Service Scheduler
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Service Scheduler

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Pronto Xi Service Scheduler

**Good call**

Make the most of your service calls with a user-friendly interface that minimises training requirements.

Pronto Xi Service Scheduler optimises dispatcher efficiency with current call status and easy engineer allocation, dramatically increasing the operational efficiency of a service centre. An up-to-the-minute overview of caller traffic and an easy-to-use drag and drop interface facilitates the allocation of calls to available resources.

Key functionalities include:
- Real-time data displayed in graphical format
- Unallocated service calls showing expected duration and completion dates
- Allocated resource display
- Full description of selected calls
- Multilevel resource calendar

**Complete visibility of unallocated calls and engineer activity**

Service Scheduler facilitates decision-making by displaying all the information required for field resource allocation to service calls on one screen. If more detail is needed, full integration with Pronto Xi Service means it is only a click away.

**Easy drag and drop allocation of calls to engineers**

With its user-friendly design, dispatchers will find it quick and easy to allocate calls. Calls can be viewed by skill requirement and matched to engineers with the appropriate skill-set.
Completely customisable
Service Scheduler caters for a wide range of work practices and procedures.

Advanced ‘sort and filter’ options allow you to focus on critical calls. Unallocated calls can be filtered and sorted by service centre, call type, call number, priority, required skills, action type, region and customer, while engineers can be filtered by service centre, engineer number and skill code.

Multiple dispatchers can allocate calls simultaneously if required, or dispatcher access can be limited to specific service centres and call types.

How Service Scheduler works
Call and engineer information is automatically extracted from Pronto Xi and displayed in Service Scheduler according to your preferences. As soon as a call is allocated to an engineer, the information is updated. Warnings appear if two or more calls are allocated to an engineer at the same time.

Service Scheduler is fully integrated with Pronto Xi Service, giving you real-time connectivity for greater efficiency.

Directions and maps
With the Map feature, you can drill down directly into Service Scheduler to find directions to a final destination. By default, the Map option will pass the service call address to the Maps URL using, in order of preference:
• Call address
• Contract address
• Customer delivery address
• Customer address
The right call

We’re always ready to adapt Pronto Xi to perfectly fit your unique requirements.

For more information on what we can do for your business, contact us at 1300 PRONTO (1300 77 66 86) or find us at: www.pronto.net