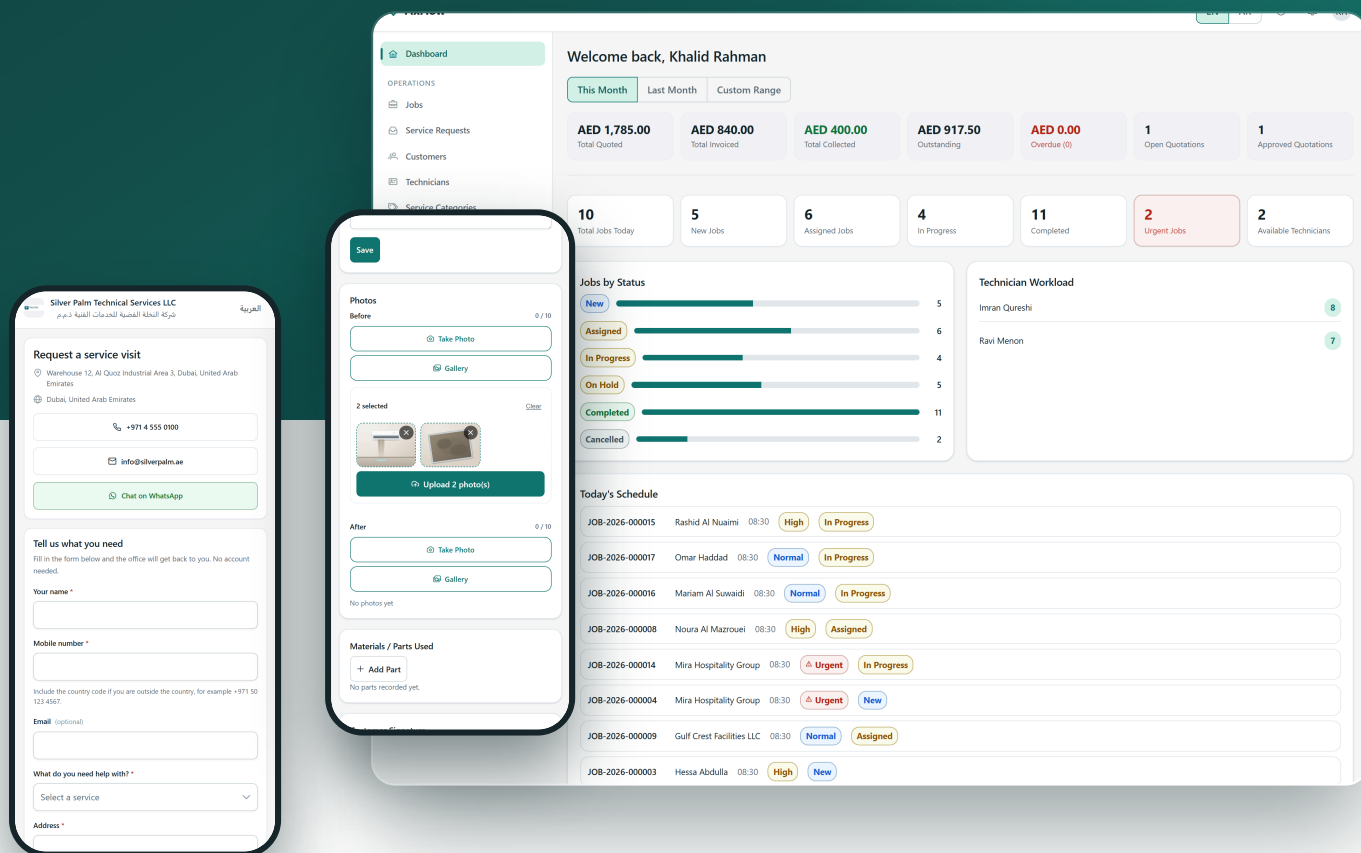


From customer request to payment. One connected workflow.



FixFlow connects the people who ask for your service, the office that organises it and the technicians who carry it out — in a single flow, from the first enquiry to the payment that closes it.

Your own service page

Customers send you structured requests from a link you share.

Quotations they approve online

Priced, branded, and decided on their phone.

Proof from the field

Photos, parts and a signature captured at the job.

Request

Quotation

Approval

Job

Field work

Service report

Invoice

Payment

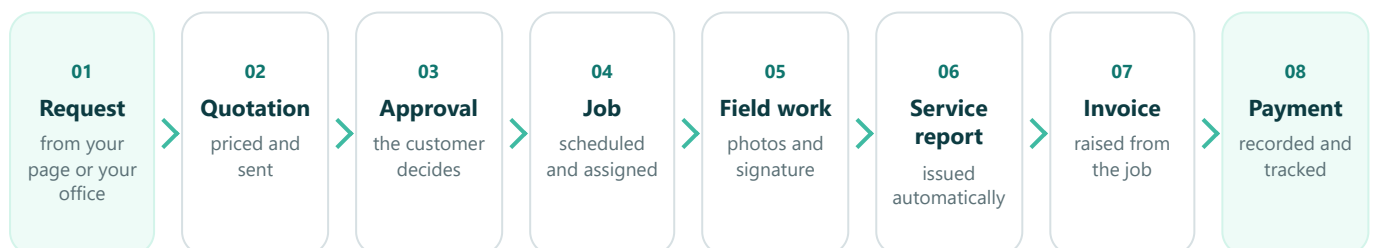
Six disconnected processes, or one that joins up.

Most field-service companies run on a chain of separate habits: calls and chats for requests, a spreadsheet for quotes, a group message for dispatch, photos on a technician's phone, and invoices typed again at the end of the month.

- Requests arrive by call, WhatsApp and walk-in — and each lives somewhere different.
- Quotations sit in one person's files, with no record of what the customer decided.
- Work is dispatched by message, so nobody can see the whole day at once.
- Photos and job notes stay on the technician's phone.
- Service reports are rebuilt by hand after the visit.
- Invoices are disconnected from the work that earned them.

FixFlow replaces that chain with one sequence, where each step hands the next everything it needs.

Nothing is typed twice. Nothing is lost between two steps.



You do not have to start at the beginning

Raise a job directly

For routine or contracted work that needs no quotation.

Raise a quotation directly

When a customer asks for a price without going through your page.

Add a customer yourself

Walk-ins and phone calls never have to come through the website.

YOUR CUSTOMERS

Give your customers an easier way to reach your business.

FixFlow gives your company its own service page. Share the link and customers describe what they need, attach photos and send it straight into your system — no account, no app, no password.

Share your link anywhere you already talk to customers

[yourcompany.fixflow](#)

WhatsApp

Your website

Social media

Email

Printed QR code

Your vehicles

Silver Palm Technical Services LLC
شركة النخلة الفنية للخدمات الفنية ذ.م.م
الحربية

Request a service visit

Warehouse 12, Al Quoz Industrial Area 3, Dubai, United Arab Emirates
Dubai, United Arab Emirates

+971 4 555 0100
info@silverpalm.ae
Chat on WhatsApp

Tell us what you need
Fill in the form below and the office will get back to you. No account needed.

Your name *

Mobile number *

Include the country code if you are outside the country, for example +971 50 123 4567.

Email (optional)

What do you need help with? *

Select a service

Address *

They open the page

Your name *

Hessa Abdulla

Mobile number *

+971 50 555 0147

Include the country code if you are outside the country, for example +971 50 123 4567.

Email (optional)

hessa.abdulla@example.ae

What do you need help with? *

AC Repair & Maintenance

Address *

Villa 24, Street 12, Al Barsha 2, Dubai

State / Governorate (optional)

Dubai

District (optional)

Al Barsha 2

Describe the problem *

The air conditioner in the master bedroom is leaking water onto the floor and is not cooling properly. It started two days ago and is getting worse. The unit is about four years old.

Photos (optional)

A photo helps us send the right technician. Up to 3. (2 / 3)

They describe the problem

Request received

Silver Palm Technical Services LLC has your request and will contact you shortly.

YOUR REFERENCE

SR-2026-000001

Please keep this reference. Quote it if you call or message the company about this request.

+971 4 555 0100
Chat on WhatsApp

Send another request

They get a reference

No customer account needed

Photos attached by the customer

Location data removed automatically

Works on any phone

Arabic and English

→ The request is already inside FixFlow before they put the phone down.

YOUR OFFICE

Turn incoming enquiries into organised work.

Every request lands in one inbox — what the customer wrote, how to reach them, where the work is and the photos they sent. Nothing sits unanswered in somebody's personal phone.

app.fixflow / service-requests

Service Requests

Requests submitted by customers on your public page

Search by name, number or reference All statuses Search

REFERENCE	CUSTOMER	SERVICE	RECEIVED	STATUS	QUOTATION
SR-2026-000003	Fatima Saeed +971 52 555 0178	Plumbing	07 Oct 2026, 09:42	New	—
SR-2026-000002	Rashid Al Nuaimi +971 55 555 0163	AC Repair & Maintenance	07 Oct 2026, 09:42	Quoted	QT-2026-000002 1
SR-2026-000001	Hessa Abdulla +971 50 555 0147	AC Repair & Maintenance	07 Oct 2026, 09:38	Quoted	QT-2026-000001 2

<< < 1 > >> 20

One inbox, not six

Service request SR-2026-000003

What the customer asked for

Plumbing

THE PROBLEM, IN THE CUSTOMER'S WORDS

The kitchen sink is draining very slowly and water is backing up into the basin. There is no leak under the cupboard that I can see.

WHERE

ADDRESS

Apartment 702, Al Seef Tower 2, Jumeirah 1, Dubai

STATE / GOVERNORATE

Dubai

DISTRICT

Contact

CUSTOMER

Fatima Saeed

MOBILE

+971 52 555 0178

Message on WhatsApp

Customer record

Not linked yet

The customer's own words

The customer's own words

What they submitted is kept exactly as they wrote it, so anyone looking later sees what was actually asked for.

Matched, never merged

FixFlow suggests existing customers who share a number — and leaves the decision to your team.

Search and filter

Submitted photos

Customer matching

Internal notes

Automatic notifications

→ One click turns a request into a priced quotation.

WINNING THE WORK

Send professional quotations. Let customers decide online.

Price the work line by line and FixFlow produces a branded document in your company's name. Send it by WhatsApp or email — and the customer approves or rejects it on their phone.

app.fixflow / quotations

Line Items

DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	DISCOUNT	TOTAL
AC diagnostic and site inspection	1	visit	AED 150.00	AED 0.00	AED 157.50
Replace condensate drain pan and clear drain line	1	job	AED 420.00	AED 35.00	AED 404.25
R-410A refrigerant top-up	2	kg	AED 95.00	AED 0.00	AED 199.50
Washable air filter - supply and fit	1	pc	AED 75.00	AED 0.00	AED 78.75
Subtotal					AED 835.00
Discount					AED 35.00
Taxable Amount					AED 800.00
VAT (5%)					AED 40.00
Grand Total					AED 840.00

Notes

Quotation prepared following the customer's online service request. Works to be carried out at the address shown above.

Terms & Conditions

Payment due within 14 days of invoice. Parts carry a 6-month warranty and labour a 90-day warranty from the date of completion. Prices are valid until the date shown and are subject to site conditions found on arrival.

Priced line by line, in your company's name — and the totals calculated for you.

AC diagnostic and site inspection
visit
1
AED 150.00
AED 157.50

Replace condensate drain pan
and clear drain line
job
1
AED 420.00
AED 404.25

R-410A refrigerant top-up
kg
2
AED 95.00
AED 199.50

Washable air filter - supply and fit
pc
1
AED 75.00
AED 78.75

Subtotal
AED 835.00

Discount
-AED 35.00

Taxable amount
AED 800.00

VAT (5%)
AED 40.00

Total
AED 840.00

NOTES
Quotation prepared following the customer's online service request. Works to be carried out at the address shown above.

TERMS AND CONDITIONS
Payment due within 14 days of invoice. Parts carry a 6-month warranty and labour a 90-day warranty from the date of completion. Prices are valid until the date shown and are subject to site conditions found on arrival.

Would you like to go ahead?

What the customer opens: the full breakdown, and a decision.

Your document, your brand

Logo, company details and tax registration on every quotation, in English and Arabic.

Decided, and recorded

Approval and rejection are captured with the date, so there is never a question about what was agreed.

Valid until it isn't

Quotations expire on their own, and a rejected price can be replaced without losing the original.

Line discounts

Tax applied where configured

PDF download

Email delivery where configured

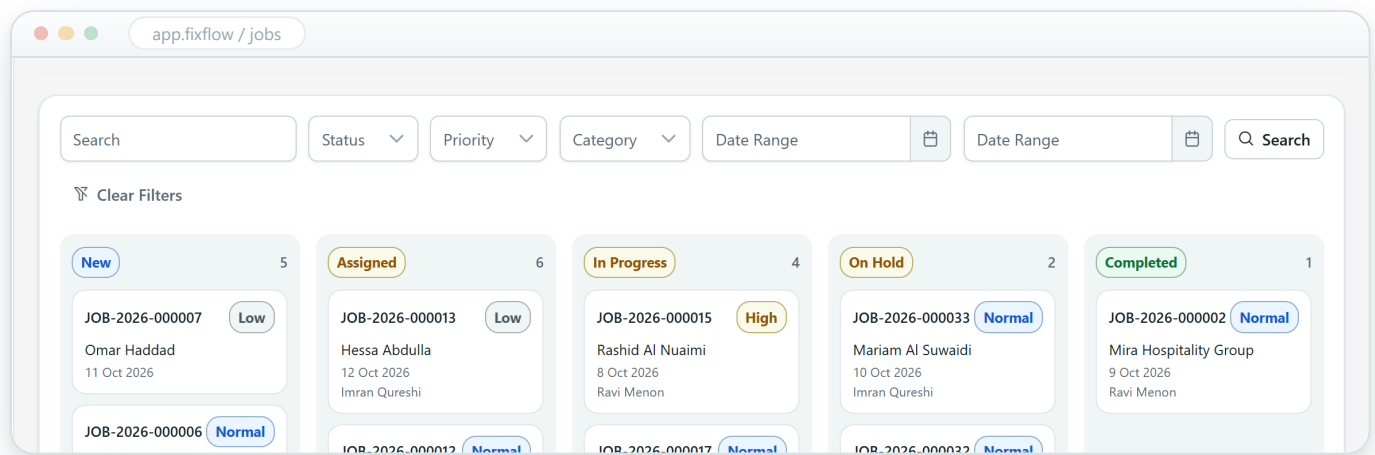
Re-quote after a rejection

→ Approved means agreed. Now it becomes scheduled work.

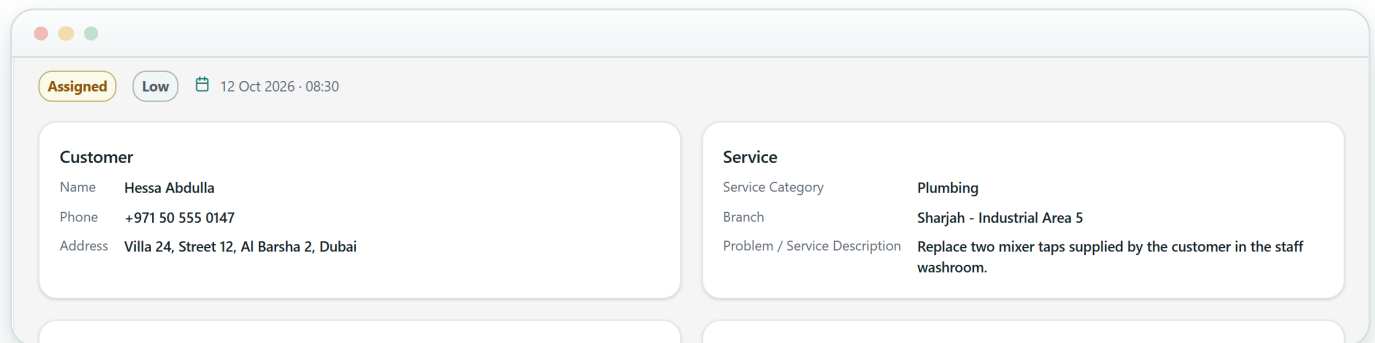
YOUR OPERATION

Plan, assign and track field work from one place.

Every approved quotation becomes a job with a date, a branch and a technician. Read it as a list or a board — and see what is waiting, what is running and what is finished without asking anyone.



Every job grouped by status — waiting, running, finished.



One job: the customer, the branch, the schedule and the technician.

The whole day at a glance

New, assigned, in progress, on hold, completed — grouped so nothing goes quiet.

Work that belongs somewhere

Each job records the branch that carried it out, which is what makes location comparison possible later.

Handovers that keep their history

Reassign a job and the timeline records it — each technician keeps credit for their own work.

List and board views

Multiple branches

Service categories

Scheduling

Assignment and reassignment

Full job timeline

Technician notifications

Direct job creation

→ The technician has the job on their phone the moment it is assigned.

YOUR TECHNICIANS

Everything your technician needs in the field.

One screen per job, built for a phone. Start the work, photograph what you found, record what you did and what you used, and have the customer sign before you leave.



Photos taken on site, before upload

What was done, and what was found

Signed by the customer, on site

A job cannot be completed without a record of the work performed and a customer signature — so the evidence is captured at the job, not reconstructed afterwards.

My Day and My Jobs

Start, hold, resume, complete

Before and after photos

Camera or gallery

Work performed and findings

Materials and parts

Customer signature

→ The moment the job is complete, the report is ready.

PROOF OF WORK

Complete the job. Deliver the proof.

FixFlow produces a branded service report the moment a job finishes — the work performed, the parts used, before and after photographs and the customer's signature, in one professional document.

Your branding, on every report

No extra admin

The report is built from what the technician already recorded on site.

Evidence, not description

Before and after photographs appear side by side, in the order they were taken.

Findings / Resolution
Cracked condensate drain pan, with a partial blockage in the drain line. Refrigerant was slightly below spec, which explains the reduced cooling the customer reported.

Technician Notes
Filter is washable and in good condition. Advised the customer to rinse it monthly during summer.

Materials / Parts Used

Description	Quantity	Unit
Condensate drain pan (OEM replacement)	1	pc
R-410A refrigerant	2	kg

Before Photos

After Photos

Customer Acceptance

Signed By: Hessa Abdulla
Signed At (UTC+04:00): 07 Oct 2026 09:48 AM
Generated by FixFlow on 07 Oct 2026 09:50 AM UTC+04:00

Parts used, before and after photographs, and the customer's signature

Ready to send

Download it, or email it to the customer with one action where email is configured.

Your branding

Both languages in the header

Parts and materials

Before and after photos

Customer signature

Times in your own time zone

→ The work is documented. Now it can be billed.

GETTING PAID

Keep the commercial side connected to the work.

An invoice is raised from the completed job, with the agreed prices already carried across. Payments are recorded against it as they arrive, and the balance follows automatically.

app.fixflow / invoices

Phone +971 50 555 0147
Email hessa.abdulla@example.ae
Address Villa 24, Street 12, Al Barsha 2, Dubai

Paid AED 840.00
Outstanding AED 0.00

Line Items

DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	DISCOUNT	TOTAL
AC diagnostic and site inspection	1	visit	AED 150.00	AED 0.00	AED 157.50
Replace condensate drain pan and clear drain line	1	job	AED 420.00	AED 35.00	AED 404.25
R-410A refrigerant top-up	2	kg	AED 95.00	AED 0.00	AED 199.50
Washable air filter - supply and fit	1	pc	AED 75.00	AED 0.00	AED 78.75
Subtotal					AED 835.00
Discount					AED 35.00
Taxable Amount					AED 800.00
VAT (5%)					AED 40.00
Grand Total					AED 840.00

Notes

Thank you for your business. Payment is due within 14 days of the invoice date.

Payment History

AED 400.00

Cash

8 Oct 2026

RCPT-4417

Reverse Payment

Recorded by Khalid Rahman
Part payment collected on site by the technician.

AED 40.00

Cash

8 Oct 2026

RCPT-4418

Reversed

Recorded by Khalid Rahman
Entered in error.
Reversed by Khalid Rahman on 7 Oct 2026, 9:50:52 AM — Recorded against the wrong invoice. Corrected by the office.

Silver Palm Technical Services LLC

شركة النخلة التقنية للخدمات الفنية

+971 4 555 0100 | info@silverpalm.ae

Warehouse 12, Al Qus Industrial Area 3, Dubai, United Arab Emirates

مبنى 12، المنطقة الصناعية 3، دبي، الإمارات العربية المتحدة

Tax Registration No.: 10059988750003

SERVICE INVOICE

This is a service invoice for work performed. Confirm with your tax advisor before relying on it as a statutory tax document in your jurisdiction.

Invoice Information

Invoice Number INV-2026-000001
Status Paid
Invoice Date 08 Oct 2026
Due Date 22 Oct 2026
Related Job JOB-2026-000001
Related Quotation QT-2026-000001

Customer

Name Hessa Abdulla
Mobile +971 50 555 0147
Email hessa.abdulla@example.ae
Address Villa 24, Street 12, Al Barsha 2, Dubai

Line Items

Description	Qty	Unit	Unit Price	Discount	Total
AC diagnostic and site inspection	1	visit	150.00	AED 0.00	157.50
Replace condensate drain pan and clear drain line	1	job	420.00	AED 35.00	404.25
R-410A refrigerant top-up	2	kg	95.00	AED 0.00	199.50
Washable air filter - supply and fit	1	pc	75.00	AED 0.00	78.75
Subtotal					AED 835.00
Discount					AED 35.00
Taxable Amount					AED 800.00
VAT (5%)					AED 40.00
Grand Total					AED 840.00
Amount Paid					AED 840.00

The invoice your customer receives.

Settled in full — with a reversed entry still visible in the history.

Billed from real work

Every invoice comes from a job that was actually completed and documented.

Part payments handled

Record what arrives, and the invoice moves to partly paid or settled on its own.

Corrections that leave a trace

A mistaken payment is reversed with a reason, never deleted — so the record stays auditable.

Invoice from job

Invoice PDF

Issue and cancel rules

Cash, card, transfer, cheque

Payment history

Reversal with a reason

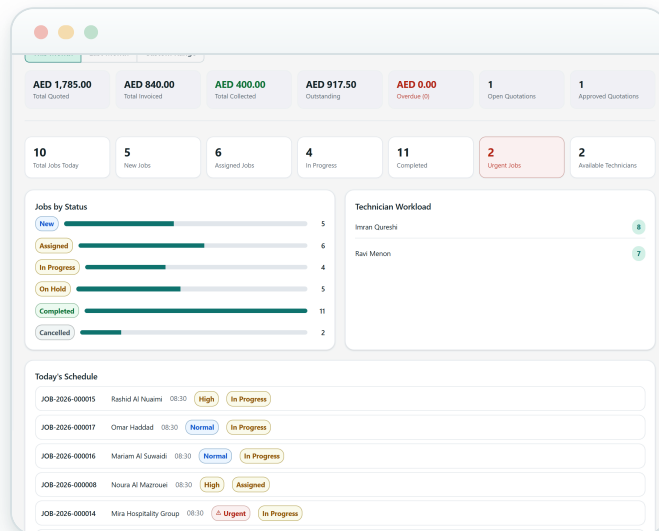
Optional payment link

Email delivery

→ Every figure on this page traces back to a job you can open.

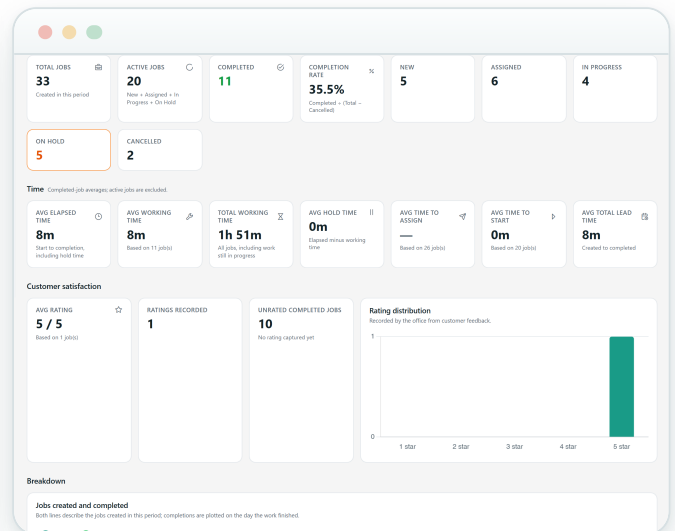
See what's happening across your operation.

A dashboard for what needs attention today, and analytics for how the period actually went — built from the same records your team creates as they work.



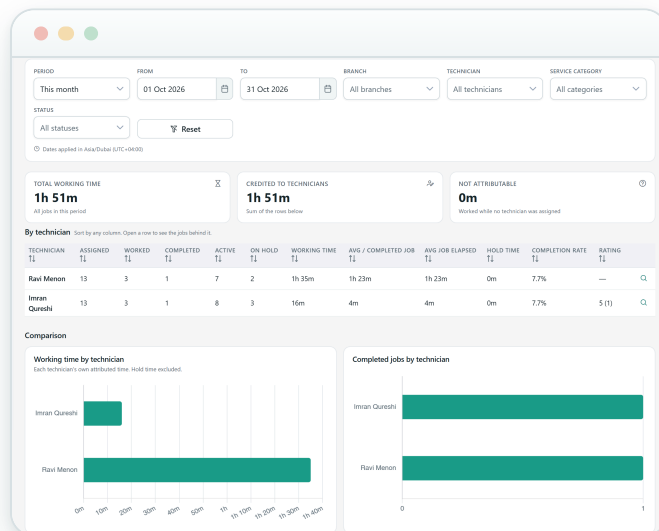
Dashboard

Today's jobs, the schedule and workload across your technicians



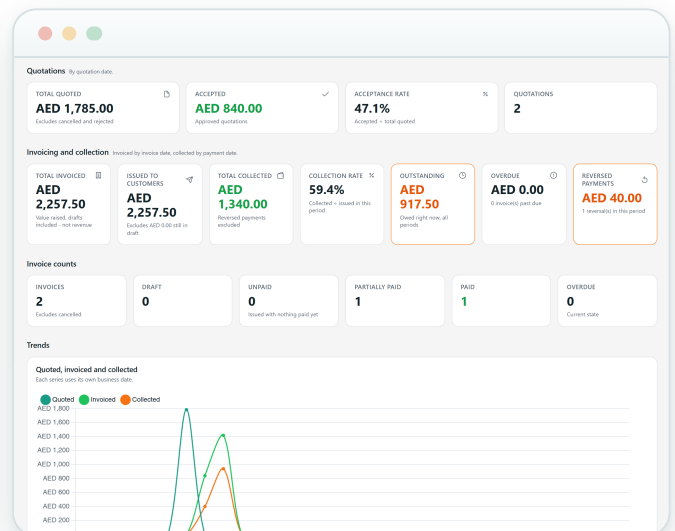
Overview

Job counts, completion rate and averages for any period



Technician performance

Jobs and working time per technician, traceable to real jobs



Financial analytics

Quoted, invoiced and collected — for administrators only

Financial figures are shown to administrators. A dispatcher sees the same operational picture without them — and a technician never sees money at all.

Live notifications

Role-based visibility

Period comparison

Branch and category breakdowns

Customer ratings

Everything behind the workflow.

The capabilities that support the journey — verified in the product today.

Customer experience

- Your own public service page
- Online service requests with photos
- Secure online quotation approval
- WhatsApp click-to-chat
- Customer ratings

Office operations

- Customer records and history
- Service request inbox
- Customer matching and linking
- Jobs, scheduling and dispatch
- List and board views
- Multiple branches
- Service categories

Field service

- Mobile technician workflow
- Start, hold, resume, complete
- Before and after photos
- Camera and gallery capture
- Work performed and findings
- Materials and parts
- Customer signature

Commercial

- Quotations and PDF
- Automatic expiry
- Re-quote after rejection
- Invoices and PDF
- Payments and history
- Payment reversal
- Email document delivery

Management

- Operational dashboard
- Analytics overview
- Technician performance
- Financial analytics
- Notifications
- Job timeline and audit

Administration

- Users and roles
- Role-based permissions
- Company branding and logo
- Currency and tax configuration
- Time zone
- Arabic and English

NEXT STEP

Run your field-service operation from **one connected platform.**

From the first customer request to the payment that closes it.

- ✓ Make it easier for customers to request service
- ✓ Create and share professional quotations
- ✓ Give technicians what they need in the field
- ✓ Connect invoices and payments to real work
- ✓ Turn requests into structured, scheduled work
- ✓ Let customers approve online
- ✓ Deliver professional service reports
- ✓ Give management clearer visibility

Ready to see FixFlow in action?

Request a demo and we will walk you through the whole workflow with your own kind of work.

+971 568338988

Call · WhatsApp