June 2024 Webinar – Bold Group/fireNspec Partner Webinar Q & A

Q: Can multiple technicians inspect devices in the same ticket at the same time?
A: Yes, multiple technicians can inspect devices in the same ticket at the same time and see the last device that any technician in the ticket inspected.

Q: Do you charge for barcodes?
A: There is no charge for barcodes, QR codes, or customer portal sites.

Q: Can the technicians see each other's schedule?
A: No, they can only see the tickets (inspections) assigned to them.

Q: Will fireNspec automatically send a report to our customer after an inspection or do we have to send it to them?
A: fireNspec gives you the option to process your inspection reports either way. It has the ability to automatically send inspection reports to a designated site contact or you can choose to do it manually.

Q: I use subcontractors. Can I add them to fireNspec and indicate that they are subcontractors and not employees?
A: Yes, fireNspec gives you the ability to designate subcontractors in the system, as well as teams (e.g. installation team, service team, etc.) and branch offices.

Q: How does the system know how many devices are present on any particular site and where they are specifically located within said site?
A: Devices, their location, address, barcode (if applicable) and other information may be added to the system by a technician on-site, an admin in the office, or via data migration. fireNspec can migrate data from other applications, spreadsheets, PDFs, etc. Once this data is in the system it is available in the Site record and any ticket generated for a Site. Contact fireNspec to learn more about migrating your data.

Q: Does fireNspec work specifically with Sedona, or can this be used as a standalone or with other programs?
A: It works wonderfully with SedonaOffice, but it can also be used as a standalone product or in conjunction with other products.

Q: Is this program able to be used for CCTV and burglar alarm inspections?
A: Yes, absolutely! fireNspec is designed to be versatile and can be used for a wide range of compliance needs, including security systems, CCTV and video surveillance, access control, generators, elevators, site surveys, checklists, and more. Moreover, with fireNspec's customizable template builder, you can easily create your own custom inspections.

Q: Are you able to see non-fire inspection service appointments within the same calendar?
A: Yes, and all calendar entries are labeled, so you can easily see what type of inspections have been scheduled.

Q: Does FireNspec have offline capabilities?

A: Yes, if Internet connection is lost, the fireNspec app caches the information the has been input into your phone or tablet. You can keep working on the inspection and the app will automatically upload your data when the connection is restored.

Q: Can we migrate our Building Reports database into FireNspec?
A: Yes, information from other applications and databases can be imported into fireNspec.

Q: Could a fire site map be added and follow the ticket when it's created.
A: No, this is not a feature that has been or will be implemented, as we have discovered through customers who have used it in other platforms that though it looks like a nice feature, it does not work well in practical application. (See more information in the Q&A video). However, PDFs of site drawings and floor plans can be added to customer portals.