

# Resource Management for your Enterprise Service Platform

Improve your service delivery with optimized scheduling

Even when services are well-organized, processes may come to a halt when on-site assignments are planned. Often, the cause of this is a gap somewhere in the digital processing. The scheduling of appointments is delayed and the communication between the headquarters and service technicians is slowed down. This hurts your reputation with customers and costs money in service delivery since service technicians are not deployed efficiently.

With Resource Management you can seamlessly tie the scheduling of customer appointments into your digital Enterprise Service Management all the while optimally utilizing your employees and supporting them with their on-site assignments.

### Scheduling directly via the hotline

Resource Management helps service employees with processing inquiries by providing them with a convenient assistant for the planning of on-site assignments. The planning assistant displays which colleagues are available and when. That way, customers get binding appointment confirmations immediately.

### Functions:

- Overview over all qualified technicians based on their responsibilities within the service team and their availability

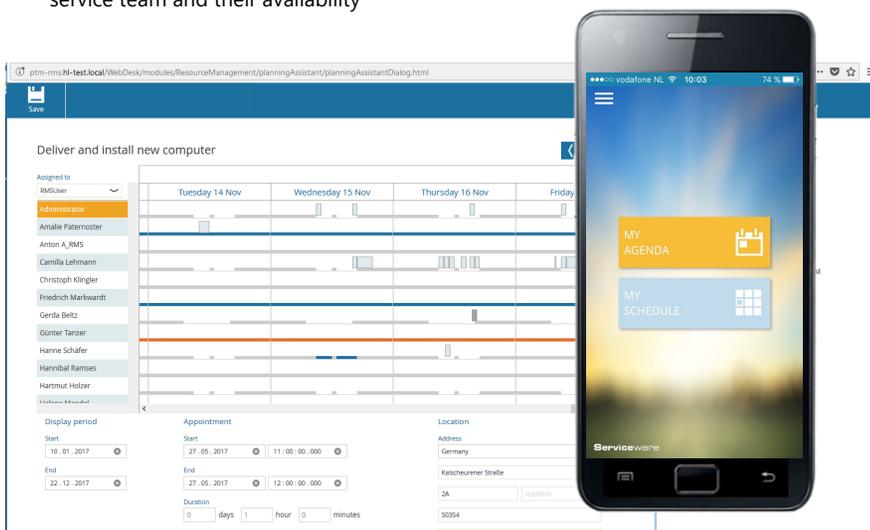
- Display of earliest appointment available
- Display of appointments based on Outlook calendars of service agents
- Reliable scheduling and allocation of resources for tasks based on the service process
- Synchronization of appointments with the mobile devices of mobile service agents

### Optimize quality and efficiency on-site

Mobile employees can access their appointments directly on their mobile devices and stay informed on possible delays at all times. During assignments they can view all data regarding their task as well as further information on the customer and their products. Documentation of the assignment can also be processed directly on the mobile device.

### Functions:

- Access to client appointments and tasks
- Documentation of tasks – including attachments (e.g. photos)
- Confirmation by the customer (digital signature)



Convenient scheduling and immediate communication with the mobile service team

## Advantages

### Improved resource utilization

Field workers are always very busy. With Resource Management you can optimally utilize all of your assets.

### Operational hotline

Service desk employees schedule appointments for on-site assignments reliably. No need for tedious rescheduling.

### Clients choose their appointments

It becomes easier to consider customer demands when allocating resources. This improves the service experience.

### Up to date access to appointments and tasks

Service employees can access all important information on their assignment anytime via their mobile device. That way, further queries and follow-up appointments can be avoided.

### Digital documentation

Documentation of all on-site appointments happens quickly via the app thereby securing accurate evaluation and accounting.

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