



Eaco Dispatch

USER GUIDE

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INTRODUCTION

"Pricing is only one way to exceed expectations. The other is through front-line employees."

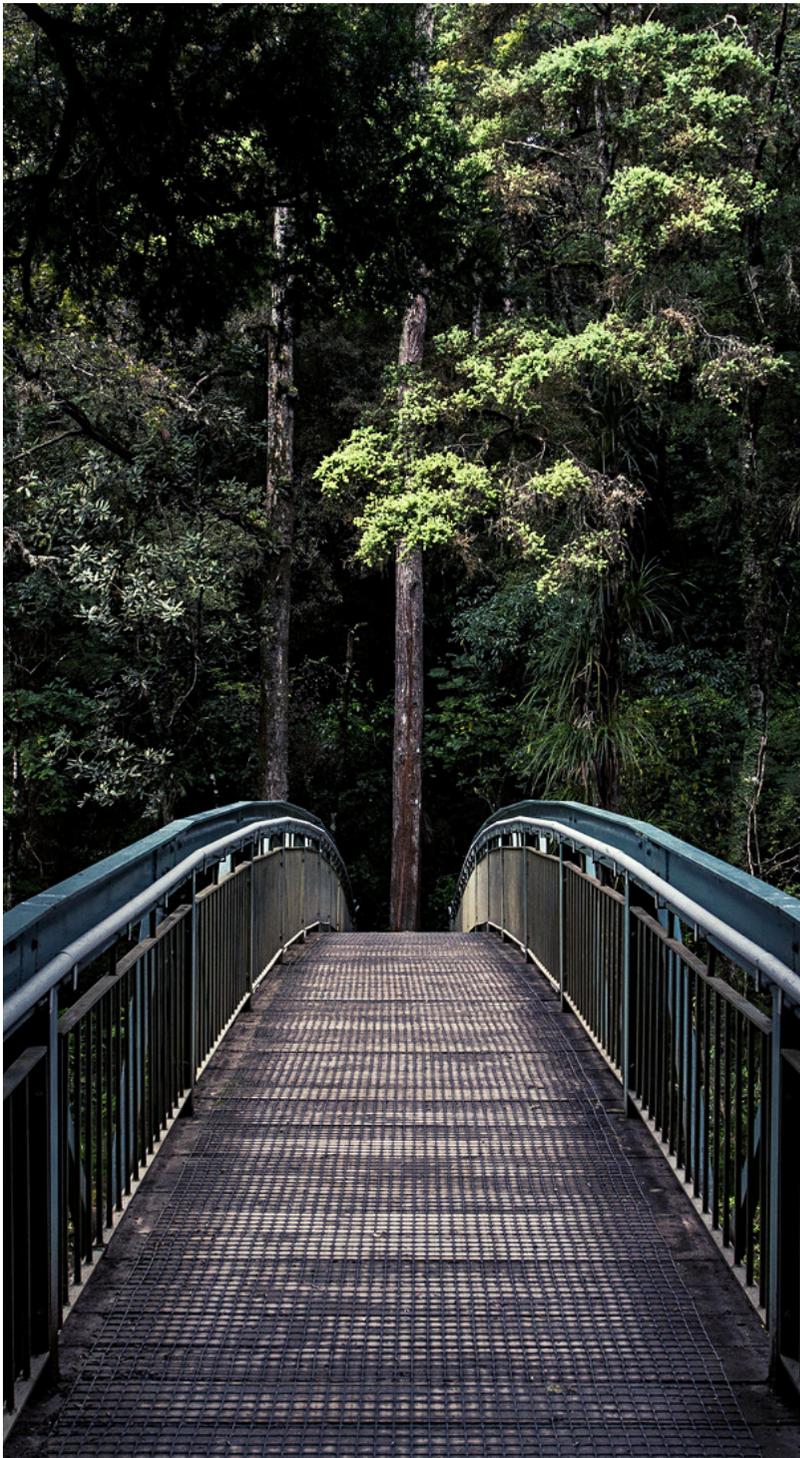
"Surpassing expectations of service means that your people understand what your brand stands for, that they are proud of it and will go the extra mile to make sure that your customers are happy." - Richard Branson

Eaco Dispatch (Dispatch) is a state-of-the-art online match and dispatch system that serves as a bridge between the capturing and distribution of job leads from multiple sources.

It is an effective field service software tool for organisations bound to deliver reactive responses to job requests, often with the pressure of meeting high service level expectations.

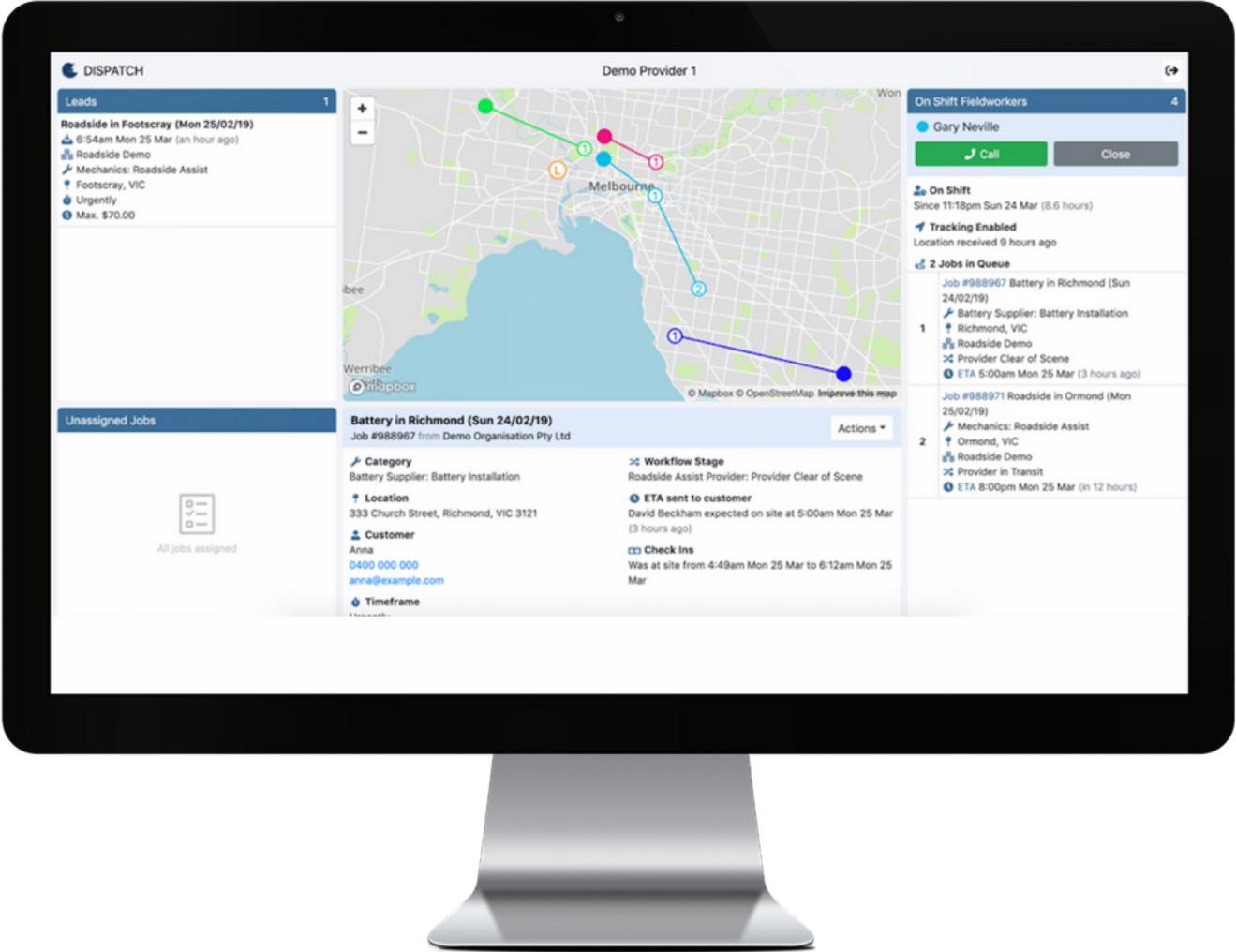
When paired with Eaco's Control Centre and FieldWorker App, Dispatch provides an aggregated view of panels dedicated to presenting you with:

- A list of incoming leads.
- A map with a real-time feed of the locations of your Field Workers and their proximity to each job lead.
- An overview of the jobs in queue for each Field Worker.
- A list of unassigned jobs.
- An easily accessible Assign button for fast and reliable dispatching of jobs.
- A job details overview panel.



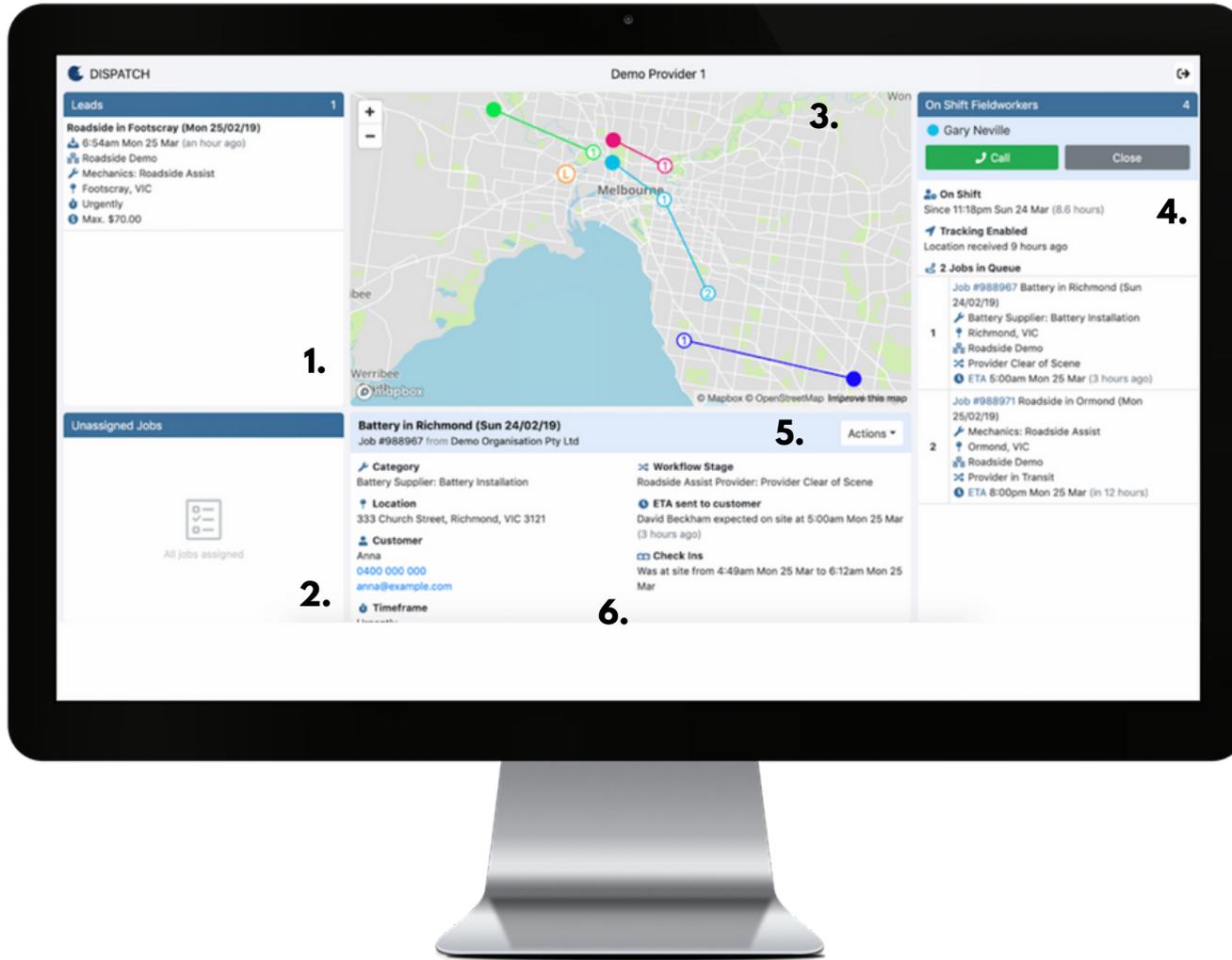
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1. DISPATCH: MAIN VIEW



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2. USER DESIGN OVERVIEW

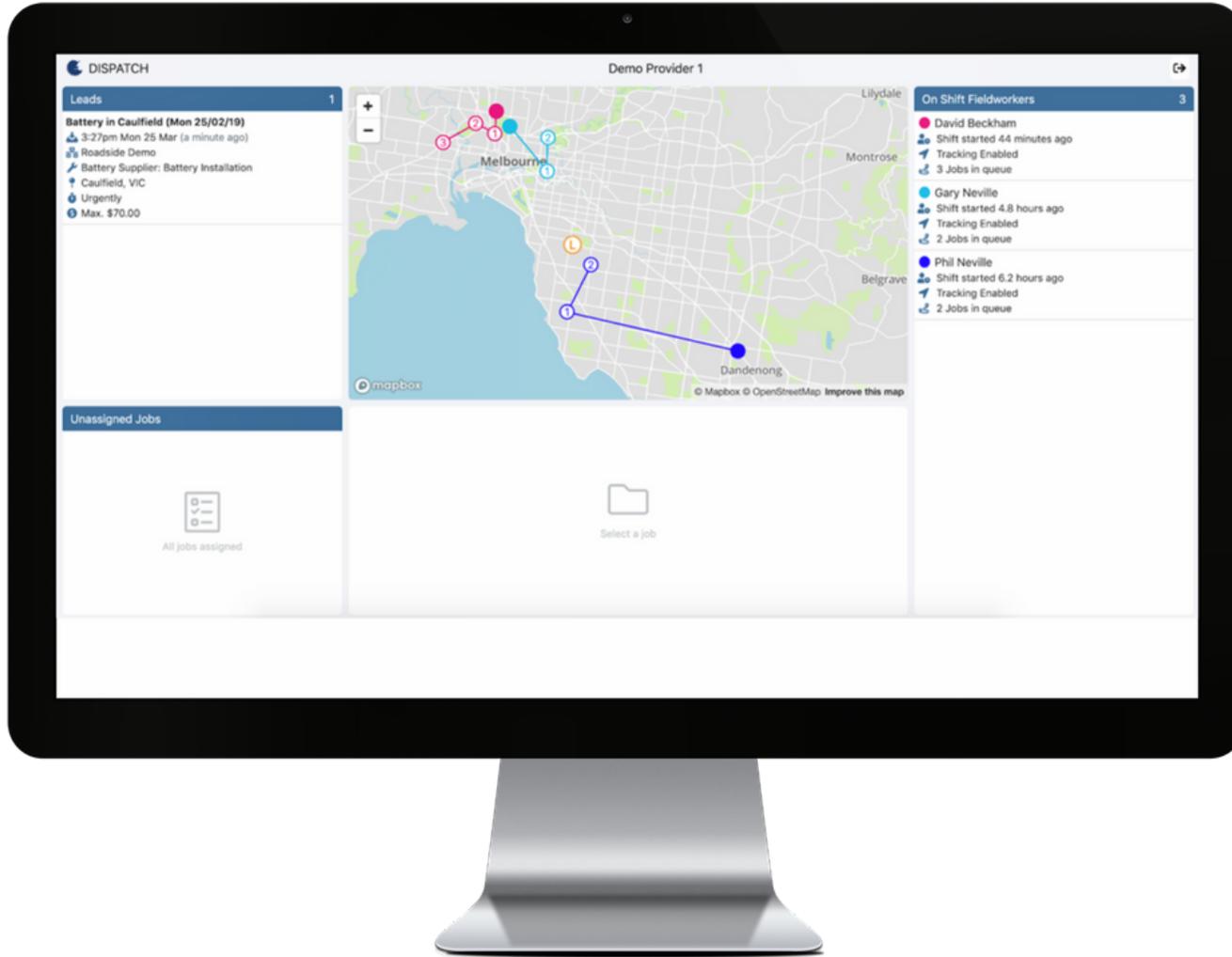


Dispatch provides an aggregated view of six panels dedicated to presenting you with (as seen in image on Page 7):

1. A list of incoming leads.
2. A list of unassigned jobs.
3. A map with a real-time feed of the locations of your Field Workers and their proximity to each job queued.
4. An overview of the jobs in queue for each Field Worker.
5. An Actions menu consisting of an easily accessible Assign button for fast and reliable dispatching of jobs, Communications capability and Activity Feed access.
6. A job details overview panel.

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3. MULTI SOURCE LEAD CAPTURE



Dispatch enables you to capture and manage leads from all of your clients in one central place.

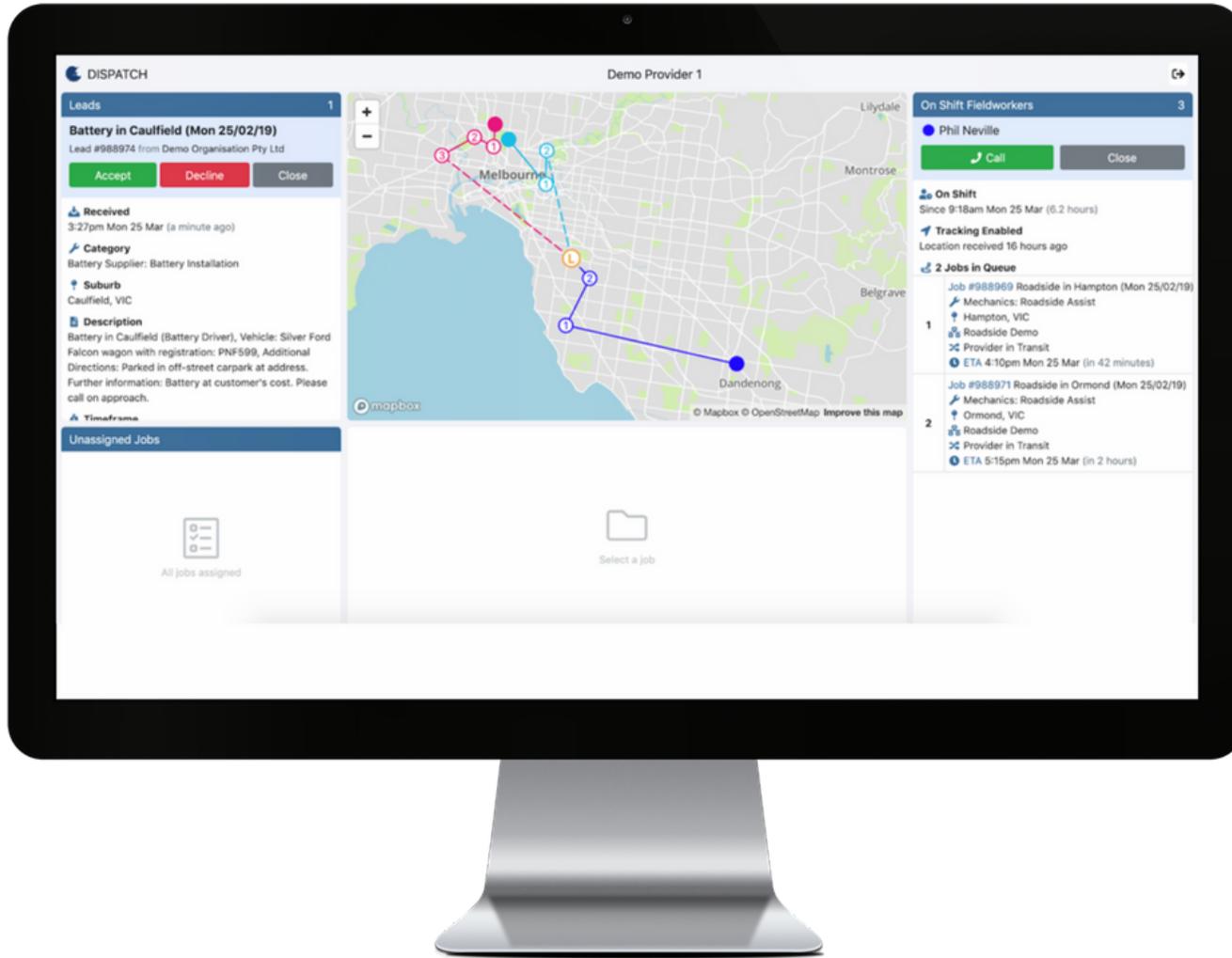
The Leads panel, in the top left of your screen, lists all new leads received.

There is also a panel dedicated to listing your “On Shift” Field Workers and the number of jobs in their respective queues alongside a map revealing their location in proximity to queued jobs.

Field Workers are identifiable on the tracking map via a colour-coded legend – a solid coloured dot is used to indicate a Field Worker’s current location and the location of a queued job is denoted by a numbered dot of the same colour.

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4. JOB MATCHING

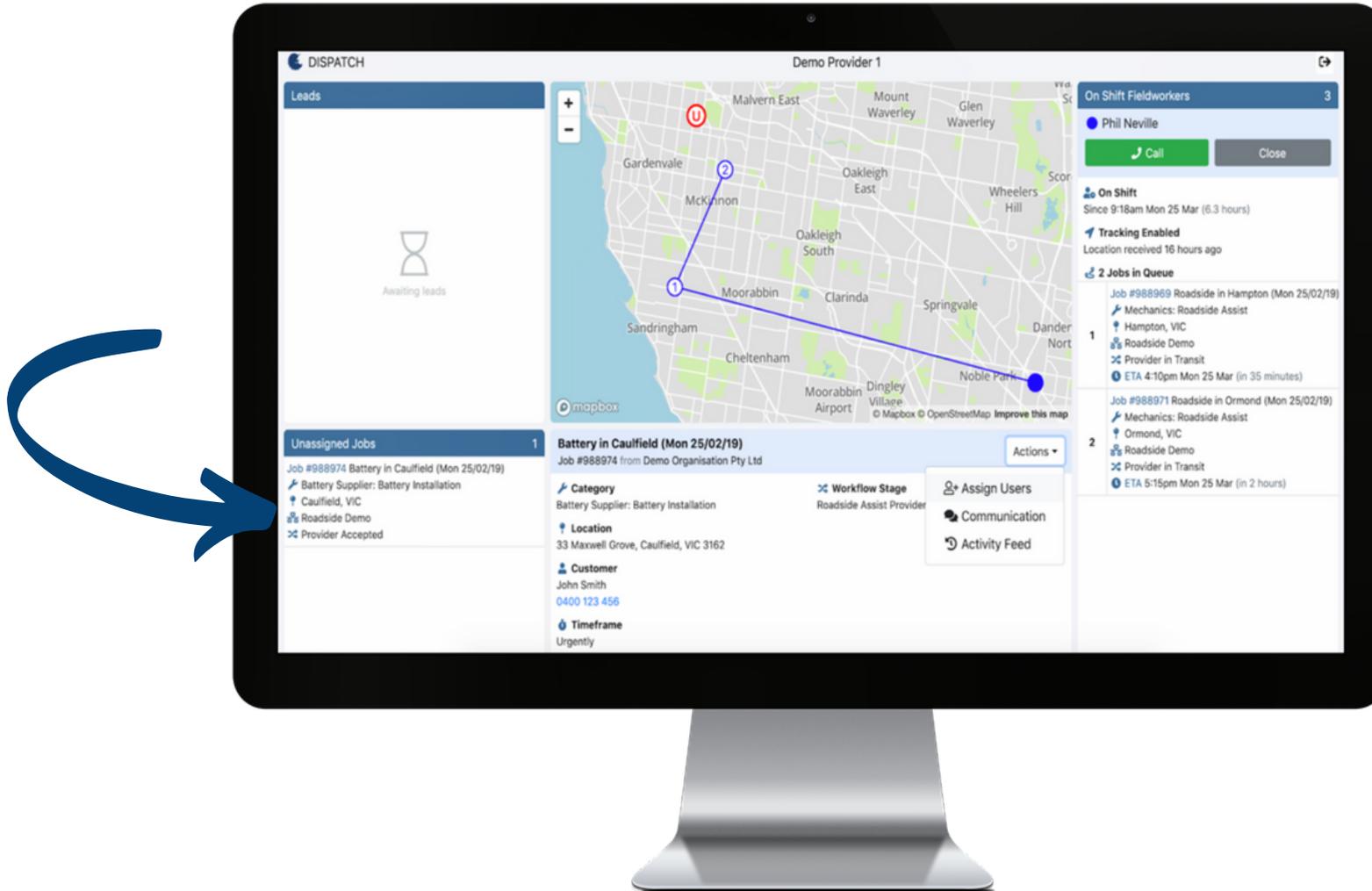


Clicking on the Lead will display the details alongside a visual indicator on the tracking map representing the distance between the location of the lead and a Field Worker's last queued job.

This data, in conjunction with the information available on a Field Worker's queued jobs, enables you to determine whether you will be able to satisfy the lead in the desired timeframe and accordingly, accept or decline the lead.

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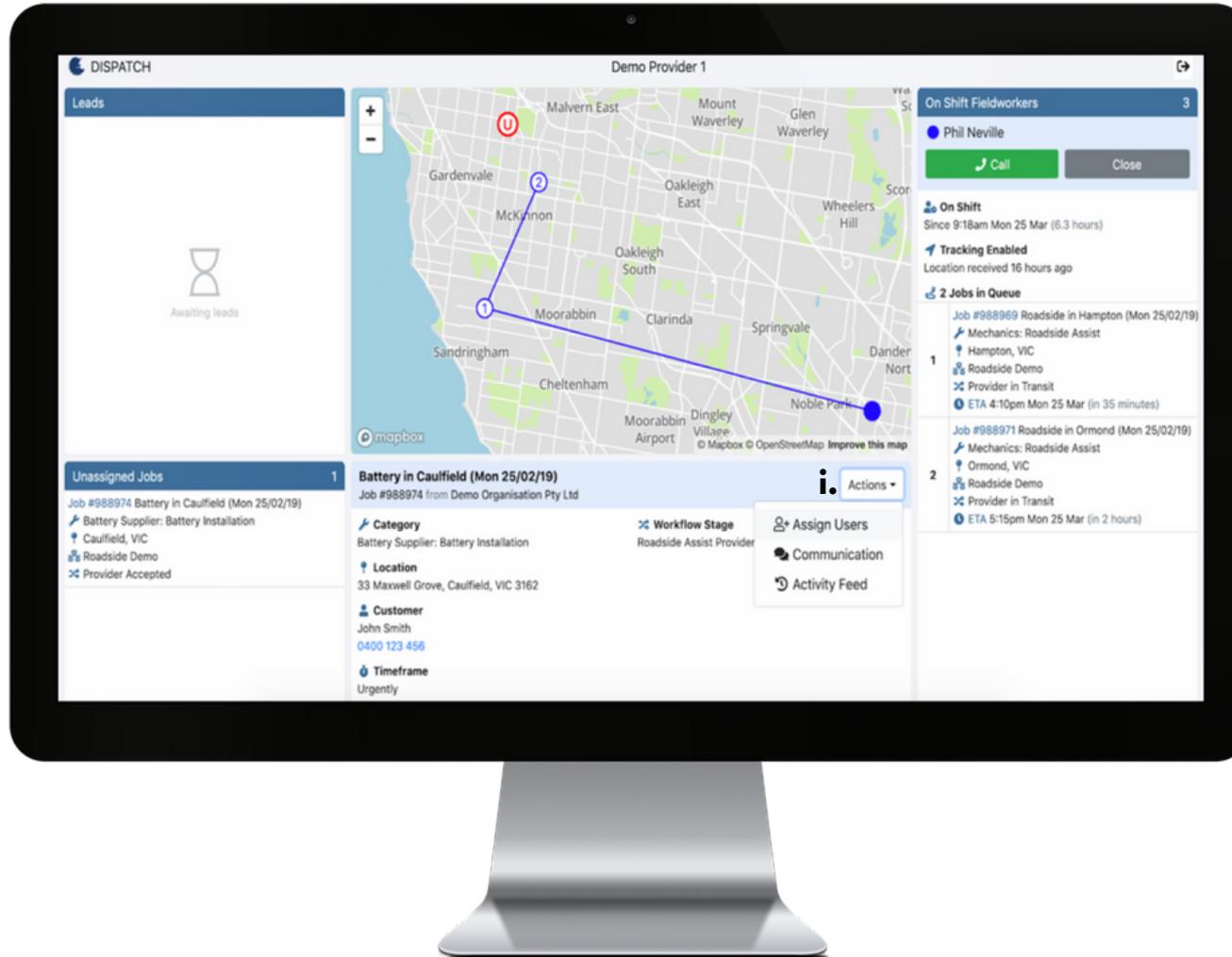
5. LEAD ACCEPTANCE



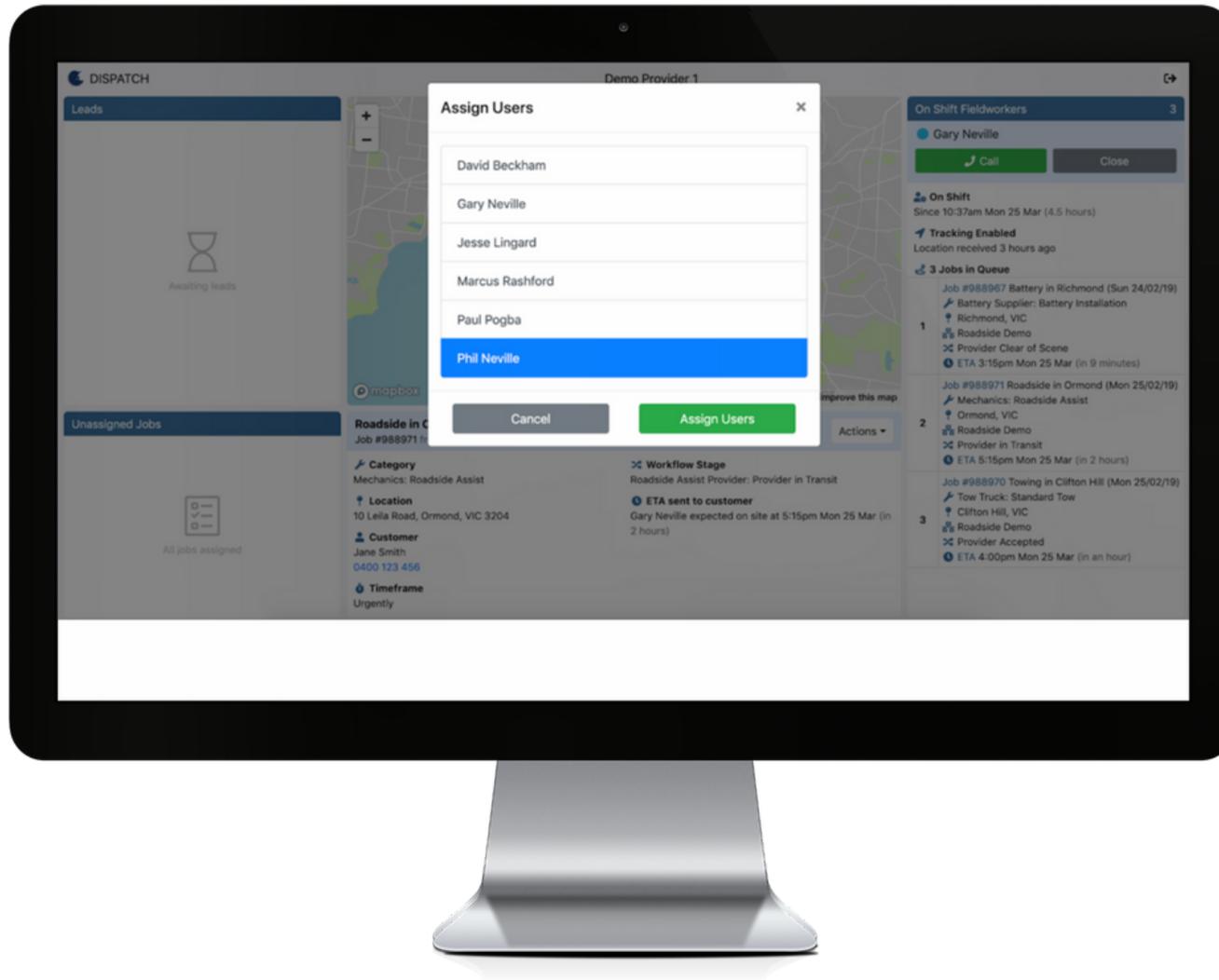
Upon accepting a lead, the job will progress to the Unassigned Jobs panel, awaiting assignment to an "On Shift" Field Worker.

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6. JOB DISPATCHING

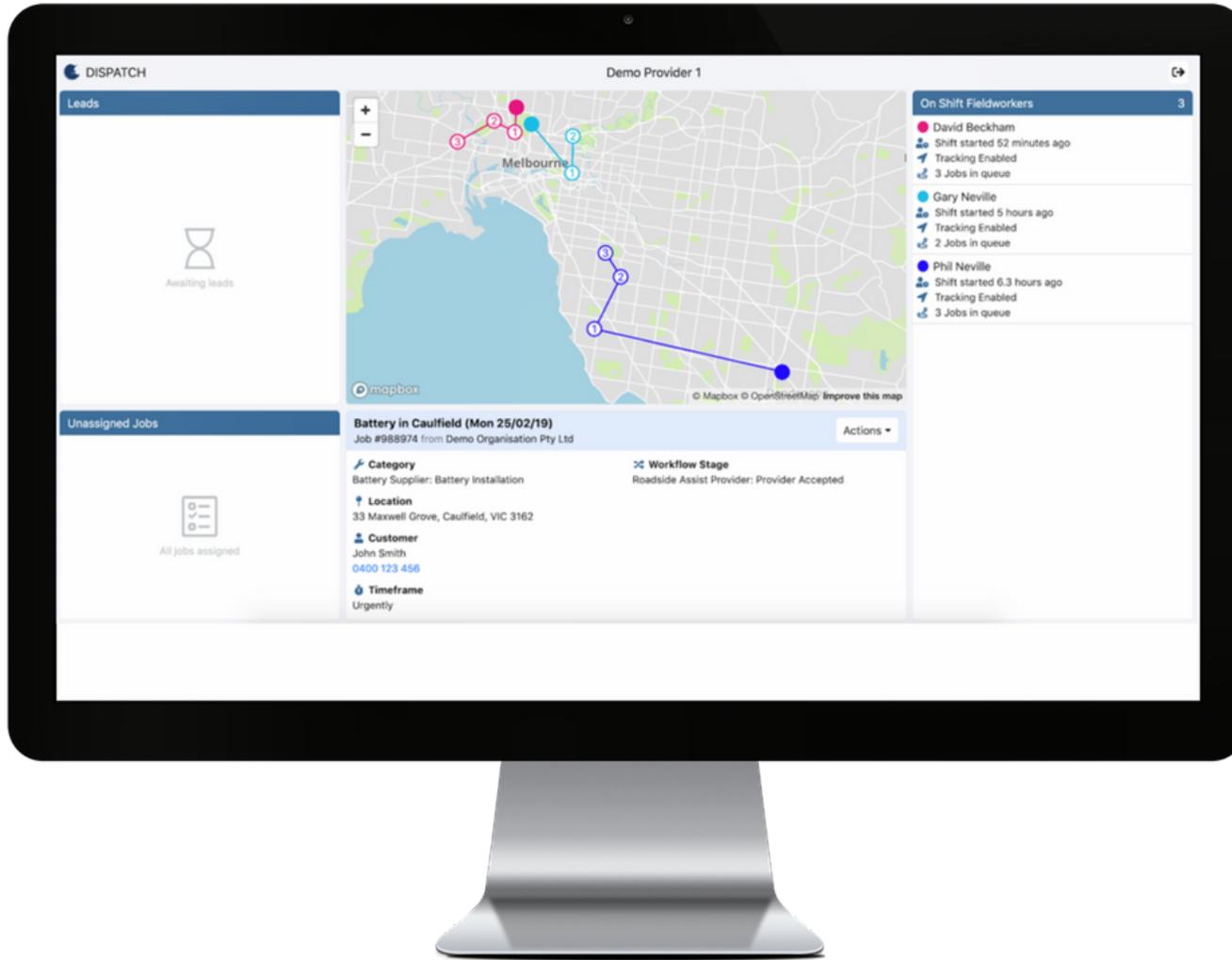


Upon determination of the most suitable Field Worker, the job can then be dispatched via the Assign function within the Actions menu (found in the right-hand corner (i) in the title bar of the Job Details panel).



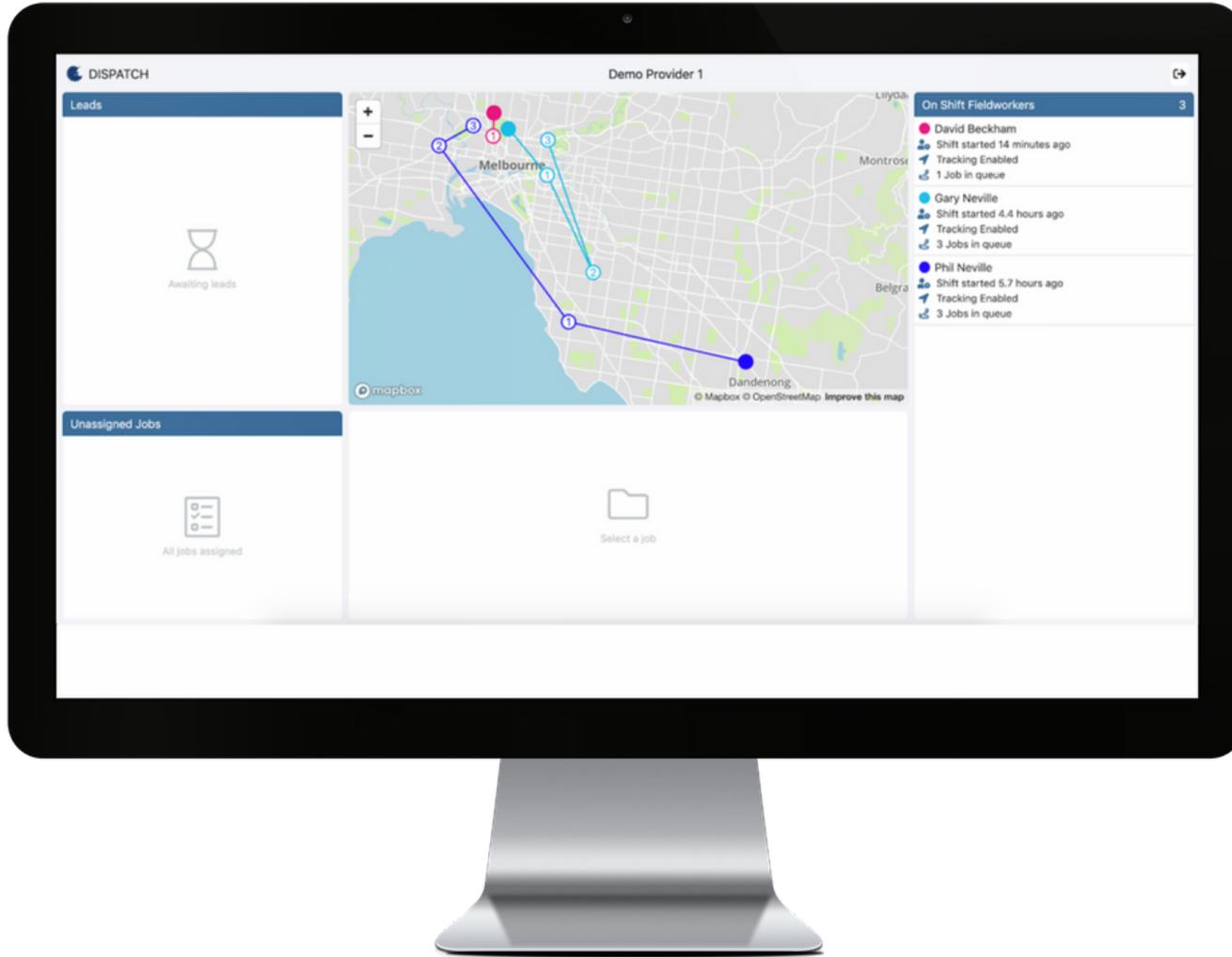
In this instance, the sample unassigned lead will be dispatched to Phil Neville - as you can see on the tracking map in the image on Page 18, the job location is in close proximity to the last job (job number 2) in Phil Neville's queue.

Once dispatched, the unassigned lead, shown as a red-lined dot with the letter U in the image on Page 18, will convert to a blue-lined dot numbered 3, to reflect that the job dispatched to Phil Neville will be the third job in his queue (see image on Page 20).



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7. JOB MANAGEMENT



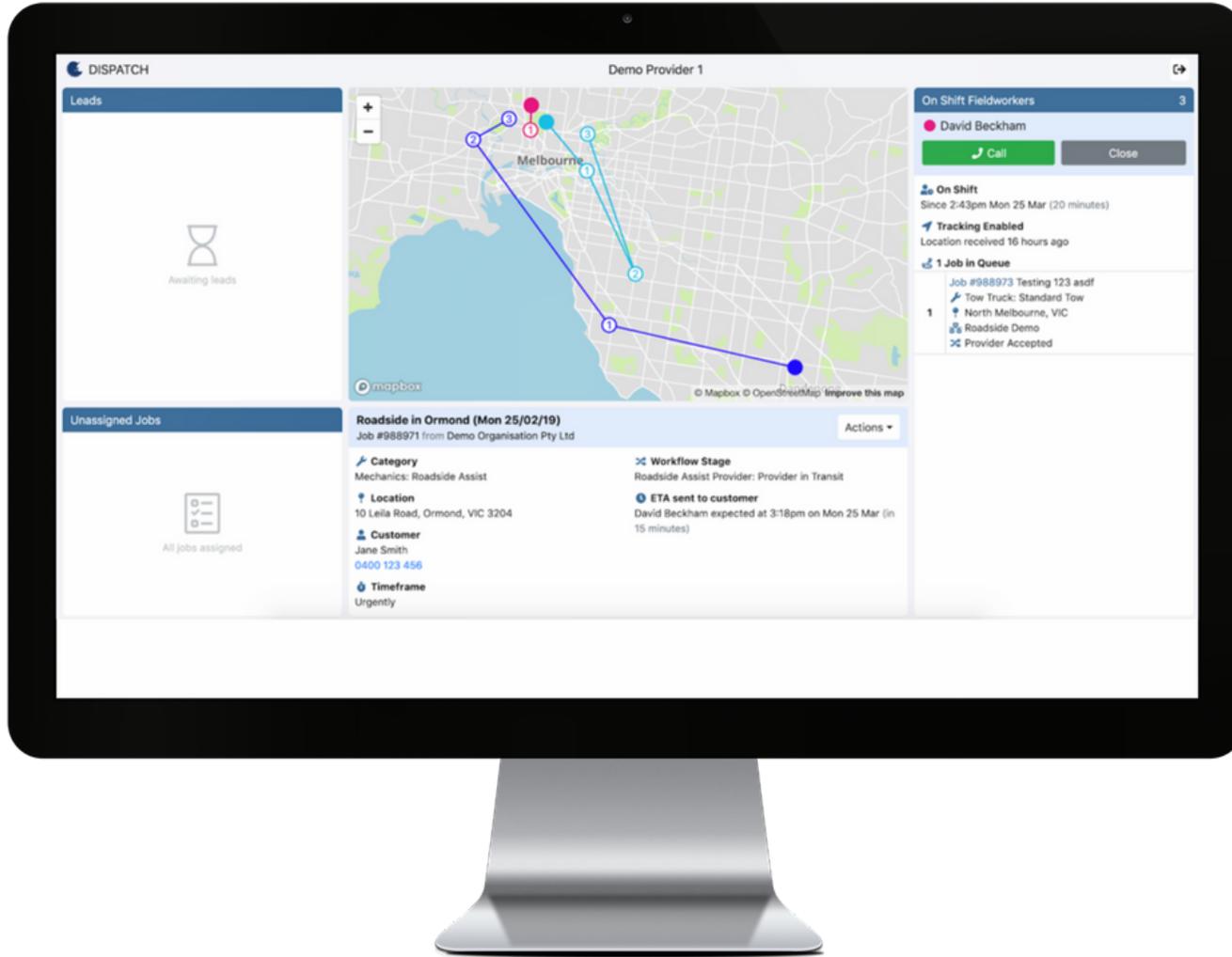
Dispatch works deeply in conjunction with the Eaco FieldWorker App to enable live job order management including location tracking functionality such as on route tracking, job comments, job tasks, shift status alerts.

For example, in the “On Shift” Fieldworkers panel (see image on Page 22) a list of On Shift Field Workers, including the number of jobs in their respective queues, is displayed.

In this case, three Field Workers are On Shift – David Beckham (1 job queued), Gary Neville (3 jobs queued) and Phil Neville (3 jobs queued) – their current locations are denoted by their respective solid-coloured dots on the tracking map.

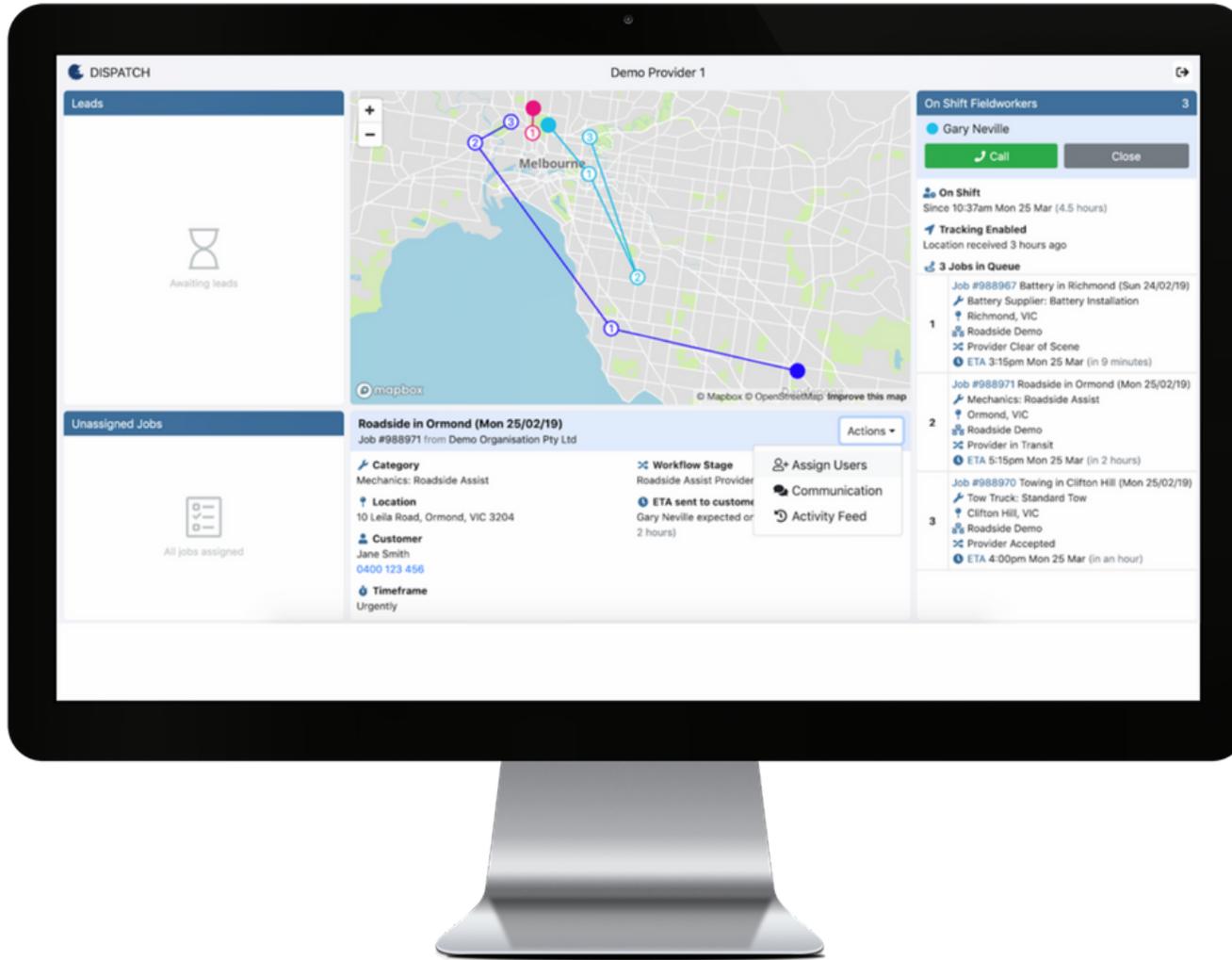
Additional information on a Field Worker’s status (as shown in image on Page 24), tracking and queued jobs can be obtained by clicking on the Field Worker’s name in the On Shift panel or by clicking on their solid-coloured dot on the map. The data will be displayed beneath the Field Worker’s name in the On Shift panel.

Similarly, retrieving additional information on a queued job can be achieved by clicking on the job listed in the Field Worker’s queue in the On Shift panel or by clicking on the numbered dot on the map. This additional job data will display in the Job Details panel (centre-bottom of screen - see image on Page 24).



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8. ENABLING EFFICIENCY

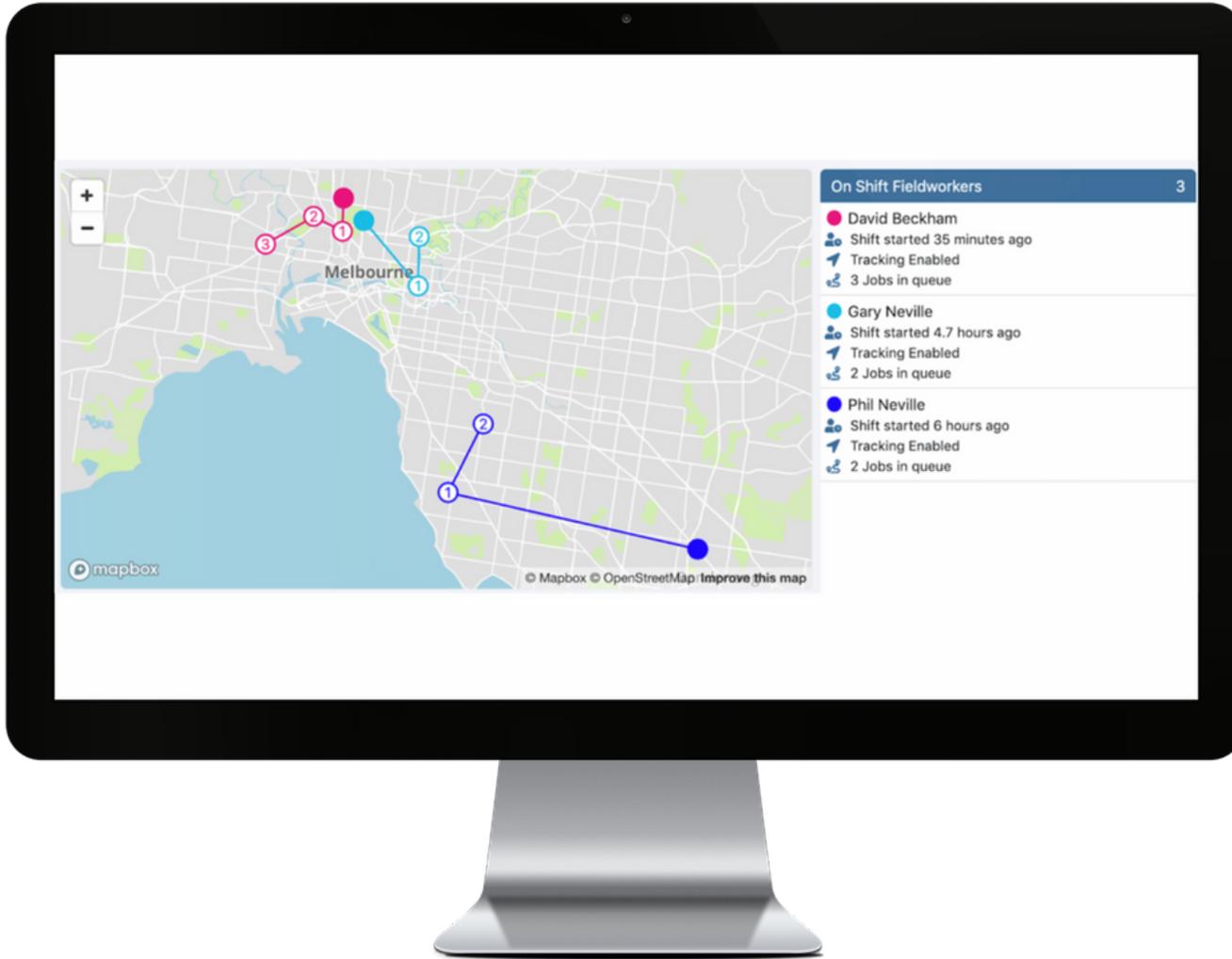


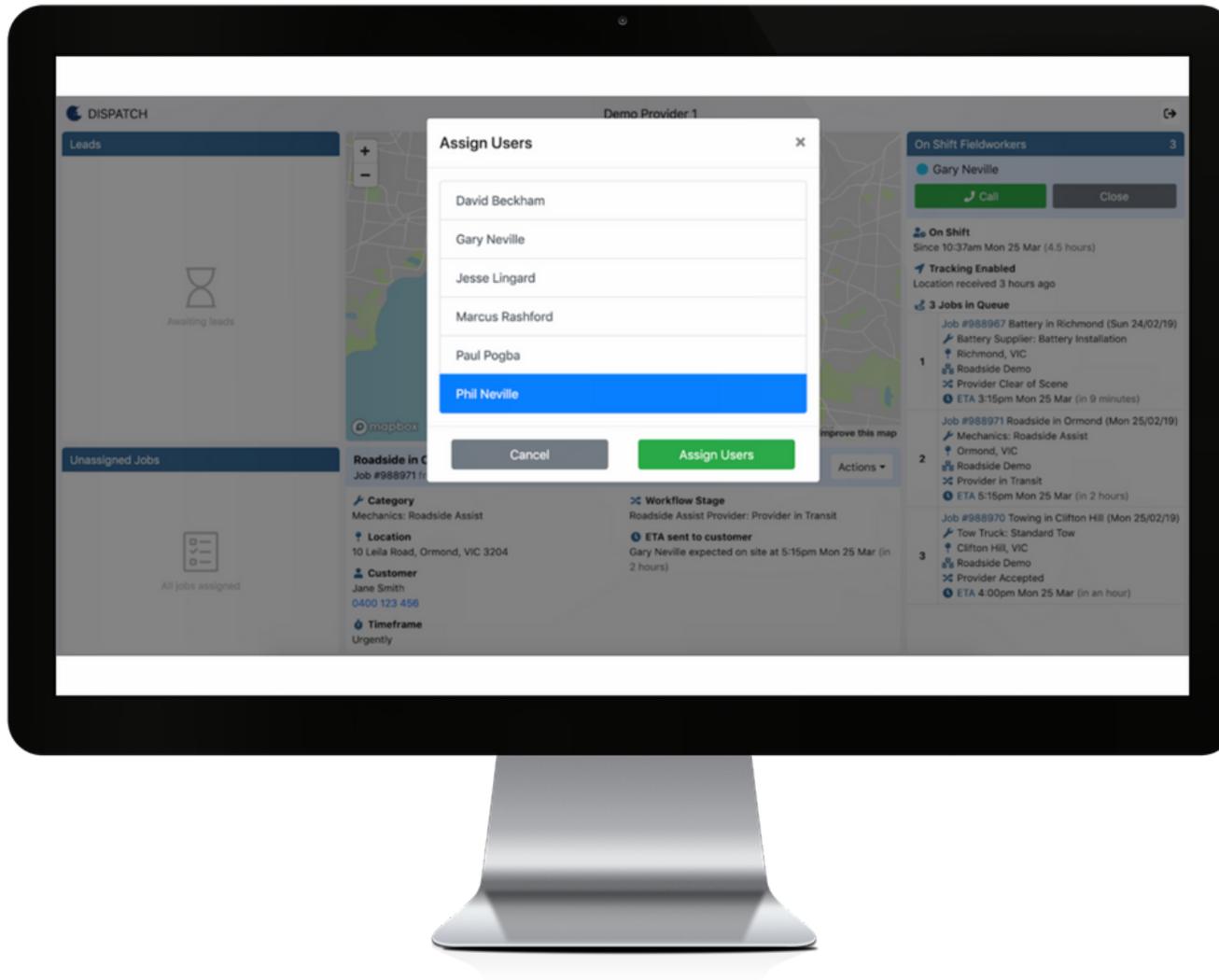
Dispatch's power also enables you to drive greater efficiencies in the distribution of jobs.

As an example, you will note on the map shown in image on Page 26, it is apparent that Gary Neville's second queued job (light blue dots) is a job better matched, in terms of route and distance, to Phil Neville (dark blue dots).

Phil Neville's second and third queued jobs (dark blue dots), however, are better suited to David Beckham (pink dots) and as a result, greater value lies in reassigning these jobs also.

The image on Page 28 depicts the outcome following the redistribution of jobs with David Beckham's queue increasing from one to three jobs and Gary Neville's and Phil Neville's job queues both reducing from three to two jobs.





To reassign a job in Dispatch, it is simply a matter of returning to the Assign Users function, which is accessible in the Actions menu (found in the right-hand corner in the title bar of the Job Details panel – see image on Page 26).

Upon clicking Assign Users, a list of Field Workers will pop up (see above image) – in this case, select Phil Neville's name and click the Assign Users button in order to dispatch Gary Neville's job to Phil Neville.