

Sage Timberline Enterprise

Dispatch Board

With our state-of-the-art Dispatch Board, you're always at the heart of your complex, but critical, service business—all viewed from one interactive screen. Each work order has one or more trips which display on the Dispatch Board for scheduling. Dispatchers can then quickly work with those trips and schedules by dragging and dropping to different areas of the Dispatch Board, saving time, money, and headaches.

Dispatchers can also project and adjust the technicians' schedules over a specified timeframe. Opt to view schedules for the current day, for a three-day period (yesterday, today, and tomorrow), for the current week, or for any user-selected time frame—then schedule work for a specific day/time, or place it in a technician's unscheduled queue for future attention.

The Dispatch Board's easy-to-read color-coding detail makes it a snap to monitor certain information at a glance, such as when technicians are available, what type of work is needed in a trip (for example, service or installation), and the status of the trip.

Following is a detailed list of Dispatch Board features that put you in total control of your technicians' workload and the complete schedule of work to be performed.

- View unassigned work and assign it to technicians. Use the recommend technician feature to find a technician that meets the skill requirements and schedule requirements for the work.
- Monitor alerted work status that requires attention, such as overdue work, unfinished work, high priority work that has not yet been assigned, or "on hold" work that has reached its reminder date.
- Receive skill and schedule warnings if a technician does not have the specified skill for a job, or if the selected date is outside of the requested schedule range for the work order.
- Easily manage trip priority and status via a right-click context menu. Split trips, create related trips, or create new trips in seconds.
- View and edit details for related items such as technicians, work orders, and service sites.
- Using the Trip Detail window, drill down into information about the trip and the site, such as associated scopes and tasks, parts needed, related equipment items, related notes and attachments, related trips, and preventive maintenance schedules for the service site.
- Create multiple Dispatch Board views to display different groups of technicians. Views can be filtered to show technicians for specific service centers and departments.
- Adjust the position and sizing of different Dispatch Board panels to meet your specific needs.
- Configure Dispatch Board settings such as hours displayed, color-coding, and alert settings.

BENEFITS

- Easily manage and dispatch your entire team of technicians using one integrated calendar
- Quickly assign technicians to the right job based on skill, customer experience, or schedule
- Schedule split day trips, unfinished work, or high priority jobs with minimal effort
- Swiftly access detailed job information such as needed parts, related equipment, and preventive maintenance schedules

Dispatch Board is a part of Sage Timberline Enterprise, a tightly integrated business management solution designed to simplify the complex needs of service and specialty contractors.