

# Schedule 2023

## Field Resource Scheduling Simplified

Managing work assignments just got easier with Schedule. With this single solution, dispatchers and resource coordinators can easily view, set up and organize appointments and work assignments. Schedule reduces repetitive tasks, cuts down on time spent creating and managing data, and delivers improved communication capabilities for a five-star customer experience.

### Enhanced Scheduling

- Appointment Wizard enables the creation of multi-day, multi-resource appointments for service and job appointments and technician activities
- Multi-day appointment management allows users to quickly view other techs assigned to the same service call or job; and unassign, unassign or delete multiple appointments for one or more resources
- Extensive sort, filter and find capabilities let you narrow down the data to exactly what you need to see
- Auto-update immediately shows status values as you drag/drop, unassign or unschedule appointments

### Customer Hub

- Access Signature data, including items like location and contact information, service call history, equipment, jobs and more
- View existing customer and location notes and attachments without drilling into detail panels
- Create new customers, locations, service calls, and appointments without leaving Schedule
- Quickly create a new call for a selected contract from the customer hub, contracts tab

## Job Panel

- Quickly view high level details about jobs
- Create job appointments for one or more resources, using the appointment wizard
- Print the Job Schedule by cost code report, showing job and cost code details and up to six weeks of scheduled appointments
- Add or access Job Notes or Attachments by viewing Customer or Location Details in Customer Hub

## Automated Notifications

- Signature Agent enables a dispatcher to email customers based on events, to communicate things like a technician's arrival time or the duration of the appointment
- Emails to field technicians can be configured to send automatically based on events like an appointment cancellation
- Appointment history in Schedule displays Advanced Communication notification requests by appointment

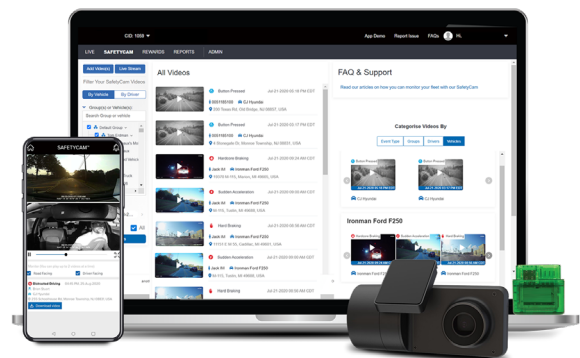
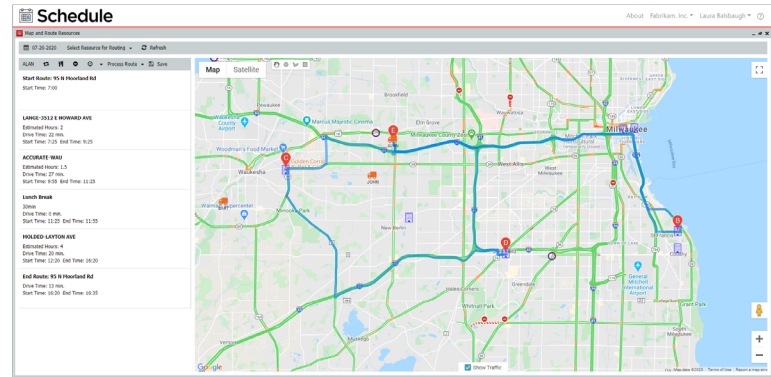
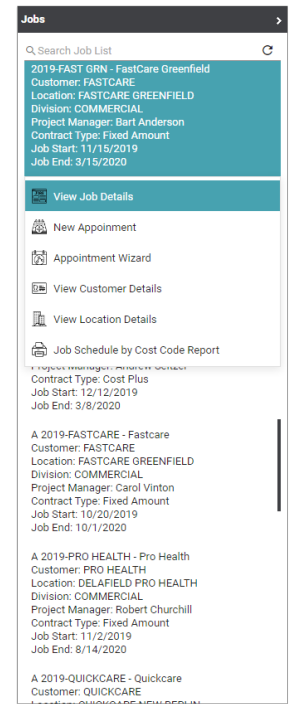
## Multi-functional Mapping

Schedule's map offers visibility into existing appointment locations of techs and scheduled upcoming appointments and makes it easy to find the closest tech to an emergency service location.

- Mapping functionality allows you to define your starting locations for field resources, schedule and edit unassigned appointments directly from the map, and easily find a service location
- Optimized routing for Google Maps allows you to route appointments as you have them scheduled or put appointments in the most logical order according to geographic location, while also accounting for drive time between appointment locations
- Map view Google or Bing Maps integrations, conveniently allow multi-selections of appointments
- Optional traffic overlay shows red, green and yellow colorization of roadways

## Additional Features:

- Configure globally or company-specific
- Role-based permissions
- Context-sensitive menus and navigation
- Drag-and-drop functionality
- Save time with browser retention of user configurations of the schedule board panel sizing to start back where you left off
- Provide a read only Schedule role for users to view the Schedule
- Personalize Schedule visible hours start, and end time configuration for each user
- Simplify the resource panel view by not displaying technicians that are setup as vendors



## Schedule Integration with Signature Telematics

- Manage the fleet with precision vehicle location details in Schedule
- [Learn more about Signature Telematics](#) and the fleet.wennsoft.com portal

[Request a demo today.](#)

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