

Customer Portal: Asset-Centric Order View in Customer Portal

Last updated by | David Mishler Gomocha | Oct 1, 2025 at 11:45 AM GMT+2



Customer Portal: Asset-Centric Order View in Customer Portal

 40130 Customer Portal | Ability to see all orders related to a specific asset | Done

Description

Efficiency

- Connect Assets to Their Complete Service History

What its

- Asset-Centric Order View in Customer Portal

What it does

- Allows customers to search for any asset and instantly see all related service orders, including pending work, with enhanced search capabilities across asset details like serial numbers, descriptions, and customer reference numbers.

Why it Matters

- When customers want to know what's happening with a specific piece of equipment, they shouldn't have to dig through dozens of unrelated orders.
- Asset-focused viewing gives customers the complete service story for each piece of equipment, making it easy to track maintenance history and upcoming work.

Value

- Faster access to equipment-specific service information
- Complete visibility into asset maintenance history and future work
- Reduced support calls for equipment status inquiries
- Better customer planning with pending order visibility
- Enhanced search across multiple asset identifiers

Where it Fits in Gomocha FSP

- Reporting - Asset order history

- Digital Transformation- Customer Portal

Configuration Steps

For orders to display/show in customer portal, the activity status type needs to have 'Show in Customer Portal' flag enabled.

- Gomocha FSP Portal > Administration > Master Data > Activity Status Types
- Select Edit on Activity Status Type(s) > Locate and enable the "Show in Customer Portal" flag.
- If the flag is not enabled, orders associated with this activity type will not appear in the Customer Portal.

Send status ack to Back Office ☐

Sync work order status update back as subcontractor ☐

Description in Customer Portal

Show in Customer Portal ☒

Is end state ☐

Gomocha FSP Portal > Configurators > Portal Layout designer > Ensure "Order History" group is available under "Groups and Fields"

Portal Layout Configurator

Asset customer portal

Layout Position Editable Fields

Groups and fields

- Order History
- Other details
- Asset information
- Address

Available groups and fields

Ungrouped fields

Add	CustomField_SelmaTest	☐	☒	☐
Add	Asuka	☐	☒	☐
Add	Automatic scheduling	☐	☒	☐
Add	Choose a color theme for the customer portal (deprecated)	☐	☒	☐

Output/Usage

Customer Portal > Search Assets > Select and open Asset Details Page > Locate "Order History" and filter through search options

Home

Assets

Search

Documents

Users

Reports

Settings

Announcement

Asset

2

Contract

2

Open orders

22

Planned orders

3

Open quotes

1

Asset search

Type search term

Asset id	Serial number	Customer reference	Description
759376	1234567		Cooking unit
87003857			Cooking unit

Order History

Search all columns...

Status categoryAll

Clear filters

Order number ↑↓	Order status ↑↓	Order type ↑↓	Start date ↑↓	End date ↑↓	Latest update ↑↓
P2428140:2	Planned	Check asset	6-8-2025	6-8-2025	6-8-2025, 16:02:09
P2428140:1	Unplanned	Inspection	6-5-2025	6-5-2025	6-5-2025, 10:35:17
2430879_M:1	Completed	Maintenance	22-4-2025	22-4-2025	22-4-2025, 22:43:17
2431080_M:1	Interrupted	Maintenance	16-4-2025	16-4-2025	15-4-2025, 22:25:12
P2430940:1	Interrupted	Maintenance	14-4-2025	14-4-2025	14-4-2025, 22:57:38
2430966_M:1	Unplanned	Maintenance	14-4-2025	14-4-2025	14-4-2025, 19:45:24
P2428140:4	Unplanned	Maintenance	8-11-2024	8-11-2024	8-11-2024, 18:24:35
P2428140:3	Unplanned	Installation	8-11-2024	8-11-2024	8-11-2024, 18:24:35

Showing 8 of 8 order(s)

Order History

Q Search all columns...

Status category

All

Clear filters

Order number ↑↓	Order status ↑↓	Order type ↑↓	Start date ↑↓	End date ↑↓	Latest update ↑↓
P2428140:2	Planned	Check asset	6-8-2025	6-8-2025	6-8-2025, 16:02:09
P2428140:1	Unplanned	Inspection	6-5-2025	6-5-2025	6-5-2025, 10:35:17
2430879_M:1	Completed	Maintenance	22-4-2025	22-4-2025	22-4-2025, 22:43:17
2431080_M:1	Interrupted	Maintenance	16-4-2025	16-4-2025	15-4-2025, 22:25:12
P2430940:1	Interrupted	Maintenance	14-4-2025	14-4-2025	14-4-2025, 22:57:38
2430966_M:1	Unplanned	Maintenance	14-4-2025	14-4-2025	14-4-2025, 19:45:24
P2428140:4	Unplanned	Maintenance	8-11-2024	8-11-2024	8-11-2024, 18:24:35
P2428140:3	Unplanned	Installation	8-11-2024	8-11-2024	8-11-2024, 18:24:35

Showing 8 of 8 order(s)

Order History

Q Search all columns...

Status category Open

Clear filters

Order number ↑↓	Order status ↑↓	Order type ↑↓	Start date ↑↓	End date ↑↓	Latest update ↑↓
P2428140:1	Unplanned	Inspection	6-5-2025	6-5-2025	6-5-2025, 10:35:17
2431080_M:1	Interrupted	Maintenance	16-4-2025	16-4-2025	15-4-2025, 22:25:12
P2430940:1	Interrupted	Maintenance	14-4-2025	14-4-2025	14-4-2025, 22:57:38
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P2428140:4	Unplanned	Maintenance	8-11-2024	8-11-2024	8-11-2024, 18:24:35
P2428140:3	Unplanned	Installation	8-11-2024	8-11-2024	8-11-2024, 18:24:35

Showing 6 of 8 order(s) • Filtered by: Status category "Open"

Order History

Q Ins

Status category Open

Clear filters

Order number ↑↓	Order status ↑↓	Order type ↑↓	Start date ↑↓	End date ↑↓	Latest update ↑↓
P2428140:1	Unplanned	Inspection	6-5-2025	6-5-2025	6-5-2025, 10:35:17
P2428140:3	Unplanned	Installation	8-11-2024	8-11-2024	8-11-2024, 18:24:35

Showing 2 of 8 order(s) • Filtered by: "Ins" And Status category "Open"