

# HP WorkExpert FSM

## Frequently Asked Questions (FAQ)

This document answers the most commonly asked questions about the HP WorkExpert FSM offering

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# HP WorkExpert FAQ

## HP WorkExpert FSM Solution Overview

**Q: What is HP WorkExpert FSM?**

A: HP WorkExpert FSM is a modern, streamlined field service management solution for jobsite workflow efficiency. HP WorkExpert FSM includes a cloud-based field service management web portal<sup>1</sup> and mobile apps<sup>2</sup>, visual collaboration, and integration with optional measurement tools.<sup>2</sup>

**Q: How do I purchase the HP WorkExpert FSM solution?**

A: The HP WorkExpert FSM solution can be purchased through authorized HP WorkExpert resellers.

**Q: How do I request a pilot?**

A: Contact us at [TransformFieldService@hp.com](mailto:TransformFieldService@hp.com) or visit <http://www.hp.com/go/fieldservices>

**Q: Is there a minimum or maximum required number of users?**

A: There is no minimum or maximum user limit.

**Q: What are the mobile device OS requirements?**

A: We currently support mobile devices running iOS 12 or later. Android support is coming soon.

**Q: What are the web browser requirements?**

A: The HP WorkExpert FSM Web portal is optimized for use with Google Chrome™ browser. It is compatible with Edge, Firefox, Internet Explorer, and Safari® browsers. The HP Instant Help Portal is compatible with Google Chrome™ browser.

**Q: How will my company learn how to use the HP field service solution?**

A: We will provide a library of “how to” training videos available at <http://www.hp.com/go/fieldservices>. Additional training videos will be available in the help section of the web portal and apps.

**Q: Will I be able to add HP and mobile devices to a field service solution and pay for them as a service?**

A: Yes. Contact your authorized local HP reseller for details.

**Q: How much will the HP field service solution cost?**

A: Software plans will start at \$79 per month, per user. Measurement devices, Otterbox uniVERSE Case and mobile devices not included. For more pricing information, contact your authorized local HP reseller

**Q: What is included in HP WorkExpert FSM?**

A: HP WorkExpert FSM software with the built-in HP Instant Help. Measurement devices, Otterbox uniVERSE Case and mobile devices are sold separately. For more details, visit [www.hp.com/go/fieldservices](http://www.hp.com/go/fieldservices).

**Q: Does HP WorkExpert FSM integrate with QuickBooks?**

A: Yes. You can use QuickBooks Online, Desktop and Enterprise with HP WorkExpert FSM. Some implementation may require custom integration services (not included).

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**Q: Can I integrate your software with my existing platforms?**

A: HP WorkExpert FSM can be integrated with most cloud-based enterprise CRM, EAM, ERP and field service software solutions. Integration requires compatible API-based cloud services and must be enabled using professional system integration services. Professional system integration services and CRM, EAM, and ERP software sold separately.

## HP WorkExpert FSM Forms

**Q: How many forms can I create?**

A: You can create as many forms as you need to support your different workflows and business processes.

**Q: How do I create forms?**

A: You can create new forms from scratch using the HP WorkExpert FSM forms builder.

**Q: How complicated can my forms be?**

A: They can be as simple or as complex as you want. There is no limit on the number of fields, and you can add as many rules as you want. Additionally, forms can support measurements as required to complete an assigned job.

**Q: Can I use the forms in the offline mode?**

A: Yes. You can complete a downloaded service order with attached forms when you are offline, and the data will be synchronized to the cloud as soon as you connect to the Internet.

**Q: How are measurements captured into a form?**

A: As measurements are taken using the supported accessories, the measurement data is automatically recorded in your forms. Visit [www.hp.com/go/fieldservices](http://www.hp.com/go/fieldservices) for the latest list of supported accessories.

## HP WorkExpert FSM Measurement Tools

**Q: What are the measurement tools OS requirements?**

A: Measurement tools and mobile apps supported only on iOS 12 or later device. Contact us at [TransformFieldService@hp.com](mailto:TransformFieldService@hp.com) about support for Android devices.

**Q: How do I connect measurement tools to my mobile device?**

A: Measurement tools connect to your mobile device using the Lightning connector or via Bluetooth. Some may require an Otterbox uniVERSE system compatible case to physically connect them to your mobile device.

**Q: Will there be more measurement tools in the future?**

A: Check <http://www.hp.com/go/fieldservices> frequently for updates.

**Q: Can I use my own measurement tools with HP Field Service solution?**

A: You can use any measurement tools that are supported by the HP WorkExpert FSM solution, even if you have not bought them directly from HP. For a list of supported tools, check the "Measurement tools" category at <http://www.hp.com/go/fieldservices>.

# HP WorkExpert FAQ

## HP Instant Help

**Q: What are the mobile device OS requirements?**

A: We currently support mobile devices running iOS 12 or later.

**Q: What are web browser requirements?**

A: The HP Instant Help web portal is compatible with Google Chrome™.

**Q: Do I need a special camera or other equipment to use the Instant Help solution?**

A: Both the expert and technician can use their compatible mobile devices for giving and receiving help. When providing help via a computer, an external camera is recommended. Also, when giving help, pointing your camera at a blank, white background provides the best user experience.

**Q: Can I use the Instant Help solution hands-free?**

A: Yes. The solution has a “freeze screen” function allowing you (receiver) to capture an image of the desired object and place your mobile device down, allowing the expert (giver) to provide on-screen and/or visual guidance overlaid on a picture that you (receiver) have frozen.

1. Internet access required and sold separately. Web portal optimized for use with Chrome™ browser. Compatible with Firefox, Internet Explorer, and Edge.

2. Measurement devices and mobile apps supported only on iOS 12 or later devices. Measurement tools are optional, sold separately. Seek CompactPRO Thermal Camera, Spike Laser Measurement, Mobelisk MaxWorkflow Module require separately purchased uniVERSE CASE.

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