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Keyfax Cloud & KeyNect - Service Definition 2.1

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Company Overview

Omfax has been providing market leading repairs diagnostic and enquiries diagnostic software to social housing providers since 1989. We serve customers throughout all countries in the UK and in Ireland. As of April 2024, Keyfax is used to manage the repairs and tenancy enquiries of over 800,000 homes.

Our sole focus is the Keyfax product suite making tenancy Enquiries and Repairs simple and elegant. We built Keyfax to use the tenant and asset information already available to make intelligent decisions in diagnosing any issue. For further information on Omfax please see <https://omfax.co.uk>.

Keyfax Cloud

The power of Keyfax, fully managed and in the cloud. Keyfax Cloud includes any of the four Keyfax modules for Staff or Self Service.

What is Keyfax?

Designed for use in the housing sector, Keyfax is an intelligent diagnostics tool. Providing a simple online interface for users 24 hours a day from any internet enabled device.

Keyfax empowers customer service advisors to handle an ever-broadening range of repairs and tenancy enquiries, delivering complete and accurate information every time.

Keyfax provides residents with online self-service, so they can access information for themselves and report issues at a time that suits them.

Keyfax can be compared to the most experienced specialist sitting with the advisor or resident, guiding them through each repair or enquiry, while checking relevant property and customer profile information across multiple systems.

Keyfax asks the most appropriate questions to properly identify and diagnose the repair or enquiry, personalising the advice and outcome to the resident's home and circumstances.

Keyfax diagnostics are easily customised and there is no limit to the content you can make available, ensuring a consistently high standard of service is delivered every time.

Features

- Builds intelligent outcomes using tenant and property data.
- Graphical interface for simple selection by advisors of the item in need of repair
- Easy keyword search to quickly find the correct repairs category.
- Omfax-designed deep integration with Dynamics 365 model driven apps.
- Comprehensive administration facility for script management and updates
- Diagnostic flow images and easy sharing of diagnostics with colleagues
- Presents supporting messages, images, and video, with the ability to capture images.
- Responsive design used on any internet enabled device.
- Seamlessly integrates with Housing Management, CRM systems, Schedulers and customer portals.
- Optional stand-alone configuration launched from your website.
- A modular system, offering dedicated features for staff and customers.
- Real time feedback from live diagnostics to system administrators.
- Repair works order population and configurable workflow automation.
- Supports any schedule of rates (SOR) or custom service codes.

- 400 prebuilt diagnostics, supporting image library and a reporting suite.

Benefits

- Staff manage a wider variety of calls without specialist training.
- Diagnose any repair or enquiry quickly and accurately 24/7.
- Ensures consistency across platforms and user groups.
- Reduces inbound contacts to your service centre.
- Improve KPI's including First Contact Resolution and Customer Satisfaction.
- Reduces the number of repair work orders raised.
- All diagnostic script content can be administered in-house.
- Identify tenant responsibility where appropriate.
- Improves the quality of information gathered.

Keyfax Cloud is Omfax Systems' fully managed software as a service (SaaS) offering of Keyfax. With Keyfax Cloud customers can enjoy all the benefits of Keyfax without having to worry about provisioning or managing infrastructure, availability, scalability, disaster recovery & business continuity. Keyfax Cloud is designed to make it simple to use Keyfax to support your repair diagnostic and enquiries diagnostic requirements leaving you free to focus on your business objectives.

The Keyfax Modules

Keyfax Cloud consists of four modules, two intended for staff use and two for customer self-service:

Keyfax Repairs Diagnostics

Keyfax Repairs Diagnostics is used by Customer Service advisors to guide them through assisting a tenant calling into the contact centre to diagnose a housing repair. It assists in diagnosing the priority and exact repair that is required and builds works orders with the appropriate SOR codes.

With its intuitive interface, supporting diagrams and straightforward search functions, Keyfax is easy to use. Accommodation providers can readily customise the diagnostics scripts to reflect their service requirements, and changes are quick and easy to implement.

Out-of-the-box integration is provided for all leading Housing management systems and CRM solutions, including Dynamics 365.

Keyfax Enquiries Diagnostics

Keyfax Enquiries Diagnostics helps customer services teams to handle inbound housing enquiries. It works alongside Keyfax Repairs Diagnostics and is easily integrated with MS Dynamics CRM and most Housing Management Systems (HMS).

Administrators can easily change the Enquiries diagnostic scripts to fit their housing association's policies. Keyfax Enquiries comes with a model script set that can be used as-is but is simple to update or change. Existing Customers use Keyfax Enquiries Diagnostics for handling a range of common enquiries such as:

- Antisocial behaviour
- An abandoned property
- An abandoned vehicle
- Illegal parking
- Fly tipping.
- Renting a garage
- Rent balance enquiries.
- Requesting an aid or adaptation
- Request for money advice.
- Rearranging an appointment
- Raising a complaint
- Registering a compliment

Keyfax Repairs Self Service

Keyfax Repairs Self Service offers all the benefits of Repairs Diagnostics but with the focus on helping the tenant directly. As a fully responsive web-based solution, Keyfax Repairs Self Service works on desktops, tablets and mobile phones. It is easy to implement and integrate, with a ready-made call-flow process that guides the tenant through their repair diagnosis. It can be integrated with the same back-office systems used in the contact centre, or a dedicated customer portal. This means there is no need to follow up a call because reported requests can be trusted, and the organisation maintains control.

Keyfax Enquiries Self Service

Keyfax Enquiries Self Service is similarly designed to work across any internet connected device, no matter what the screen dimensions. It is easy to implement and has simple and secure REST integration with any online customer portal. Keyfax Enquiries Self Service offers an elegant alternative channel into your Housing Association or Local Government office. Which frees up customer service advisors to handle more complex enquiries, or to give residents who need it, more help.

Keyfax KeyNect for Video & Audio

Keyfax KeyNect is a purpose-built video call solution designed to improve tenant communications and revolutionise how support staff handle repairs and service enquiries. KeyNect bridges the gap between tenants and staff by enabling real-time visual conversations, allowing issues to be diagnosed faster and more accurately.

KeyNect simplifies data collection by letting tenants show rather than describe their concerns. Whether it's a dripping tap, faulty heating system, or general property enquiry, support staff can see the issue first-hand, ask guided questions, and gather details efficiently. Which means reduced repair visits, more first-time fixes, and better tenant satisfaction.

Keyfax KeyNect supports one way video calls with two-way audio. It also supports single user calls where tenants can record their issues, whether ASB or otherwise that can be better documented through recorded video.

Benefits for all Modules

Intelligent Diagnostics

To bring intelligence to your diagnostic scripting, Keyfax looks up information from other databases, within your organisation. Alternatively, when your Housing Management System launches Keyfax it provides extra information.

Components, warranties, vulnerabilities, active cases and much more. You can change the logical flow of a script based on tenant and property data, changing the advice and outcome to suit the needs of your customer and their home.

Reporting

A suite of reports is provided as well as a real time dashboard, all accessed via the Keyfax administration console. Report data can be exported in Excel, PDF or Word. Users can create their own reports using a suitable Report Builder application.

The KeyNect Portal provides easy archive and retrieval of all recorded sessions. Ideal for compliance, training, or dispute resolution. It also shows full details of each recorded media type for retrieval and auditing purposes.

Stand-alone

Keyfax does not require a Host system and can be launched from any website as a stand-alone solution. Using this simple configuration, Keyfax outputs an email summarising the diagnosis and next steps.

KeyNect can also be launched stand alone for individual audio or video sessions.

Integrated

Omfax enjoys long-standing relationships with the key Housing Management and Customer Relationship Management system and portal suppliers, with existing integrations.

Our preferred method of communicating with other systems is the Keyfax REST based Web API. The Keyfax Web API provides a set of secure, stateless HTTP based web services host systems can use to launch Keyfax sessions and obtain results when control returns to the host.

KeyNect is built to work seamlessly with Keyfax Repairs Diagnostics. Additionally with its open RESTful API, integrate KeyNect into any process.

Performance and availability

Resilience

All Omfax Systems hosted customers benefit from a 99.95% infrastructure uptime SLA, excluding scheduled down times.

This is achieved by placing multiple copies of your service into unique availability zones. Should one zone be updating or fail to respond traffic will be automatically routed to the next availability zone. Availability zones are unique physical locations within a region. Each

zone is made up of one or more data centres equipped with independent power, cooling, and networking.

Vulnerability management approach

The product is built on the Microsoft and Azure platforms and Omfax actively monitors official and unofficial channels for threats to those platforms and the protocols around them. When a threat is assessed that impacts the application, patches can be deployed as soon as a mitigation is available.

Information security policies and processes

The Omfax Systems policies are readily available on the company's internal file sharing system and can be shared on request from customers. These policies include:

- Information Security & Computer System Access Management.
- Data Handling.
- Acceptable Usage and Information Classification.

These policies, and any staff training based on these policies, is reviewed annually.

Omfax is also a Cyber Essentials Certified organisation and will be ISO 27001 (Information Security) accredited by early 2026.

Service Delivery

Our onboarding strategy puts customer goals at the heart of the process, ensuring customers understand and experience the value Keyfax offers, and making Keyfax part of a working routine.

We provide analysis of current processes, system administrator training and script development workshops, technical services, and project management services.

Implementation Framework

Project governance

Your Omfax project manager will work with your project team throughout the implementation, from start-up to go-live. Project organisation will include:

- Executive Support, ensuring required resources are available.
- Project Management, ensuring the project is delivered as determined in the project plan.
- Steering Group, subject matter experts overseeing progress and supporting the PMs.
- Work Group, completing tasks set out in the project plan or identified by the PMs.

Design (process mapping)

Processes will be reviewed and documented via a combination of workshops and business analysis. The application of technology such as Keyfax is an important enabler, process review and potential redesign considers case management and workflow, as well as 'front office' process.

Stage 1 – workshop to review business processes to produce visual maps.

Stage 2 – information input and output requirements

Stage 3 – intelligent scripting requirements and data sources

Administrator Training

Training is provided for up to 4 personnel that will be required, either as part of the project or the continued administration of Keyfax, to update the diagnostics and manage users. All training sessions will be supported by the administration guide and Help pages, available online.

Build (script development)

We support your project team, helping to update the supplied model content to match the newly developed process maps.

Stage 1 - Build script components required for each step.

Stage 2 – Edit the included model scripts to match your mapped processes.

Stage 3 - Create sets of scripts based on user, resident, property type and more.

Customisation

Branding including logo, fonts, colour scheme, images, and icons to match your website or customer portal (self-service modules). Customisation options using self-

administration: Content including diagnostic entities, supporting images, policy page, business rules and user maintenance.

Acceptance

Upon agreed completion of the Keyfax implementation project, our customer will transfer into the support agreement provided by Omfax Systems. This will trigger the post go-live review, to be arranged within 3 months of the go-live date. This will assess the implementation and impact Keyfax has had, a review of usage followed by discussion of possible future phases.

Support

Our customers have access to the Omfax Support desk which is responsible for overseeing the functioning of Keyfax to ensure maximum benefit from the software.

The support service includes, as a minimum, one annual review together with telephone and email contact. The annual review will include a full assessment and report on the use and functioning of Keyfax, including recommendation for any action.

Scripting

Advice, email and telephone assistance will be provided to help Keyfax Administrators resolve queries. The support team are available to assist between 8.00am and 6.00pm Monday to Friday; excluding bank and other public holidays.

An online user manual and technical guide providing information and guidance on the software and script editing is available to users.

All support calls and emails are logged and given a support ticket reference. Support tickets are assigned a priority in accordance with the Service Level Agreement (SLA)

Service level agreement (SLA)

	Description	Response Time
1 – Critical	Keyfax system is down and unusable	Within 2 hours
2 – Essential	System fault causing operations to be affected	Within 4 hours
3 – Important	System fault - work around possible	Within 1 working day
4 – Useful	Minor fault or cosmetic problem	Within 1 week

System updates

Software Support includes upgrades to the Software which are not separately priced or marketed as new products.

System updates are conducted outside of hours whenever possible, with minimal-to-no downtime for our customers.

Offboarding

The agreement includes license, support, and hosting. At end-of-contract access to these services are no longer available. Notice to cancel will need to be given three months before the renewal date.

Keyfax Cloud Key Benefits

Alongside our 99.95% up-time guarantee all Keyfax Cloud customers enjoy the following benefits...

- Free Keyfax upgrades (to the latest version upon request)
- A separate test environment for Keyfax script development
- Keyfax onboarding and training from our expert script developers
- A 99.95% service up-time guarantee
- No infrastructure to procure or manage.
- Fully automated real-time fail-over
- 24/7 site monitoring & alerting to Omfax Systems
- Long term and point in time off-site back-ups.
- UK based Microsoft Azure primary & secondary data centres

Keyfax Cloud consists of four modules. Keyfax Repairs Diagnostics and Keyfax Enquiries Diagnostics which are the Keyfax for Staff modules, and Keyfax Repairs Self Service and Keyfax Enquiries Self Service which are the self-service modules.

Uptime Guarantee

Monitoring & Alerting

Omfax Systems use both Microsoft Azure & external site monitoring / alerting to track the health & availability of our Keyfax Cloud services. Both Keyfax Cloud and Keyfax KeyNect are Azure based systems.

Monitoring constantly tests the availability of the Keyfax application and underlying health of our infrastructure from various unique geographical regions. Abnormal incidents or any degradation in service will be acted upon as immediately as possible in accordance with our SLA.

Automated Fail-Over

All hosted services leverage availability sets within Microsoft Azure for both the web site and database to protect against a local single-points-of-failure and provide a completely automated fail-over to a redundant system. This ensures Omfax Systems can guarantee a 99.95% infrastructure uptime SLA for our hosted services.

Omfax Systems utilize both real-time geo-replication & long-term / short-term retention policies within Azure to maintain multiple copies of your data at various points in time. The recovery time objective provided by Omfax Systems varies depending on the nature of the failure.

For all our hosted Keyfax customers we do indeed use Azure SQL databases as opposed to SQL Server running on virtual machines.

SQL Azure Databases

For all our Keyfax Cloud customers we use a SQL Azure databases and PaaS in general to leverage certain availability, redundancy and scalability capabilities offered by the Azure platform and to ensure the Azure platform automatically handles critical servicing tasks, such as patching, backups, Windows and Azure SQL upgrades, and unplanned events such as underlying hardware, software, or network failures.

Azure SQL databases are built upon what Microsoft refer to as the “high availability architecture” which promises a 99.95% availability SLA for all Azure SQL databases.

We also find Azure SQL auto-scaling can be useful to accommodate for regional spikes in traffic whilst not over provisioning our Azure resources.

Web Applications

We do still require virtual machines for the Keyfax web application but we would like to support Azure Web Apps in the future so the Keyfax web application can also move to a PaaS model. For the Keyfax web application currently within our Azure environment we do leverage zoned availability sets and automated fail over via health monitoring and traffic manager to guarantee a 99.95% SLA for the Keyfax web application.

Business Continuity

How we ensure continued Keyfax Cloud service in the event of the worst case.

Recovery Time Objective / RTO

For local hardware failures or regular Windows updates fail-over to a fully operational load balanced back-up system is fully automated and typically transparent to end users. This fail-over takes on average 1 to 2 minutes.

In the unlikely event of an outage that effects the entire data centre (for example a local natural disaster) Omfax Systems will leverage real-time geo-replication to fail-over all customers to a sister data centre located in a different region of the UK to maintain service. This manual fail-over process can take several hours depending on the availability of Omfax technical staff.

Omfax technical staff are available to assist with outages during normal business hours via email and phone. Out of hours support is also available via phone.

SQL Azure Database

For business continuity / disaster recovery specifically related to Azure SQL databases we use both geo-replication & long-term / short-term retention policies to maintain multiple copies of each customers Azure SQL database in real-time and at various points in time.

We can offer a considerably quicker recovery time objective should the worst happen using Azure SQL retention policies and one click restoration than we could restoring a full Azure virtual machine.

Where availability and BCDR are critical within Azure we felt an Azure SQL Database offered more reliability at a lower cost. Of course, SQL Server is still a great choice and has its place. We use SQL Server for development and on various production sites.

For reference we use Azure SQL Databases and don't use Azure SQL Managed instances. We may consider managed instances in the future.

Back Ups

Keyfax Web Application

Your Keyfax web application is replicated in real-time to a sister data centre in a different Azure region within the UK. Regular manual back-ups are also taken from the primary web server and copied to the secondary fail-over web server. Omfax Systems do not maintain regular daily back-up of the Keyfax web application files as all important customer data is designed to be stored within the Keyfax database. To facilitate a quick recovery time objective Omfax Systems do maintain a back-up of your Keyfax configuration files and client specific files within source control.

Keyfax Database

Your Keyfax database is replicated in real-time to a sister data centre in a different Azure region within the UK. Alongside real-time geo-replication Omfax Systems also take automated point in time back-ups of your Keyfax database. In the event of data lost Omfax Systems can restore your Keyfax database to any point in time from the last 14 days. We also retain daily database back-ups for a period of 8 weeks.

Specification

Script Functions	Comments
Keyfax - a scripting tool for Advisors.	Keyfax scripts are guides – they aim to assist advisors to obtain the information relevant to an enquiry/request so that this is properly understood, and the script can then generate appropriate responses, actions, guidance etc. It also ensures advisors are presented with relevant information about the enquiry/request, the customer, property etc so they can give 'personal' attention to a caller. Scripts allow advisors to concentrate on communication with caller.
Scripts comprise the logical 'steps' that allows the resolution of a customer request by following a consistent process.	Keyfax provides steps which can comprise a combination of: • Information prompts • Questions to be answered by the customer • Decisions which control the flow of the script
Keyfax script selection can be either by hierarchical menu or key word search.	Keyfax uses a hierarchical menu (alphabetical order) which is created from the Enquiry Categories and then Topics. A key word search is also provided; key words can be defined by Administrator.
Keyfax provides an easy-to-use front-end presentation and layout.	Keyfax scripts are display one question at a time (so is dependent on enquiry pathway) in a logical and sensible order (as defined by Administrator). Operators are encouraged to participate in identifying suggested changes to scripts to encourage 'ownership'.
Keyfax presents information at relevant points, so it is easy to understand and meaningful.	Keyfax scripts provide expert guidance on decision criteria and screen prompts with appropriate details at relevant points, with ability to drill down to additional information as required. Keyfax Administrators are trained and encouraged to use language appropriate to the conversation between advisors and callers - remove un-necessary jargon and technical terms.
Keyfax scripts only display information on the screen that is pertinent to the current state and stage of the customer request.	Keyfax scripts follow a logical pathway as determined by script design - scripts are able to retain responses to key questions and to establish links to other (external) data regarding customer and customer request to ensure subsequent directed pathway is wholly appropriate.
Keyfax scripts provide user configurable Information prompts that can be classified according to type.	Keyfax provides facility for creating/editing 'Messages' within scripts which can be formatted and styled, and include data from other sources (bookmarked fields), and to contain links to additional guidance/web pages/shared files/external web site, etc. Keyfax allows user configuration of Messages: • Security prompts or checks. • Mandatory information for the customer, e.g. Data Protection Act or other legal rights • Optional information for the customer • Guidance information for the agent • Sign Posting to other service providers

Keyfax scripts provide user configurable Questions can be created and edited.	Keyfax provides facility for creating/editing 'Questions' in a variety of formats and to record responses or generate alternative text. Questions to be answered by the customer can be: • Open (require free text responses) • Yes / No • Multi Choice • Questions which require a numeric answer • Address type questions
Keyfax scripts prompt for and record the results of a question.	Keyfax allows Administrators to define the elements that are to be recorded. These are used to build up a concise description of the enquiry to pass to the service providers.
Decisions which control the flow of the script can be based on contextual information.	Keyfax provides the facility for creating/editing 'Databoxes' which can be used to read/write, store and manipulate data and script responses: • Information within the Customer, Property, Communal area, Tenancy and alert profile • Answers to questions prompted from within the Script • General environmental information, e.g. date and time.
Keyfax scripts allow for integration with other systems/databases to highlight actions can be created.	Keyfax can be configured to integrate with other systems databases to allow one or more of: • A flag to advise that the customer has been identified as having specific risk requirement e.g. visually impaired, Language translation requirements • An action prompt to follow up on outstanding issues with the customer e.g. a requirement to carry out a gas service or to discuss arrears • Send an email to a destination either determined by the Script or manually by the advisor • Generate a letter to be printed • Set data items value from within the script and have the data usable for integration to the host system • Set data items values required within the script from data made available through integration from other systems.
Keyfax scripts allows for letters and emails to be generated.	Keyfax letters and emails use prepared templates that have the ability; • To include data from the customer database • To include data that has been captured via the Script • Use a blank template that is manually completed by the agent.
Keyfax scripts have links to a knowledge base, images, further help or other background information.	Keyfax provides a library of images and 'model' HTML pages to cover policies, services and Handy Hints. Scripts can be configured to access these elements at relevant points in scripts.

	Messages can be configured to include links to other shared files, internet and intranet pages.
Different variants of scripts can be configured.	Keyfax scripts sets can be configured so that the system can switch between them automatically, based on tenancy type, organisation, time or date.

Keyfax System Admin Functions

Keyfax provides for Integration with host system.	Keyfax requires integration with a host system. Integration with all the main housing management systems has already been achieved together with a variety of other system (contactor systems, CRM, etc). Integration incorporating the passing of data from the host (startup.XML) and return data back into the host (export.XML).
Keyfax script Admin and configuration can be completed by Customer without the need for specific Licensor support and services.	Your own Keyfax Administrators (most usually staff from CS) will be trained to undertake script editing. Some IT support may be required in establishing links to external systems databases etc. Keyfax support is provided for software and to give assistance to Administrators and encourage networking with other Keyfax Customers.
Keyfax scripts can be created and maintained via a user friendly 'Admin Console'.	The 'Admin Console' provides an intuitive interface with a structured display of nested questions, with drag & drop and logical expand/collapse capability. Training for Keyfax Administrators is provided to allow non-technical staff to create and edit scripts.
Keyfax scripts components are 're-usable' so components are stored once but used in multiple scripts.	Keyfax scripts are created at 'Master', 'Set' and 'System' level enabling the re-use of scripts and script components. There is also the facility to link scripts and therefore to create use 'sub-scripts' for re-use. Scripts can also be imported and exported e.g. from 'Test' to 'Live'.
Keyfax provides for feedback on Scripts based on issues that arise during day-to-day use.	A Feedback form included as standard, automatically identifying script and set to send email of feedback to the designated Keyfax Administrator.
Keyfax provides for Output reporting.	Keyfax uses SQL database and SQL Reporting Services. Standard reports are included to provide analysis of calls logged through Keyfax. Custom reports can be created by users using the built-in Report Builder.

Repairs Diagnostic Functionality

End User related requirements	
Keyfax scripts can perform repair diagnosis by either a keyword search or selecting from a graphical representation of items requiring repair.	Keyfax provides a hierarchical menu (alphabetical order) based on Repair Category and then Fault Item. Categories have associated images with hotspot areas linked to Topics. Key word search defined by Administrator.
Keyfax scripts provide for 'Hints and tips' that can be passed on to the customer to be displayed at relevant points in the process.	Keyfax includes 'Policy pages' as standard including selection of Handy Hints for customers (e.g. resetting trip switch, unblocking sink). Keyfax Messages can be displayed at relevant points in process and provide initial guidance, with facility to drill down to further guidance by linking to Keyfax Help pages or to other web pages, shared fields, etc.
Keyfax scripts can diagnose multiple customer repairs within one session.	Keyfax includes facility to log multiple repairs. Discussion will be required to determine how these are then presented back to the host system - e.g. depending on priority and trade type, whether to combine as one order or create separate orders.
Keyfax scripts can store and maintain a set of repairs Schedule of Rates (SOR) codes.	Keyfax supports the use of multiple SOR schedules.
Keyfax scripts can hold multiple SOR codes against each resulting repairs diagnosis.	Keyfax allows generation of multiple SOR codes per repair. Use of Keyfax Databoxes will enable identification of, e.g. Area Contractor and determination of appropriate code - bespoke code and/or NHF code.
Keyfax scripts can determine repair priority.	Keyfax uses default priorities against SOR codes and allows Administrators to create scripts that determine the priority criteria.
Keyfax scripts can determine tenant responsibility for repairs and rechargeable works.	Keyfax scripts allow determination of responsibility for a repair, and recharge value attached, including VAT and administration charge.

KeyNect Video and Audio Capture

End User related requirements	
Get instant eyes on the issue as soon as it is reported	KeyNect remote assistance gives you instant visual access to the issue through live video or audio. Whether a resident repair or ASB call, KeyNect will capture it.
Escalate to subject matter experts	Once your video (or audio) is saved as part of repairs diagnosis, the resulting recording can be easily escalated to your subject matter experts for specialised problem-solving.
Add video or audio to the works order	Embed links to your audio or video files in works orders, so that other staff can see the issue first hand without an inspection. At the end of the Keyfax session the links can be written back to your Housing Management System or CRM.
Customise your video connection requests	Set your own welcome messages, Terms and Conditions and additional instructions for your video or audio connection requests.
Use your organisation's own branding	Use your logo and brand colours to reassure residents that the video or audio connection screen is a seamless service, that came from you.
Ensure compliance and safety	Each recorded session is archived and easily retrievable from the KeyNect portal. Ideal for compliance, training, or dispute resolution.
Seamless Integration with Keyfax Diagnostics	KeyNect is built to work seamlessly with Keyfax Repairs Diagnostics. In addition, via its open RESTful API, integrate KeyNect into any process.