

**ClickSoftware**  
Making Service Click

# ClickRoster

Optimised  
Shift Planning



Don't Neglect the Details.



# ClickRoster

All companies in the service industry have at least two things in common: 1) There is a need to meet customer demand in some way, shape or form. 2) The company's entire labour force is not universally available at a given time to meet customer needs, even during regular work hours.

Deciding which employees are scheduled for a given time block is no small task. The problem is compounded when a company's labour force has tens, hundreds or thousands of employees, each with a unique skill set, unique vacation and/or training schedule, or unique limitations on working hours. And then there are the governmental and union labour regulations to consider.

Planning shifts appropriately can make or break a service company. Poorly built rosters can lead to inadequate demand coverage, overstressed workers, and ultimately, low customer satisfaction levels. But service managers do not need to stress out when it comes to planning shifts. With ClickRoster, all the important details are taken care of automatically.



## What Is ClickRoster?

ClickRoster is a ClickSoftware application designed to help service organisations optimally staff shifts of workers while taking into account applicable rules and regulations, demand coverage, cost, employee working preferences and the need to balance undesirable shifts—i.e., weekends, holidays, etc.—among appropriate employees.

When creating the roster, ClickRoster enables managers to optimise shift planning based on the company's high-level objectives. For example, is the goal to maximise demand coverage, minimise cost, some combination of the two, or to fit the schedules as closely as possible to employee preferences? Each of these goals can be weighted so that the application considers them appropriately when building the roster, and the weighting of each goal can be easily changed to more finely tune the roster. ClickRoster can also suggest better shift patterns that increase flexibility and allow companies to achieve more optimised rosters.



ClickRoster integrates seamlessly into ClickSoftware's ServiceOptimization Suite, receiving input from ClickForecast and ClickPlan, and exporting resulting shifts and calendars to ClickSchedule.

ClickRoster is designed to be flexible enough to create rosters days, weeks, even months in advance, while also being capable of recalculating rosters dynamically based on last-minute input—for example, when an employee calls in sick, and the roster must be adjusted accordingly.

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## Features

- Ability to collect detailed engineer preferences
- Ability to express hundreds of working rules and regulations in various levels
- An easy way to define the high-level business objectives per area and change them if necessary
- Powerful rostering engine that finds the optimal balance between contradicting objectives
- Powerful mechanism for rule relaxation
- Powerful presentation tools that help to estimate the roster quality, identify problems and understand the reasons
- What-if scenarios
- Multilingual support

## Benefits

- Automation of one of the most painful activities in any service organisation
- Optimal demand coverage at minimal cost
- High engineer satisfaction within the bounds of working rules and regulations
- Ensured continuity of planning decisions across the organisation
- Regulatory and union compliance
- Improved shift schedules

The world's leading service organisations recognise the value of proper shift planning to a healthy bottom line.

ClickRoster. Don't Neglect the Details.

# About ClickSoftware

ClickSoftware is the leading provider of mobile workforce management and service optimization solutions that create business value for service operations through higher levels of productivity, customer satisfaction and cost effectiveness. Combining educational, implementation and support services with best practices and its industry-leading solutions, ClickSoftware drives service decision making across all levels of the organization. From proactive customer demand forecasting and capacity planning to real-time decision making, incorporating scheduling, mobility

and location-based services, ClickSoftware helps service organizations get the most out of their resources. With over 100 customers across a variety of industries and geographies, and strong partnerships with leading platform and system integration partners - ClickSoftware is uniquely positioned to deliver superb business performance to any organization. The company is headquartered in Burlington, Mass. and Israel, with offices in Europe, and Asia Pacific.



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