

## Steps to Using DynaFire's Communication Tools - Service Call

Want to know how to use our communication tools? You are never more than 2 clicks from the information you need. Once you receive the email, follow the easy steps below to gain access to all the information pertaining to your site visit.

Once a DynaFire technician has completed their service call, they will collect your digital signature and send an email of your report.

**Email subject line example:** Service Call at Carlyle Condo's (01/05/2016)



Your email should arrive instantly and will contain a link to review important information about the job completed, including pictures and paperwork.



Click the either the link or the "View Job Details" button to review the Job Overview, Job Services and comments by the technician.



All reports are available to download and save for future use.

Example



### DynaFire Sent You a Service Link

DynaFire shared information about Service Call Job #10939844 at **Carlyle Condo's** with you. [Click here to review important information about this job, including pictures and paperwork.](#)

Job: Service Call #10939844  
 Technicians: Robert Knapp  
 Appointments: 03/16/2016 03:15pm EDT  
 Address: 620, 762, 801, 803, & 805 Front Street, Celebration, FL 34747

View Job Details

If you have any questions or concerns about this job or you have received this email in error, please contact DynaFire - Casselberry at [steven.hatch@dynafire.com](mailto:steven.hatch@dynafire.com).

Thank you!

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DynaFire - Casselberry  
 (407) 830-6500  
[steven.hatch@dynafire.com](mailto:steven.hatch@dynafire.com)  
 109 Concord Drive, Suite B  
 Casselberry FL, 32707

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## Steps to Using DynaFire's Communication Tools - Online Quote

Want to know how to use our easy online quote tool? You are 2 clicks from everything you need. Once you receive the email, follow the easy steps below to Approve or Request Changes to your quote. It is that easy!

DynaFire's Communication Tool will send you an email with your quote number in the subject line.

**Email subject line example:** Quote #104644 from DynaFire for Fruit Pebble Park ready for approval



The email will contain a summary of recommended services and pricing with a link to review the full details.



Click the link or the "View and Respond to Quote" button to review the quote.

Once in the email you'll be able to review a detailed description of the work, services to be completed and pricing for parts, services, labor and fees.

Click the Approve or Request Changes button to quickly dispatch a technician or request changes to your quote.



**Example of the buttons after clicking from email:**



Example



### DYNAFIRE

## DynaFire Sent You a Quote

DynaFire submitted a quote for **Fruit Pebble Park** for your review and approval. [Click here to view details, approve, or request changes to the quote.](#)

Perform (1) 5 year internal inspection & replace all out of date gauges on (1) wet fire riser located behind the jungle gym.

Property is responsible for allowing DynaFire access to all areas where work is being performed.

Work to be done M-F 8am-5pm.

Quote: Quote for Repair at Fruit Pebble Park  
 Amount: \$660.00  
 Valid Until: 5/16/2016  
 Prepared By: Jonathan Nordick  
 Address: 4409 Lipton Court, Orlando, FL 32817

View and Respond to Quote

If you have any questions or concerns about this quote or you have received this email in error, please contact Jonathan Nordick at [jonathan.nordick@dynafire.com](mailto:jonathan.nordick@dynafire.com).

Thank you!

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