

Glossary of Terms - Touchstone

Term	Definition
Asset	A physical item or equipment being tracked or managed (e.g., HVAC unit, generator, door system).
Checklist	A step-by-step list of actions or verifications to be completed as part of a work order.
Decommissioned	Indicates the app is no longer in active use or supported, often replaced by a new system or tool.
Fallback/Interim Process	Manual or alternative steps to follow if the app or system is unavailable.
Job Details	The section of the app that displays key information about a work order, including location, description, and priority.
Job History	A record of all actions, updates, and changes associated with a specific work order or asset.
Notes	A text field for adding freeform comments or observations to a work order.
Notifications	In-app or push alerts that inform users of new assignments, status changes, or important updates.
Offline Mode	A feature that allows users to continue working when internet connectivity is unavailable. Data is saved locally until sync is possible.
Photo Capture	A feature allowing users to take and attach images directly to a work order for documentation purposes.
Planned Maintenance (PM)	Routine, scheduled maintenance work, often recurring, to prevent asset failure or downtime.

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Reactive Maintenance	Unplanned or emergency work initiated in response to a breakdown or issue.
Service Level Agreement (SLA)	A performance commitment related to response and resolution times for specific types of jobs.
Signature Capture	A feature allowing customers or team members to sign off on a completed job via the app.
Status Update	The action of changing the current state of a work order (e.g., from "In Progress" to "Completed").
Sync	The process of uploading locally stored data from the mobile device to the main Touchstone system. Required to ensure updates are reflected centrally.
Technician View	A user-specific layout showing only jobs and data relevant to the logged-in technician.
Time Capture	Logging of time spent on a work order or job, used for reporting and billing purposes.
Touchstone Mobile App	The mobile interface for accessing core features of the Touchstone system on smartphones or tablets. Designed for field-based or mobile-first users.
Work Order	A task or job assigned within the system, typically related to maintenance, inspection, or service delivery.