

STUDY AND IMPLEMENTATION OF A DISPATCH SERVICE FOR WORKFORCE MANAGEMENT OVER WEB ENABLED WIRELESS DEVICES

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ABSTRACT

The dispatch service is delivered via web enabled wireless devices to mobile workers in the field. Each hand held device displays jobs for the mobile worker including address, service and detailed requirement. Dispatchers and order takers enter customer job information with the dispatch service. This software automatically delivers the job to the field over the Internet using wireless network. The dispatcher can assign the job to mobile workers based on predefined zone, special needs, availability or groups. Advanced management reports will be included to assist with increasingly the efficiency of the mobile worker teams. The dispatch service provides solution allows improved response with reduced resources, real time work order tracking increased dispatcher efficiency and reduction in administrative work.