

Maximize Service Technician Resources. Optimize Route Schedules for Service Appointments Considering Lunch Break Times.

Scheduling service appointments is difficult when you have multiple service technicians working on many different jobs each day. In addition, customers call to make changes to appointments, traffic causes delays, and employees take lunch breaks that affect availability. The Acumatica for WorkWave Route Optimization Native Connector optimizes appointments based on travel times to and from job sites taking into account lunch breaks so you can complete more work in less time with the same number of service technicians.

Service dispatch personnel struggle to juggle service appointment schedules across dozens of service technicians and hundreds of service jobs. Despite their best efforts, it is impossible to optimize schedules when customers change requested dates, technicians call off sick, or traffic problems prevent technicians from getting to appointments on time.

While optimized scheduling applications cannot solve every issue, they make it much easier for dispatch personnel to leverage the power of artificial intelligence to optimize schedules. Dispatchers can then manage their schedules by exception to make minor adjustments based on real-world circumstances.

Acumatica for WorkWave Route Optimization Native Connector is easy to configure. Optimize schedules for individual service technicians, groups of technicians, or all technicians with a simple mouse-click and user-defined lunch break times.

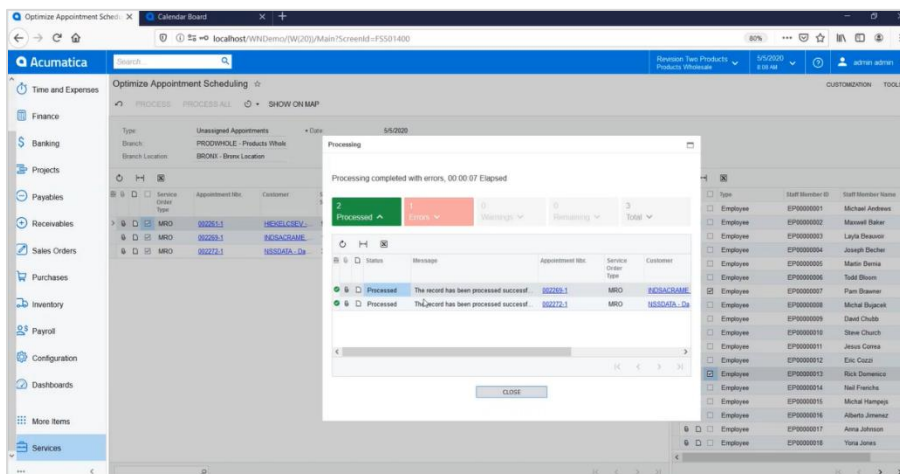
KEY BENEFITS

INCREASE PRODUCTIVITY

- Eliminate gaps in service technician schedules by optimizing schedules so technicians can effectively move from one job to the next with sufficient time for travel and lunch breaks.
- Grow without adding resources. Optimized schedules allow service-driven organizations to complete more appointments faster without adding service technician resources.
- Improve scheduling efficiency by minimizing manual schedules that are prone to human error. Digital route optimization is quick and easy with built-in logic to produce the best possible service schedules.

BOOST PROFITS

- Optimized routes enable service organizations to do more with less staff resulting in increased profits.
- Companies that optimize service schedules experience significantly less drive time on vehicles resulting in lower maintenance costs and extended life for costly fleet assets.



Connect with WorkWave Route Optimization to maximize service technician resource schedules based on travel and lunch break times.

FEATURES AND CAPABILITIES

Schedule by Technician	Optimize route schedules for a single technician, a group of selected technicians, or all technicians. Appointments may be reorganized and start and end times adjusted for optimal scheduling.
Travel Times	Route optimization considers travel times from the service technician's home office based on their associated branch location to the first job site location and travel time to the following assigned service appointment location.
Break Times	Set the maximum time permitted for lunch breaks and a timeframe for allowable lunch breaks during the day to ensure optimal resource scheduling.
Appointment Prioritization	The route optimization algorithm prioritizes confirmed appointments before unconfirmed appointments.
Resource Assignment	Unconfirmed appointments are scheduled against available service technicians based on availability, scheduled workload, and geographic location.
Notifications	Notifications are provided to users when appointments cannot be optimized or when addresses for service appointments cannot be validated.
Employee Calendars	Route optimization considers defined employee work schedules.
Simple Configuration	Configure route optimization on a single screen in minutes.

ABOUT WORKWAVE

WorkWave offers scalable, cloud-based solutions designed to support all stages of a business's life cycle - from marketing, sales, delivery, customer experience, and financial management. For almost 40 years now, it has become a trusted partner for an impressive number and range of customers, including those from the industries of pest control, lawn care and maintenance, HVAC, plumbing and electrical, and more. More information is available at www.workwave.com.

ABOUT ACUMATICA

Acumatica Cloud ERP provides the best business management solution for digitally resilient companies. Built for mobile and telework scenarios and easily integrated with the collaboration tools of your choice, Acumatica delivers flexibility, efficiency, and continuity of operations to growing small and midmarket organizations. **Business Resilience. Delivered.**

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