

Real Time Resource Management and Planning

Features

- Improved on-time arrivals
- Reduced calls between Techs and Dispatch
- Reduced repeat truck rolls
- Improved on-time arrivals
- Improved technician performance and productivity

Product overview

WorkAssure Perform software is for service providers with a mobile workforce who are striving to maximize operational efficiency, improve the customer experience and reduce churn. It is an automated field service management solution that can be either on premise or hosted. Providing actionable information to improve technician productivity, reduce reliance on dispatch and decrease the number of late appointments, WorkAssure Perform directly improves profitability as a result.

The system enables the creation of custom work flows to ensure that business standards and objectives are met. Its focus on exceptions enables the dispatcher to quickly identify and resolve issues. It works as a part of WorkAssure Field Solutions, or it can easily integrate, as a stand-alone product, with existing and customized billing, fleet management and resource planning systems.



WorkAssure Perform streamlines operations through workflow improvements that increase productivity, reduce errors and rework, and improves reliability and quality. It provides interfaces for dispatchers (Console) and technicians (Mobile).

Console

WorkAssure Perform's dispatcher browser-based tool allows dispatchers to direct their focus on work orders that are in danger of missing their estimated completion time or those not assigned.

At a glance, dispatchers can easily view technician progress on jobs. By placing their cursor over the technician's break or job they can easily see details of the current activity. They can also assist technicians by viewing the same screen the technician is seeing when troubleshooting.

Time Slot	Work Order #	Job #	Customer	Status	Type	Class	Key 1	Key 2	Technician	Action
08:00-08:30	009170300881480001	SA	180	Assigned	S2 TROUBLE CALL	T TROUBLE CALL	SC	14P	US@resCoast Tech000 (81110)	Select an action...
08:00-08:30	009170300881480001	SA	180	Assigned	S2 TROUBLE CALL	T TROUBLE CALL	HD	1E	US@resCoast Tech000 (80711)	Select an action...
08:00-08:30	009170300881480001	SA	180	Assigned	S2 DOWNGRADE SERVICE	S SERVICE CHANGE	BK	1E	US@resCoast Tech000 (81110)	Select an action...
08:00-08:30	009170300881480001	SA	180	Assigned	S2 TROUBLE CALL	T TROUBLE CALL	1E	1E	US@resCoast Tech000 (81110)	Select an action...
08:00-08:30	009170300881480001	SA	25	Assigned	1C RCP NEW CONNECT	C NEW CONNECT	SK	PM	US@resCoast Tech000 (81110)	Select an action...

Time Slot	Work Order #	Job #	Type	Class	Key 1	Key 2	Order Date	Task Name	Scheduled Date	Action
08:00-08:30	009170300881480001		1C RCP NEW CONNECT	C NEW CONNECT	SC		02/18/2019		08/17/2018	Select an action...
08:00-08:30	009170300881480001		1C RCP NEW CONNECT	C NEW CONNECT	1E		02/18/2019		08/17/2018	Select an action...
08:00-08:30	009170300881480001		2D SERVICE BPO	S SERVICE BPO	AI		06/09/2014		08/17/2018	Select an action...
08:00-08:30	009170300881480001		1C RCP NEW CONNECT	C NEW CONNECT	ST		02/18/2019		08/17/2018	Select an action...
08:00-08:30	009170300881480001		1C RCP NEW CONNECT	C NEW CONNECT	1E		02/18/2019		08/17/2018	Select an action...

Technician	08:00	09:00	10:00	11:00	12:00
US@resCoast Tech000 (81110)	Job	Job	Job	Job	Job
US@resCoast Tech000 (80711)	Job	Job	Job	Job	Job
US@resCoast Tech000 (81977)	Job	Job	Job	Job	Job
US@resCoast Tech000 (82711)	Job	Job	Job	Job	Job

Mobile

WorkAssure Perform technician browser-based tool allows technicians to:

- Review, update and close work orders
- Add or swap equipment
- Quality check field completeness
- Review work order details and history
- Move truck inventory
- Re-estimate work order duration time
- Quality check field complete work orders
- Capture signatures
- Work offline
- Use messaging to reduce call volumes into dispatch
- Use templates for auto fill of work order information
- Use favorite browser with no download required



Flexible Integration

Integrates with any billing or booking application. Pre-integrated with WorkAssure Field Solutions.

Customer care

Contact Customer Care for product information and sales:

United States: 866-36-ARRIS

International: +1-678-473-5656



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