

# easi.Dispatch

By Evron

## Schedule and Dispatch Personnel

**Evron's easi.Dispatch board** gives your organization an intuitive and effective way to manage your service team through a graphical drag-and-drop calendar. Organizations with service teams range from technicians doing HVAC repair to nurses providing outpatient medical care. The common element is the need to send the right person to the right place at the right time. Yet many companies still manage their valuable teams with a whiteboard, excel spreadsheet or handwritten document. easi.Dispatch lets you utilize resources more effectively to reduce costs and better respond to client needs.

### The Dispatch Board lets you:

- ☑ Give Dispatchers the tools they need
- ☑ Customize to your organization
- ☑ Respond to customers quickly
- ☑ Send the right person for the job
- ☑ Ensure a well-prepared service team
- ☑ Share Information Across The Company
- ☑ Integrate With Existing Applications

Appointment Legend

Priority	Image Colors and Description	Default Colors
	Not Prioritized	...
0	Unavailable	...
1	High Priority	...
2	Medium Priority	...
3	Normal Priority	...
4	Low Priority	...
5	To Be Scheduled	...

Background Color

OK

Cancel



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## Give Dispatchers The Tools They Need

Your dispatcher can schedule every appointment and see each resource on the calendar in front of them:

- Create service calls, drag and drop them into the calendar
- Appointment details in Sub-Frame
- Colour-coding for Call Priority
- Completion Status
- Visibility of Unassigned Calls
- Alerts for double bookings

## Customize To Your Organization

The easi.Dispatch board has a number of viewing options:

- Display resources by Service Location
- View Calendar by 7-Day Week, 5-Day Workweek, or Single Day
- Dispatch on 8 or 24-Hour Schedule
- Multi-Day Engagements
- Multi-Resource Engagements

## Respond To Customers Quickly

Answer customer calls quickly with instant information on how and when their issues are being addressed.

## Send The Right Person for the Job

Save resource costs, get jobs done right and keep your technicians happy by effectively managing your resources. See instantly who is available and best qualified to do the job:

- Resource Availability
- Colour-Coding by Skill Level
- Technician Skill Summaries
- Back-Up Resource Support
- Vacation / Unavailability information

## Ensure A Well-Prepared Service Team

Technicians can get to the customer quickly and do the job right. Tasks and customer information are sent through email, text, or page. When the task is accepted, and later completed the d i s p a t c h board is up d a t e d automatically. Microsoft MapPoint integration makes clients easy to find.

## Share Information Across The Company

The dispatch board can be shared across the company and be made available securely on-line. Wherever they are working from, managers can monitor the overall performance of the service team and account managers can check on the service received by their clients.

## Integrate With Existing Applications

easi.Dispatch can be used as a standalone product or be integrated with your existing systems to support management of service contracts, equipment, unscheduled and scheduled maintenance, and full invoicing. Integration options include:

- Accounting
- CRM
- Reporting
- Payroll
- Inventory
- Project Management
- Warehouse

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