

WORKFORCE MANAGEMENT

Workforce Management System optimizes field resources

Managing your workforce has never been easier. You now have the opportunity to maximize mobile assets with efficient time and resource management. Advanced scheduling, intelligent routing and GPS & GIS integration options offer an effective way to meet customer commitments and locate your team when completing scheduled tasks. Not only do you get real-time reporting, but the mobile interface allows information to be seamlessly updated using store and forward technology. Adapted to specifically meet the needs of communications providers, the Workforce Management Solution can integrate the scheduling of service orders, work orders and trouble tickets through an easy-to-use application. With multiple product levels, you have the flexibility to use the system as a stand-alone application or you can integrate it with either the Quintrex system or your existing billing/OSS vendor.

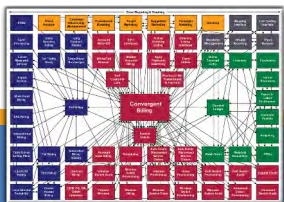
Service Orders, Trouble Tickets & Work Orders

Providing your CSRs with immediate access to your technicians' availability from the Service Order and Trouble Ticket modules, the system allows you to dynamically create the most optimized schedule while meeting all of your service commitments. The behind-the-scenes scheduling rules allow you to minimize overtime and travel costs.

Taking things like customer commitment dates and times, task location, travel time, skill requirements, vacation and sick time into consideration when building a schedule, your technicians can be utilized to their fullest capacity. Making it easier to meet customer obligations, some communications providers have seen significant increases in the number of tasks they are able to complete each day!

In addition to effectively scheduling service orders and trouble tickets, dispatchers can easily incorporate work order activities in the most efficient manner possible. Integration with the Work Order system also ensures that valid work order numbers are entered when scheduling tasks to reduce manual entry errors.

Preventative maintenance tasks can also be conveniently inserted into your schedule with the most optimized method. All within the allowable commitment window, tasks like locates and ONT battery change outs can be completed when a technician is in the area to reduce extra travel time and resources.



The ready-to-use reports provide insight about service operations and streamline

Workforce Management Benefits

- ❖ Drive down field resource management costs
- ❖ Provides an instant view of all available field resources
- ❖ Consolidate scheduling in one location for greater efficiency
- ❖ Easy-to-use system allows dispatchers to monitor missed commitments and focus on critical service issues
- ❖ Improve productivity and safety of field resources
- ❖ Mobility Interface Option offers greater remote flexibility:
 - ❖ Maintain complete awareness of schedule changes in the field
 - ❖ Supports laptops, Windows Mobile PDAs or WAP-enabled Wireless Phones
 - ❖ Provide accurate information to and from the field with Store & Forward technology
 - ❖ Real-time monitoring and optimization of field resources and activities
- ❖ Validate work order numbers upon scheduling to ensure accurate record tracking
- ❖ Reduce administration efforts with the automatic creation of a timecard entry
- ❖ Quickly react to changing events in the field
- ❖ Seamless flow of information to your mapping provider via your billing/OSS application offers accurate tracking of equipment
- ❖ Reports offer easy access to drill-down information

decision-making on the part of both service management and dispatchers. Additionally, the open database architecture allows for the creation of customized on-demand reports with multiple levels of detail. You have everything at your fingertips to pull the information you need, when you need it.

Mobility Interface Option

The Mobility Interface helps you maintain communication with your technicians in the field through laptops, Windows Mobile PDAs and WAP-enabled phones. This option keeps managers and dispatchers aware of each task's status without the technician calling or physically reporting back to the office. Technicians easily mark a task as complete, track inventory used as well as receive scheduling modifications throughout the day. Using 'Store and Forward' technology, technicians can enter pertinent information about the order and sync the details back to the system when an Internet connection is available. In the same manner, detailed information about a task can be sent to the technician for completion. This process not only reduces paper trails, but also eliminates misinterpreted phone calls and/or messages.

When utilizing the GPS & GIS integration options, technicians can conveniently receive driving directions on the most optimal route to their next job. Dispatchers and managers can also quickly view the exact location of each technician to make better business decisions 'on the fly' when determining available resources.

Timecard/Payroll Option

When using the Timecard/Payroll Option, the information received from the technician in the field seamlessly initiates the creation of a timecard entry for hours worked by task. These entries are connected with work descriptions and General Ledger Account Codes to ensure the proper financial records are updated.

Inventory Option

The Inventory option allows technicians to not only view serialized items, but more effectively track non-serialized items used to complete each task. Using this information, your staff can ensure all trucks are replaced with the proper equipment. Via a connection to your billing/OSS system, equipment used can also be transferred to the mapping system for future needs.

Using intelligent scheduling, multiple levels of operational reports and a completely integrated mobile offering, this intuitive system can help you effectively manage your workforce with greater operational efficiencies.

