



GoServicePro
Service Solutions - Delivered!

Scheduling & Dispatching
Using
Dispatch Advisor™



	00	30	00	30	00	30	00	30	00	30	00	30	00	30	00
1. Edward...															
2. Done...															
3. Mike...															
4. Bill...															
5. Service...															



GoServicePro Delivers Service Solutions for:

- ▶ **Customer Service**
- ▶ **Contracts**
- ▶ **Scheduling & Dispatching**
- ▶ **Mobility**
- ▶ **Partner Integration**
- ▶ **Logistics**
- ▶ **Billing**
- ▶ **Reporting & Analytics**

To learn more about GoServicePro's Service Management solutions, visit us online at:

www.GoServicePro.com

Or email us at:

info@GoServicePro.com

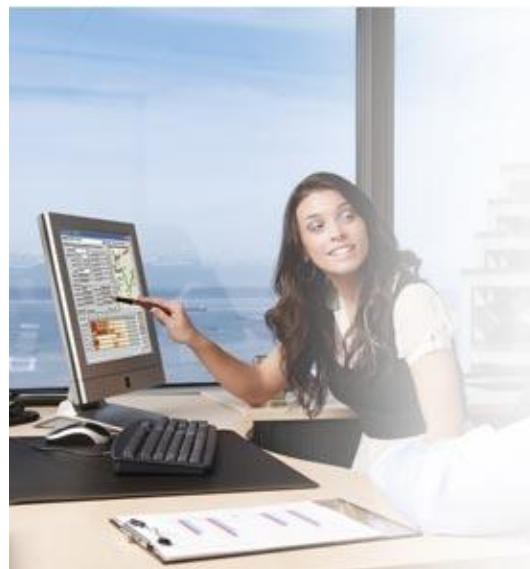
Service operations in today's increasingly complex business environment can be a delicate balancing act. On the one hand are the demands of your customers for ever increasing levels of service – and on the other are the demands of your business for reduced costs and increased profitability. Success lies in being able to minimize operating costs while meeting required service levels. With Dispatch Advisor™, businesses are able to achieve both objectives simultaneously by enabling service coordinators to manage field resources more effectively – which helps businesses maintain desired service levels while simultaneously increasing field utilization – and dispatching center efficiency.

GoServicePro provides Service Management Solutions (SMS) designed to support the entire closed-loop service delivery process – Customer Service, Contracts, Scheduling & Dispatching, Mobility, Partner Integration, Logistics, Billing and Reporting.

Optimize schedules and dispatch resources ...

Coordinate the arrival of parts and people ...

GoServicePro's Dispatch Advisor™ schedules and assigns service orders to technicians, taking into account the customer's entitlement and preferences, priority of the problem, technician skills, trunk stock, job location and route coverage and other fully-configurable parameters. Scheduling of appointments and assignment of resources can be optimized based on route and processed manually or automatically. Dispatch functionality includes the ability to order and/or ship needed parts directly to a customer site and automatically coordinate their arrival with that of the technician for installation. The dispatching methodology uses a cost based, data driven approach that ensures consistency between schedules and flexibility for dynamically changing parameters to reflect real-life situations. Dispatch Advisor™ enables dispatchers to easily optimize the dispatching of technicians in real-time in order to ensure that customer service levels are met every time.



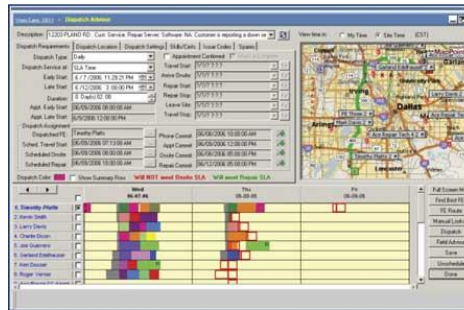
- ✓ **Automatically assign the right technician with the right qualifications and the right parts at the right time**
- ✓ **Optimized real-time and batch scheduling**
- ✓ **Integrated SLA management and fulfillment**
- ✓ **Customer appointment bookings**
- ✓ **Street-level route optimization using Microsoft MapPoint**
- ✓ **Advanced Dispatch Board job monitoring tool**

“Scheduling and route optimization solutions improve field technician productivity by 25%”

[Aberdeen Research Group - Service on Time: All the Time Benchmark Report](#)

Dispatch Advisor™ Features

- Automated real-time scheduling – simultaneously considers: location, skills, certifications, employee schedules, customer preferences, trunk stock levels, parts availability, and Customer service level agreements (SLAs).
- Automated, optimized, real-time re-scheduling based on current conditions and Street level optimized routing with turn-by-turn driving directions using Microsoft MapPoint.
- Support for all service types – SLA Scheduling, Preventative Maintenance, Installations, Projects, Break/Fix and Emergencies.
- Support for multiple dispatch types – Manual, Automated, Group Dispatch, Drip-Feed, and Customer Requested Appointments.
- Optimized real-time and batch scheduling.
- Supports streamlined service execution with intelligent templates designed to automatically create and manage tasks associated with jobs and based on contract terms and job types.
- Provides support for complex dependencies between assignments on the same job such as “Immediately After, Same Resource”.
- Automatically create and schedule future appointments for preventative maintenance
- Advanced Dispatch Board control gives dispatch personnel insight into technicians’ schedules,
- Proactive notification of jobs at risk and allows for easy viewing and updating of job activity
- Supports “Dispatch it and Forget it” workflow so that service jeopardy situations are brought to the attention of agents before SLAs are missed.
- Integrated knowledgebase system enables predefined solutions to be accurately applied to recurring service situations.



Dispatch Advisor Form

Business Benefits

Increased Revenue

- ✓ Optimize travel routes to allow technicians to complete more jobs per day
- ✓ Improve customer loyalty
- ✓ Get the job done right, the first time, every time
- ✓ Increase service contract renewals

Increased Operating Efficiency

- ✓ Apply consistent scheduling policies to throughout your organization, with flexibility to accommodate different scenarios
- ✓ Centralize planning, scheduling and dispatching operations
- ✓ Reduce number of jobs completed late
- ✓ Real-time and accurate visibility to workload and capacity

Increased Customer Satisfaction

- ✓ Develop accurate and realistic service schedules in real-time
- ✓ Increase first-time resolution rates
- ✓ Reduce service resolution times
- ✓ Improve customer service level attainment rates

Reduced Costs

- ✓ Decrease time spent on scheduling activities
- ✓ Reduce overtime
- ✓ Reduce travel time and costs
- ✓ Reduce contractual penalties
- ✓ Improve ratio of dispatchers to technicians
- ✓ Make optimal use of partners and subcontractors

- ✓ Increase Revenue
- ✓ Increase Customer Satisfaction
- ✓ Improve Operating Efficiency
- ✓ Reduce Costs

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