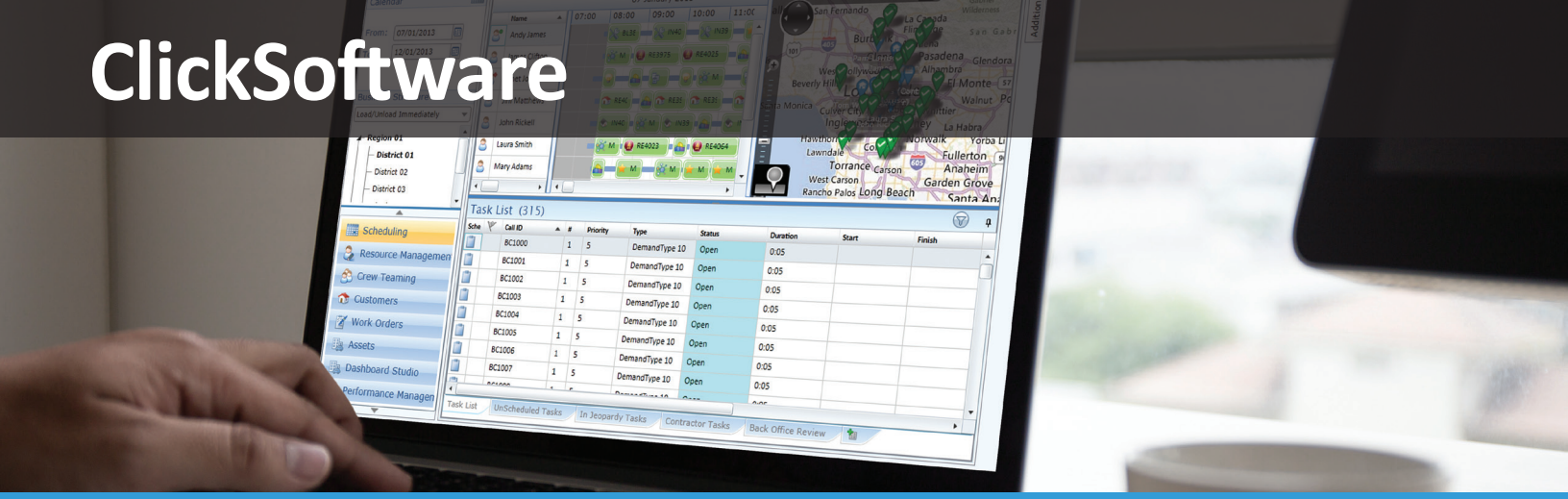
ClickSoftware



Service Optimization Suite: ClickSchedule

Intelligent and automated scheduling for the mobile workforce

On the day of service, every organization has its own set of challenges: a new, high priority job comes in, a field service professional calls out sick or a customer is not home when they said they would be. The true measure of superb service is how efficiently and effectively organizations are able to adapt to the changing dynamics inherent in their daily grind. In order to guarantee your field professionals will maximize the value of every service interaction, it is imperative the right worker with the right skills, parts and equipment gets to the right customer at the right time.

Introducing Service Optimization Suite: ClickSchedule

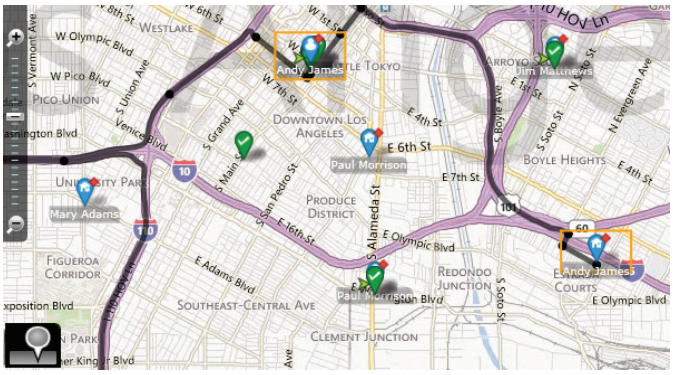
ClickSoftware's scheduling and dispatch solution produces optimized schedules across many thousands of jobs, resources and locations simultaneously, leveraging over twenty years of developing decision-making algorithms, service best practices and intelligent automation.

Taking into account each unique business's priorities and measured KPI's, ClickSoftware empowers service organizations to strike the precise balance between delivering superior experiences to customers, and keeping operations costs in check.

Key Capabilities:

ClickSchedule gives businesses unique operational visibility by consolidating the full range of work types, resources and business lines into a single solution.

- **Multiple scheduling options, ranging from manual to fully automated & optimized** – Supports all levels of automation and sophistication
- **Real-time optimization that immediately responds to changes** – Efficient and effective responses to field and customer events
- **Intelligent automation accounts for all work types and resource types** – Group many small tasks together for improved management of same-site, same-customer, remote site or similar task type scheduling - Ensures that tasksare assigned to the tech with the right skills and resources
- **Predictive Street-level Route Optimization** – Realistic ETAs, based on historical travel data
- **Truth-based scheduling** – Decisions based on actual schedule, resources, work, appointments, and travel
- **Define and execute multiple scheduling policies** – Accounts for regional variances, and easily adapts to emergencies and unplanned scenarios
- **Pre-integrated with all Service Optimization Suite solutions,** including ClickMobile – Interconnects the entire service chain for delivery of superior experiences to customers
- **Crew Management** – View and modify crew allocations for crew/date slots and assign the same set of resources repeatedly to different tasks
- **Task Bundling** – Group many small tasks together for improved management of same-site, same-customer, remote site or similar task type scheduling



Map view with daily route

ClickSoftware

Customer Examples

A North American utility serving 5.2 million households consolidated and centralized dispatchers from **67 offices** down to **2 offices**

A North-American diversified construction company enabled each dispatcher to manage **50%** more technicians, and increased orders per worker per day by **20%**

Benefits

Increase productivity & efficiency of the field service organization

- Spend more time working, less time traveling to reduce costs and complete more jobs per day
- Ensure only properly skilled field service professionals with the right parts and tools arrive at the customer site to maximize first time resolution
- Reshuffle the schedule in real-time to increase utilization and reduce overtime

Increase customer lifetime value & grow the business

- Arrive on-time and complete jobs on the first visit to increase customer satisfaction
- Reprioritize work as high priority jobs come in while still meeting all customer commitments to increase customer loyalty
- Offer customers appointment options based on business implications to meet primary objectives

Mitigate service risk in a mission critical environment

- Respond as quickly as possible to minimize service disruption
- Automatically adjust job priorities to maximize SLA compliance
- Assign service professionals only to jobs they are properly skilled for to increase employee satisfaction & reduce employee churn

About ClickSoftware

ClickSoftware is a global leader of automated workforce management and optimization solutions for the service enterprise.

Available via the cloud or on-premises, our solutions provide organizations with end-to-end visibility and control over the entire service process, while providing them with tools to drive their business forward by optimizing forecasting, planning, scheduling, mobile workforce management and customer communication.

ClickSoftware solutions boost productivity and increase customer satisfaction, while decreasing overall service costs. ClickSoftware is the number one choice to deliver control over the entire service process, while providing superb business performance to organizations of all sizes, in all service sectors.

Contact Us

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