



Add [more value to your customers' business](#) by delivering amazing service.

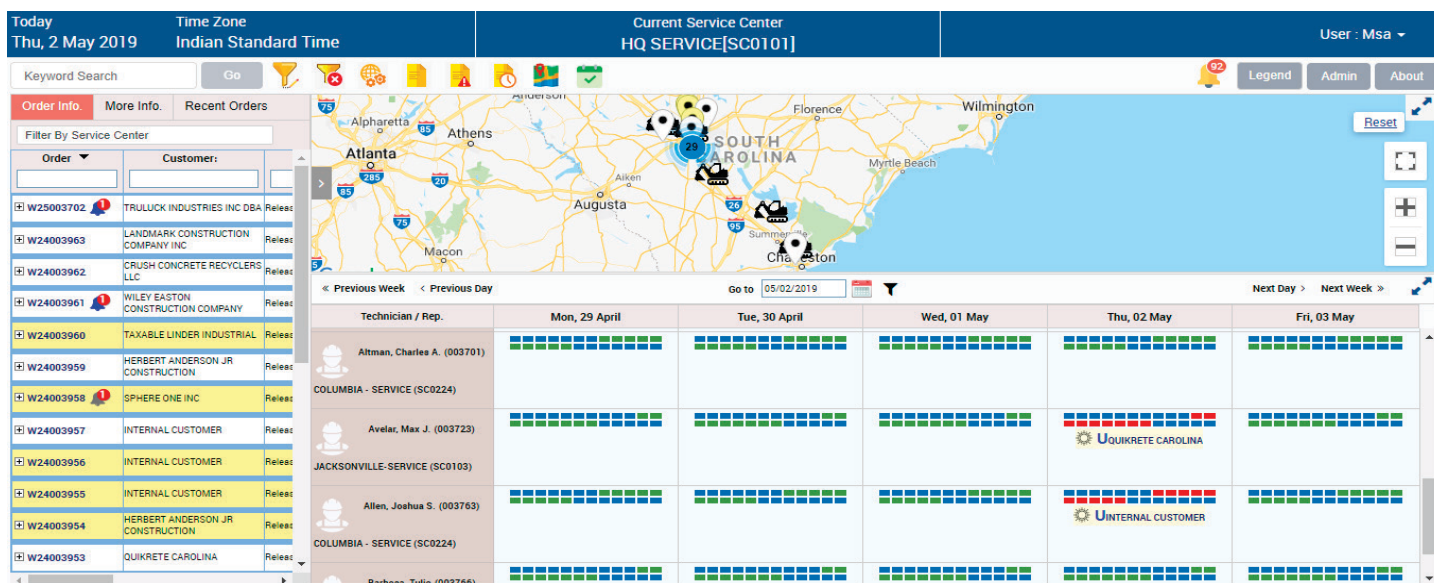
In this era of digital communication, the only human interface between your company and customer is your technician. [The e-Emphasys eScheduler Application](#) designed for dispatchers and foremen, streamlines operations with effective Planning, Scheduling and Dispatch of field technicians. Its integrated Work Order Management helps create strong collaboration between service personnel, customers and the back office.

Service Technicians are like brand ambassadors. They create positive association in your customer's mind



Nothing can be more frustrating for a customer than to wait for a technician to arrive and repair the equipment that's hampering productivity. In most cases, the delay is due to inefficient scheduling of a service technician for the job. With eScheduler, assigning jobs to technicians based on machine proximity is as easy as a *drag-n-drop action* – with automatic 'job-assigned' notifications to the foreman and technician. The machine and technician location feature enables creation of real-time job status. eScheduler makes sure, the right technician is assigned with the right kind of job to maximize delivery rate and increase customer satisfaction.

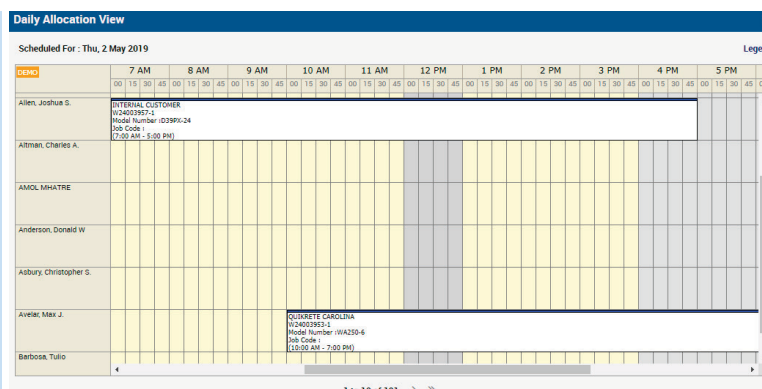
eScheduler helps you assign the right people, to the right jobs.
It lets you create the most productive workplace in the field!



eScheduler auto-assigns technicians whose skills match the required skills for specific work orders

While allocating the *right technician with the right parts – to the right job at the right time*, eScheduler evaluates critical parameters such as the skills and current location of the technician, the job site, and the estimated time required to complete the job.

eScheduler enables an Optimized Service Chain by deploying resources effectively, and at a lower cost.



Achieve key service delivery metrics by leveraging insightful algorithms that allow you to prioritize service calls; check current location of technicians; schedule multiple jobs at different customer locations; set best routes by analyzing distance between technician's current location and the job site using map traffic engine and current weather; track technician travel times and estimate job completion times. The advanced scheduling function in eScheduler enables improved resource management and better response times – making it easier and more efficient to schedule and assign service tasks.

Powerful and intuitive Resource Planning Board with Integrated Map-view enables collaborative information such as Segment, Status, Color-coded Work Assignment, Notification for Service Order Progress, etc.

The screenshot shows the eScheduler interface. At the top, it displays the date (Thu, 2 May 2019), time zone (Indian Standard Time), current service center (HQ SERVICE[SC0101]), and user (Msa). Below this is a keyword search bar and a map of Fish Hatchery Rd. On the left, there's a list of service orders with columns for Order, Customer, Status, and Est. Hours. A pop-up window for Service Order Seg # W24003902 / 1 shows details: Status: Released, Customer Name: BANKS CONSTRUCTION COMPANY, Est. Start Time: 05-Dec-2016 10:31 PM, Est. End Time: 05-Dec-2016 10:31 PM, and Work Order Segment Address: 3109 CHARLESTON HWY, Lexington, W. COLUMBIA, SC, 29172, US.

eScheduler integrates quick and advanced filters to search Work Orders and Technicians

From real-time, condition-based monitoring to machine hours and GPS location, eScheduler translates critical diagnostic data into actionable items for service scheduling. The work allocation dashboard displays daily / weekly job assignments. This is useful in assigning jobs that help measure and fine-tune technician efficiency.

Displays information such as Equipment Service History, Segment Text, Warranty and Sign-off Reports.

Details

Segment Details | Warranty | Parts | Assignments | Skill | Tasks | Segment Text | General Text | Service planning | View Sign-Report | Service History

Search

Service Order Number From To Go Clear

Service Order Details

Service Order	Seg #	Customer	Service Center	Order Date	Segment Type	Service Type	Segment Description
W24003902	1	BP0005252	SC0224	12/15/2016	Chargeable	CUSTOMER SHOP SERVICE	CHECK POPPING NOISE IN FRONT AXLE
W24002513	1	BP0005252	SC0224	02/18/2016	Non-Chargeable	WARRANTY - FIELD CAMPAIGNS	T15001-3
W25001654	2	BP0005252	SC0225	08/13/2015	Chargeable	CUSTOMER FIELD SERVICE	ITEMS NOT COVERED BY COMPLIMENTARY KDPF E
W25001654	1	BP0005252	SC0225	08/13/2015	Non-Chargeable	WARRANTY - FIELD CAMPAIGNS	4500 HOUR KDPF EXCHANGE

Segment Details

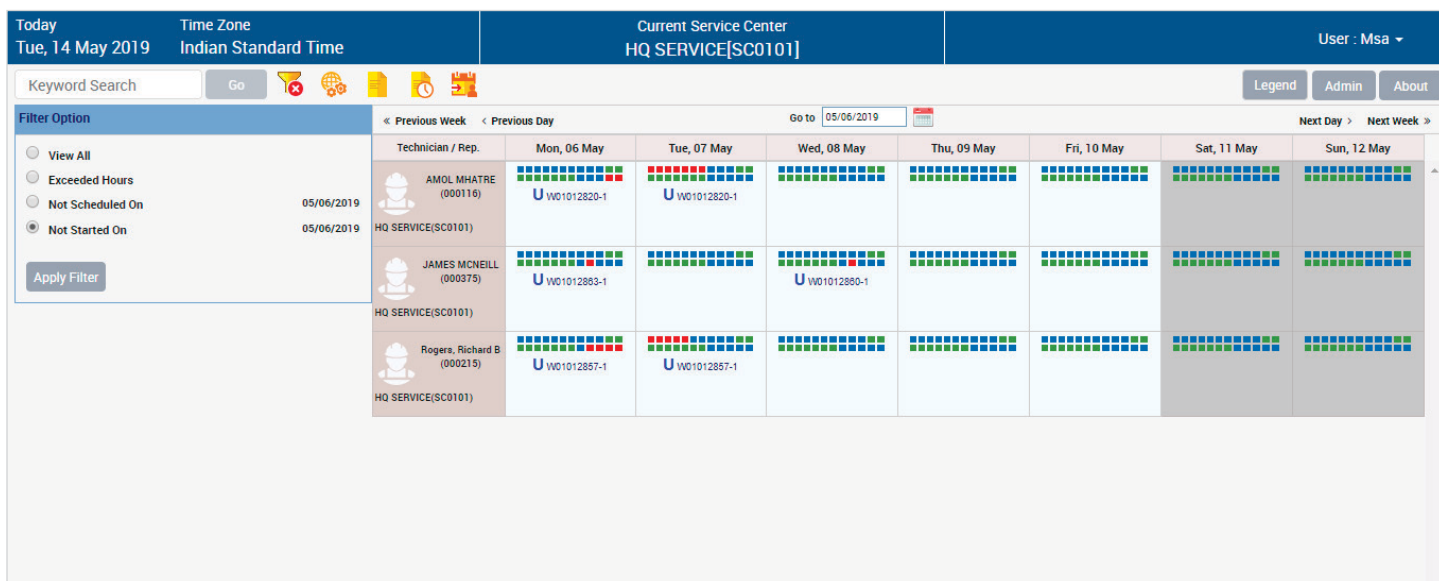
Part | Labor Details | Others

PartCode	Part Description	Warehouse	Delivery Type	Delivered Quantity
6520-91-1030 KM	GASKET	WH0225	From Warehouse	2

Other Integral features of eScheduler:

- Drag and drop allocation and re-allocation of work order with email / SMS notification to technician, foreman and customer
- Enables View-and-Assign work order and technician availability from multiple company locations and service centers
- Displays work order alerts for promised date expiry, back-order parts, expiry of machine warranty, etc.
- Receives and displays real-time work progress notifications for actions like travel started, work started, work completed, etc.
- System displays the work completion percentage at segment and task level
- Map View displays distance from technician's current location to job location, traffic and weather conditions
- Supports multiple languages

System generates analytical reports for: Monthly Assignments, Work Completion and Service Order Aging for each service center.



Exceed your customers' expectations by going beyond the SLAs to deliver output-based service that's responsive and productive.

Manage Work Orders efficiently to optimize available manpower resources. eScheduler automates all service processes. The Work Order Management feature in eScheduler enables sharing and viewing information across teams in different locations. Keep your field technicians and back office staff connected in real-time. Schedule more jobs efficiently and achieve sustainable business value, faster!



eScheduler is a holistic approach to overcoming the challenges of efficient scheduling – while ensuring superior customer experiences. A point-and-click scheduling solution, it empowers dispatchers with a real-time view of job assignments and availability of the right technicians. The automated scheduling and dispatching function enables productive allocation of resources to maximize output and minimize costs by achieving the highest first-time fixes.

Stay ahead of service deadlines to deliver superior customer experiences and maintain excellent business relationships.