

ClickSoftware
Making Service Click

ClickSchedule

Powerful Scheduling
At Your Fingertips



...Expect the Best



ClickSchedule

Operational costs. Service level agreements. Customer satisfaction. When it comes to scheduling your field service workforce, you need to take all of these into account, and then some. And of course every executive wants to see decreases in overtime and idle time and increases in productivity, making resource utilization a key metric of strategic importance. If a company doesn't strike the right balance among all these factors, it could easily cost the organization millions in overhead, missed revenues and eroding customer loyalty.

But service executives need not lose sleep over the challenges and pitfalls of scheduling. With ClickSchedule, all the important factors are automatically taken into account when the schedule is being built, resulting in an optimized schedule and a healthy service organization.

What Is ClickSchedule?

ClickSchedule is a ClickSoftware application designed to enable service organizations to improve efficiencies in the scheduling portion of the service chain. Based on more than 10 years of experience, and fine-tuned through the course of more than 100 implementations, ClickSchedule allows service managers to define how each of the key performance metrics in the service operation—SLA compliance, overtime, travel time, etc.—is considered in the scheduling process and then automatically builds schedules in such a way as to optimize performance around those metrics.

In building the optimized schedule, the ClickSchedule application takes into account technician location and skill set, customer location and service level agreement, equipment needed, time to complete the job, and a host of other considerations—all of which can have a significant impact on how optimal the ultimate schedule is. Thus, whether a customer is self-scheduling a service call via the web, or a call centre representative is booking an appointment over the phone, ClickSchedule is able to offer accurate scheduling information every time.

ClickSchedule is also available via a web user interface. Based on state-of-the-art technology, the ClickSchedule web client supports various types of users, such as dispatchers, field supervisors, and contractor's dispatchers, to remotely access key ClickSchedule functionality.

ClickSchedule vs. Your Other Options

The difference between ClickSchedule and many of the other scheduling solutions out there is as simple as the difference between "optimized" and "good enough."

Companies using most CRM, ERP or OSS systems have some sort of built-in scheduling software available to them in the system package. Other companies have home grown scheduling programs developed in-house.





ClickSchedule helps companies move beyond schedules that are “good enough” to optimized schedules based on the key performance metrics that are most important to each specific company.

Still others rely on large, expensive teams of dispatchers. All these systems may be “good enough” in some aspects, but they are often not enough to outperform competitors and achieve customer satisfaction levels within budget constraints. And what if “good enough” leads to unnecessarily long travel times, excessive overtime, low first-time fix rates, poor SLA compliance and the like?

ClickSchedule helps companies move beyond schedules that are “good enough” to optimized schedules based on the key performance metrics that are most important to each specific company. The resulting efficiencies can have a direct impact on an organization’s bottom line.

Features

- Automatic scheduling of the right resource at the right time, based on skills and relative proficiency, service level agreements, drive time, availability, and other business-oriented factors
- Street-level route optimization (based on detailed street maps) that minimizes travel time and related costs
- The ability to combine, in a single environment, a schedule that includes anything from simple short tasks to multi-day, multi-staged jobs that require multiple resources
- Intelligent appointment booking that lets you offer online customers reliable and cost-effective appointment windows
- The flexibility to let customers schedule service appointments over the web or through the call centre
- Integration with mobile devices for real-time monitoring of actual schedules with “jeopardy” and “delay” alerts
- Automatic, optimized rescheduling in response to unexpected urgent calls, cancellations, or interruptions due to traffic delays, weather conditions, etc.
- Web user interface enables remote users, such as dispatchers, field supervisors, and contractor’s dispatchers, to access the application
- High scalability allowing processing of thousands of calls per hour and response time within seconds, to meet the needs of your business today and in the future
- Easy integration with practically any front- or back-office system via standard adaptors to the leading ERP/CRM products
- Support for location-based services
- Multilingual support



Benefits

- **Improve Overall Control and Visibility**
 - Benefit from accurate, organization-wide visibility of workload and capacity
 - Apply consistent scheduling policies throughout the organization
 - Centralize scheduling and dispatching operations
- **Reduce Costs**
 - Decrease time spent on scheduling
 - Improve resource productivity
 - Reduce mileage
 - Reduce overtime
 - Make optimal use of subcontractors
 - Eliminate penalties due to missed service level agreements
- **Increase Customer Satisfaction and Revenues**
 - Service more customers every week
 - Improve customer loyalty
 - Get the job done on time, the first time, every time
 - Promise reliable, narrow appointment time windows.

The world’s leading service organizations have discovered that optimized scheduling is the most effective way to schedule and deploy a mobile workforce. With ClickSchedule, all the work is done for you.

ClickSchedule. Expect the Best.

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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