

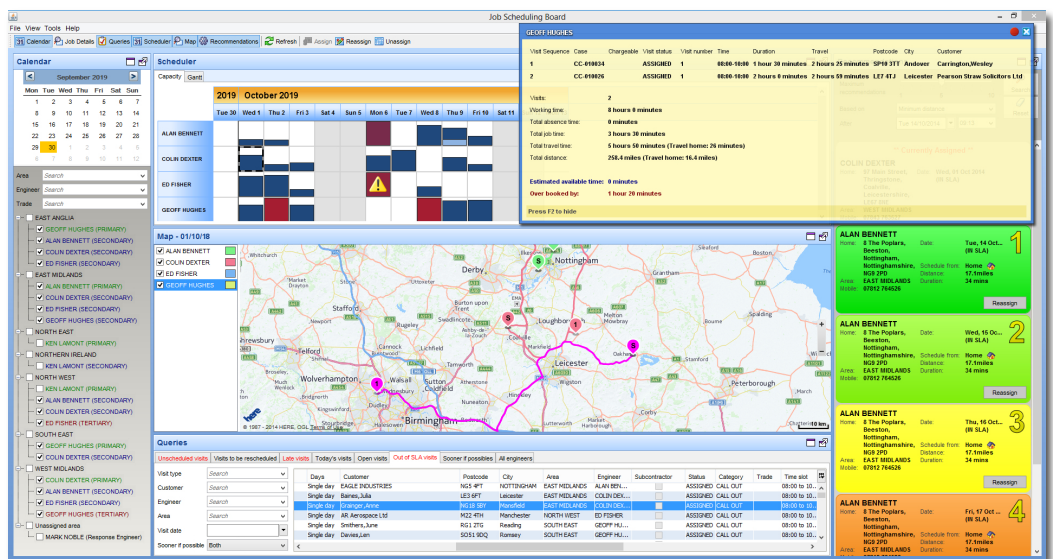


## Data Sheet - Engineer Scheduling Board

The Eagle Field Service Scheduling Board uses assisted scheduling to aid the operator in making the right engineer scheduling decision first time, every time. This ensures that not only is the operator more efficient, but that the best scheduling decisions are being made for the business – making the engineers' days more efficient and cost effective.

Scheduling should be an easy task for any member of a service team, but often, specialist knowledge about engineer availability is held with individuals within the team.

The Eagle Field Service Scheduling Board helps to unlock that knowledge in order that it is shared amongst all users. The Assisted Scheduler is designed to be easy-to-use so that even operators that do not normally have exposure to the scheduling process are automatically assisted in making the right decisions.



The screenshot displays the 'Job Scheduling Board' software. It features a top navigation bar with options like 'File', 'View', 'Tools', and 'Help'. Below this is a 'Calendar' section showing a monthly view for October 2019. A central 'Map' shows a geographical area with various locations marked. On the right, there's a 'Queries' table listing jobs with columns for 'Visit Sequence', 'Case', 'Changeable', 'Visit status', 'Visit number', 'Time', 'Duration', 'Travel', 'Postcode', 'City', and 'Customer'. The bottom right corner shows a 'Queries' list with columns for 'Visit type', 'Customer', 'Area', 'Engineer', 'Subcontractor', 'Status', 'Category', 'Trails', and 'Time slot'.

## Rule Engine

At the heart of the scheduling system is a rule engine, which is completely configurable to your business requirements. The output of the rule engine creates a score against every engineer for every day that is being recommended and presents the best slots for the user to recommend, in a very easy to understand way.

The rule engine can be altered to suit the needs of your operation and different versions of the rule engine can be deployed at different times of the year, dependent on business demands. Some of the rules used include engineer skill levels, actual road distances, capacity of engineer day, length of actual travel between cases, long travel home legs, response time and customer preferred engineer.

## Customised Panels

Key to the design of the Scheduling module is the ability to allow the user or manager to view the information they need there and then. The Scheduling Board can be configured to have a different view depending on the individual user and company-wide requirements. This allows for a tailored board relevant to your business, or just to show relevant panels and functionality dependent on the users role.

The Scheduling Board is made up of functional panels that can be switched on or off dependent on user preferences and spread over multiple screens if required. Any information is only a click away, and when in a highly pressured scheduling environment, access to such information is essential.

## Calendar

This provides instant and 'at a glance' access for any day, for any engineer, and is presented to the user in the same way as an Outlook calendar.

## Areas Viewer

The system can be set up to group individual engineers into particular geographical areas. This allows a primary and secondary engineer hierarchy based on where these resources are geographically based. This prevents unnecessary distance travelling and ultimately, is more cost effective to the business.

The viewer allows the user to see which engineers are assigned to each region, highlighting the recommended engineers. A search facility is provided to quickly find specific areas or engineers.

The Areas Viewer links directly through to reflect what is shown in the Scheduler panel.

## Capacity & Gantt Views

The Scheduler details the recommended engineers relevant to an individual job in hierarchical regions. The recommended primary and secondary engineers are shown and they are grouped into certain geographical areas. This shows how busy an engineer is on a certain day, making the user more efficient when scheduling calls.

A day view provides pop-up detailed information on the make-up of the engineer's day, what jobs are booked against them, time allocation, travel time, customer, location, etc. The day view provides a true historic representation of the jobs that have happened and the order in which they occurred. Such a visual representation of a day's history is often invaluable in understanding the performance of individual engineers.

## Best Practice Recommendations

When booking a case, this panel is used to assist the user in where best to place the job based on the detailed rules engine. The rules engine is used to provide a score that determines which engineer should be recommended for each job. These recommendations are then presented to the user in a colour ranked order

and this one panel is key to providing the user with a simple 'at a glance' recommendation.

This powerful technology benefits all field service businesses, whether business to domestic or business to business.

With the Eagle Assisted Scheduler, the user is guided to make the correct decision, not just for your customers, but also for your business based on your defined recommendation rules. Whilst optimum response times are critical for business customers, minimising travel time, and ultimately cost, is paramount.

## User Queries

Data and job information queries can be viewed by the user to provide an easy reference and report of Unscheduled Visits, Visits to be Re-Scheduled, Late Visits, Today's Visits, Open Visits, Out of SLA Visits and a summary report of jobs by engineer.

## At a Glance Mapping

The mapping panel is linked directly with the Capacity panel to show a geographical view for the selected engineer for the chosen day. This provides a graphical representation of the location of the engineer's jobs.

The user can see where engineers are 'at a glance' or have the capability to view where on a map the jobs are located. The map can be expanded to a street level view.

## Optimisation of Jobs

A common problem in service departments can be that engineers are overloaded because travel time is not correctly taken into account. The Eagle Assisted Scheduler constantly updates the travel time between each of the booked cases, including the final travel leg home. This provides a true picture of how busy each engineer is during the day. An optimisation process within the scheduler will also suggest an order, based on optimised route, which the scheduled cases should be completed in.

## Business Benefits

- Engineers spend less time travelling and more time on-site working
- Optimisation of jobs booked on that day to ensure best business practice
- More efficient operators making the best scheduling decisions
- Rule engine that is tailored to your business requirements
- 'At a glance' information for operators and the management of availability of engineers



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