9:00 AM - 10:30 AM |

**Conference Fees:**

Early Registration Conference Fee: $750 per attendee
(Payment must be received by December 31, 2015)

Conference Fee: $850 per attendee
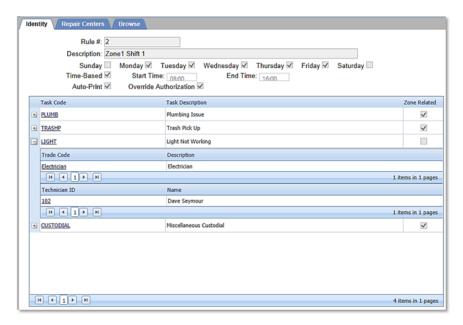(Payment received after December 31, 2015)

## P roduct Spotlight

### Auto Attendant Module

The Auto Attendant module is a work-flow tool that allows you to bypass your usual request to work order conversion and scheduling process. This module accepts requests and applies a set of defined rules for auto-scheduling to a trade or technician

**Features and benefits include:**

- Auto-convert requests into work orders based on a set of defined rules
- Auto-schedule work orders based on a set of defined rules
- Configure auto-conversion rules based on task, trade, and/or zone
- Reduce administrative burden with your work control center



For more information on the Auto Attendant module or any other TMA product, contact sales@tmasystems.com or visit www.tmasystems.com .
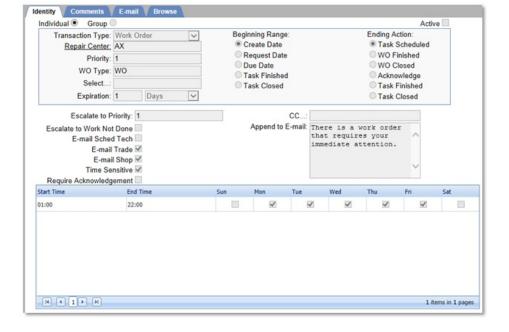
# TMA Tech Tips

**Notification & Escalation**

Use the Notification & Escalation feature in WebTMA to monitor critical work orders and follow up with notices to both supervisory personnel and technicians to assure prompt completion of the work.

When the critical work order exceeds the time limit set from the Notification & Escalation window, the priority is increased and WebTMA sends e-mail notices to all concerned. This applies only to work orders that meet the criteria set on the Notification & Escalation window.

You can monitor on an Individual basis or for a Group of work orders.

The Notification & Escalation window may be found at the following location:
**Admin > Notifications and Escalation**

## TMA Training

Each month we release free training videos for WebTMA users. This allows you to download and watch the training at your convenience. The videos detail product features, modules, and tricks of the trade that make your use of TMA products more efficient and rewarding. Instead of shuffling your schedule around to make time for a monthly training, you are now able to take advantage of our presenters' expertise when it is convenient for you.

The videos below have been released to the TMA Support Site at www.tmasystems.net . To be notified about new videos as they become available for download, please contact us at CRM2@tmasystems.com .

**WebTMA**

**July** - Introduction to Report Writing

This training session guides you through the creation of a report utilizing WebTMA's Report Writer. See an illustration of the techniques that make it easier for you to create reports utilizing this module. Most importantly, make your reports shine.

Gain a clear understanding of how to efficiently build a report by copying and modifying an existing report instead of writing the report from scratch.

**August** - Introduction to Report Manager

Understand how relevant reports can provide your organization with the opportunity to make more informed management decisions. The training session focuses on navigating the Report Manager and provides examples of some of the most popular system reports.

See what reports TMA has already provided to streamline processes in Accounting, Materials Management, Time Management, and Preventive Maintenance.

**September** - <u>Creating a Functional My Page and Executive Dashboard</u>

Understand how a real-time picture of pertinent information can benefit your operations. This session walks you through the process of building various MyPage tabs and Executive Dashboard controls. These powerful tools can be customized to focus on technicians (centered on the WO Browse function), supervisors (dashboard controls), or administrators (reviewing RSS feeds and linking reports to controls).

Learn how MyPage tabs and the Executive Dashboard can be targeted to your job or the critical metrics necessary for making timelier and more data-driven decisions.

## TMA Software Releases Available

All current versions are available on the TMA Support site. Contact TMA Client Support at 800.228.8765, or via e-mail at [support@tmasystems.com](mailto:support@tmasystems.com), for assistance or questions.

### WebTMA Client Hosted Updates

Release Version 5.0.9.20 (Current Release)

### TMA Desktop Updates

**Client Server Maintenance Release**
Release Version 8.1.2.12 (Current Release)

**Non-Client Server Maintenance Release**
Release Version 7.7.16 for non-client server (Current Release)

## Meet the New Crew

**Aaron Greene** - Aaron recently joined our team as a Client Relations Specialist. Prior to TMA, he worked in a similar capacity specializing in corporate relations, hospitality, and promotions. Aaron graduated with honors from Northeastern State University with a Bachelor of Science degree in Psychology and a minor in Human Development and Family Science. On the weekends he enjoys spending time with his family and friends. As a hobby, Aaron has a passion for making and producing electronic music.

**Ryan Rodkey** - Ryan joined our Client Support Services team in July of this year. Prior to joining TMA, he served in the role of an Advanced Support Technician within the telecommunications field. Ryan is completing his Bachelor of Science in Computer

Information Technology from Oklahoma State University. In May 2016, he is getting married to his fiance, Lisa. In his free time, you may find Ryan at the dog park with his four dogs or at the soccer field coaching youth soccer. As a hobby, Ryan is an avid musician who enjoys playing and recording music of all types.

## About Us

To learn more about TMA, please visit [www.tmasystems.com](http://www.tmasystems.com).

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