Web Search and Rationale

## Title: Sched

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## Client/Industry Advisor: circumference

## Keywords: *Field management, web application, scheduling, ASP.net, HTML 5, javascript, jquery*

## Abstract

*There was a need from Circumference to find an easier way for dispatchers to schedule work for employees that would allow the system to recommend employees based on client criteria and to also allow for the integration of gamification. Their business analyst Daniel Heidt and programmer were interviewed and requirements were gathered according to best industry practices. It was decided to create a desktop web application using ASP.NET as the client has appropriate licensing. The system has not yet been implemented, however the client has access to the code and the database scripts. There is potential for commercializing the application.*

## Business/Technological Purpose

*This system will allow dispatchers to create and save schedules for employees to fulfill job requests. Dispatchers can also update a job as well as see the status of a job. The status is to be update via an external application on a hand held device.*

## Our Contribution:

*Our application allows for not only dragging appointments on the Gantt chart to update the time of the appointment but also allowing the user to drag a job on to the Gantt chart to create an appointment. Our system also recommends technician and resources for a selected job by looking at the technician or resource’s qualifications, distance from the job, availability, cost and gamification KPI.*

*Our application also allows for flexible scheduling. Current schedulers normally use a specific or hard-set reoccurring date time when it's not always necessary. Being able to create better efficiencies*

## Market Analysis

## Competitors

Features that ServiceTitan has that our product does not are: dispatchers can contact technicians in real time, adjusting times on jobs, keep track of historical data such as technician job history and call recordings. [1]

Features that ServicePower has that our product does not are: real time route optimization, map view, automatic scheduling, view percentage utilized for technicians and resources. [2]

Our product however offers gamification as we recommend technicians based on their gamification performance. We also allow dispatchers to use crews in order to keep resources and technicians together for periods of time. While our product does not have automation, it has much of the framework set in place to be added in the future.

## Conclusion

Sched has many useful features for dispatchers such as flexible scheduling, crews, recommendations for jobs based on distance, cost, availability and gamification. This product has the framework in place to add an automation feature.

# References

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| [1] | ServiceTitan, "Dispatch Software," ServiceTitan, [Online]. Available: https://www.servicetitan.com/dispatch-software. [Accessed 9 April 2019]. |
| [2] | ServicePower, "ServicePower," ServicePower, [Online]. Available: https://www.servicepower.com/products/schedule-optimization. [Accessed 9 April 2019]. |