SERVICE SUITE DISPATCH

Automate. Manage. Control.

Service Suite Dispatch frees your dispatchers from cumbersome dispatch processes and gives them new tools to proactively manage all work in the field.

Challenge
To ensure field commitments are met, dispatchers struggle with matching workload to workforce, tracking work progress, and responding quickly to emergencies or a change in customer priorities. Proactive service management is often displaced by the demand of routine order management tasks, inefficient dispatching and voice communications.

Solution
Service Suite Dispatch provides dispatchers and supervisors with the tools and information to monitor work progress in the field in real-time, and to make informed decisions in response to fast-changing conditions or high priority situations. It streamlines dispatch operations and increases the cost-effectiveness and efficiency of order and fleet management by eliminating paper-based dispatching and voice communications and automating routine tasks.

The combined forces of Service Suite Scheduling automating the scheduling of all orders with Dispatch’s pro-active alerting systems allows dispatchers to focus on managing exceptions such as outage situations or workforce staffing changes.

End-to-End Integrated Workflow
Key Benefits

Increase Efficiency and Cost-Effectiveness
- Automate routine tasks, enabling dispatchers to focus on exception handling
- Optimize fleet performance using real-time map data
- Eliminate inefficient dispatching and voice communications
- Increase number of jobs completed per technician by actively managing work levels and order priority
- Leverage user-friendly features such as auto fill fields, drag-and-drop between windows, and pick lists for filtering to increase dispatcher productivity

Increase Customer Satisfaction
- Respond proactively when an appointment is in jeopardy
- Increase responsiveness for handling emergency and same-day orders

Streamline Dispatch Operations
- Have the ability to consolidate geographically-dispersed dispatch centers into central dispatch and monitoring facilities
- Disseminate information to external groups or individual technicians from one central location with ease

Increase Dispatcher Autonomy and Job Satisfaction
- Enable dispatchers to focus on improving customer service instead of the repetitive tasks of manual order dispatching and manual order completions
- Increase quality of information available to dispatchers by providing real-time updates from the field, enabling them to do their jobs more effectively
- Make informed operational decisions with “bird’s-eye view” of all work status and progress

Improve Safety and Support of Technicians and Crews
- Provide greater safety to technicians with GPS tracking and continuous, real-time monitoring
- Communicate wirelessly with technicians in the field to provide additional instructions and support as needed
Key Features

Order Management
- Automatically dispatches orders to available technicians based on scheduling algorithms and scenarios
- Automate the adjustment of workload distribution as required by the transfer of one technician’s incomplete orders to another technician
- Ability to initiate automatic redistribution of orders if work conditions change or emergency situations arise
- Drag-and-drop operations allow orders to be moved easily between order window, technician window, and map view

Exception Handling
- Pro-active alerts notify dispatchers of exceptions such as a technician is out of work or an appointment is in jeopardy
- Pending Orders window allows dispatchers to focus on orders that cannot be automatically dispatched and require dispatcher intervention

Simple and Intuitive Interface
- At-a-glance graphical, color coded view of order and technician status
- Real-time updates from the field on the status of technicians (e.g. available, signed off, on site) and orders (e.g. pending, dispatched, en route)
- Tabular display of attributes of technicians and orders, such as business unit, crew composition, priority, and location
- Customizable windows enabling dispatcher to tailor user interface to work environment
**Fleet Management**

- Workforce optimization reports provide additional information to enable proactive management of order scheduling
- Available time report enables dispatchers to identify technicians who have an excess workload or who will become available for additional work
- Ability to reserve technicians’ time during exception situations
- Text messaging allows dispatchers to communicate easily with technicians, either individually or as a group, and maintain an audit trail of the communications
- Ability to update the status of orders on behalf of technicians who are not equipped with mobile devices
- Ability to update technician shift assignments and view technician details (e.g. skills, contact information)

**Dispatch Mapping**

- ESRI-powered, integrated geographical view of workload, workforce, and assets enables faster comprehension of complex situations
- Drag-and-drop operations to dispatch work orders seamlessly from Gantt chart onto map or vice versa
- Real-time tracking of vehicles equipped with Global Positioning System (GPS) using Service Suite Vehicle Tracking
- Technicians’ routes visible using Service Suite Street Level Routing