



WORK FORCE MANAGEMENT-OVERVIEW

CLICK SCHEDULE LOGIN PROCEDURE



<https://wfm-web.se.msdp.ericsson.net/ClickScheduleWebClient/Default.aspx>

The login form is displayed on a dark blue background. On the left, the text "SD APPLICATIONS & PLATFORMS" is accompanied by a logo of three white slanted bars. To the right, there are two input fields: "User name:" with the text "pasrsia" and "Password:" with masked characters "*****". Below the password field is a green checkmark icon and the text "Please use MSDP credentials". At the bottom right is a dark blue button labeled "Log On".



- Requirement
 - a> Signum ID
 - b> MSDP access and Password
 - c> Silverlight install in system

ZONE WISE VIEW – WO STATUS



ClickSoftware

Main View Schedule Monitor License Workload Management Help

[Global] 01 Standard Policy

Print WO Add/View Detailed Log Create WO

Navigation

Calendar

From: 3/31/2020

To: 4/4/2020

Business Structure

Load/Unload Immediately

India/Sri Lanka

Ericsson India

India

IN East n West

IN North Central

IN UP East

IN Allahabad

IN Azamgarh

IN Ballia

IN Banda

IN Barabanki

IN Basti

IN Deoria

Scheduling

Resource Management

Contractor Capacity

Field Technicians Gantt > UP East (9)

Tuesday, March 31, 2020

Name

Manoj Kumar Gupta_Bharti_FME

Vikas Diwedi_ZTM

Anurag Arya_Bharti_FME

WOs List > UnSaved Filter (233)

Show All Hide Definition Apply Save Search All Tasks

WO > District Equals IN Allahabad

WO > Status Equals One Of ed,Waiting External,Waiting Internal

WO > WOType Equals Corrective

Customer	NOCRefID	WOTimeCreated	FaultStartTime	AssignedEngineers	Priority	District	EndCustomerName	Status	TaskType
Bharti-MS-IN	000000151006465	3/28/2020 3:37:31 AM	3/4/2019 5:38:31	Surjeet Kumar Singh_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150870811	3/24/2020 2:43:23 AM	9/24/2019 5:17:3	Imran Hashmi_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151006189	3/28/2020 3:22:31 AM	1/6/2020 11:24:4	Surjeet Kumar Singh_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151006521	3/28/2020 3:52:31 AM	1/6/2020 11:25:4	Aditya Kumar Sonkar_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150871022	3/24/2020 3:01:44 AM	2/10/2020 9:29:2	Imran Hashmi_FME	8	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150871338	3/24/2020 3:20:36 AM	2/15/2020 3:28:5	Anurag Arya_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151126667	4/1/2020 12:42:07 AM	2/27/2020 5:34:2	Amit Kumar_Allahabad_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150868728	3/24/2020 12:35:12 AM	3/11/2020 8:19:2	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151006179	3/28/2020 3:22:00 AM	3/13/2020 5:23:3	Amit Kumar_Allahabad_FME	8	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150866106	3/23/2020 10:39:27 PM	3/14/2020 4:01:3	Ram Preet_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151006166	3/28/2020 3:19:06 AM	3/15/2020 3:05:5	Aditya Kumar Sonkar_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150891403	3/24/2020 5:40:51 PM	3/16/2020 2:38:4	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151006663	3/28/2020 4:00:34 AM	3/17/2020 1:35:5	Ram Preet_Bharti_FME	9	IN Allahabad		Dispatched	Corrective

Task List TAB4

- Manage Calendar (1), then navigate/Load (2- 7)the Business Structure Area.
- Click on Point stem 8 (Show Filter definition) then set the WO Properties as required.
- Accordingly set the properties as 9 to 14 and Press apply (15).

FT'S WISE VIEW – WO STATUS



ClickSoftware

Main View Schedule Monitor License Workload Management Help

[Global] 01 Standard Policy

Print WO Add/View Detailed Log Create WO

Navigation

Calendar

From: 3/31/2020 To: 4/4/2020

Business Structure

Load/Unload Immediately

India/Sri Lanka

Ericsson India

India

IN East n West

IN North Central

IN UP East

IN Allahabad

IN Azamgarh

IN Ballia

IN Banda

IN Barabanki

IN Basti

IN Deoria

Scheduling

Resource Management

Contractor Capacity

Field Technicians Gantt > UP East (9)

Tuesday, March 31, 2020

Name

Manoj Kumar Gupta_Bharti_FME

Vikas Diwedi_ZTM

Anurag Arya_Bharti_FME

WOs List > UnSaved Filter (39)

Show All Hide Definition **Apply** Save Search All Tasks

Assignment > Assigned Field Technician **1** Equals Manoj Kumar Gupta_Bharti_FME **2**

WO > Status Equals One Of Pending,Waiting External,Waiting Internal

WO > WOType Equals Corrective

FTs Name write as per Field tech. Gantt

Customer	NOCRefID	WOTimeCreated	FaultStartTime	AssignedEngineers	Priority	District	EndCustomerName	Status	TaskType
Bharti-MS-IN	000000150868728	3/24/2020 12:35:12 AM	3/11/2020 8:19:2	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150891403	3/24/2020 5:40:51 PM	3/16/2020 2:38:4	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150866063	3/23/2020 10:33:44 PM	3/19/2020 4:33:1	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151005818	3/28/2020 3:11:48 AM	3/19/2020 4:33:1	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151005832	3/28/2020 3:12:43 AM	3/20/2020 5:22:0	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151005825	3/28/2020 3:12:20 AM	3/20/2020 8:41:4	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150868290	3/24/2020 12:10:47 AM	3/21/2020 3:53:2	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000151004827	3/28/2020 2:09:20 AM	3/22/2020 2:43:3	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150865026	3/23/2020 9:57:41 PM	3/23/2020 8:37:4	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150883048	3/24/2020 1:09:51 PM	3/24/2020 11:59:	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150897089	3/24/2020 9:47:30 PM	3/24/2020 8:33:5	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150910788	3/25/2020 10:23:37 AM	3/25/2020 9:13:0	Manoj Kumar Gupta_Bharti_FME	8	IN Allahabad		Dispatched	Corrective
Bharti-MS-IN	000000150966794	3/27/2020 12:11:10 AM	3/26/2020 10:50:	Manoj Kumar Gupta_Bharti_FME	9	IN Allahabad		Dispatched	Corrective

Task List TAB4

- Manage Calendar, then navigate/Load the Business Structure Area.
- Click on filter(Show Filter definition) then set the WO Properties as required.
- Accordingly set the properties as 1 and 2 and Press apply (3).

ROLES WITH WFM COMPONENTS



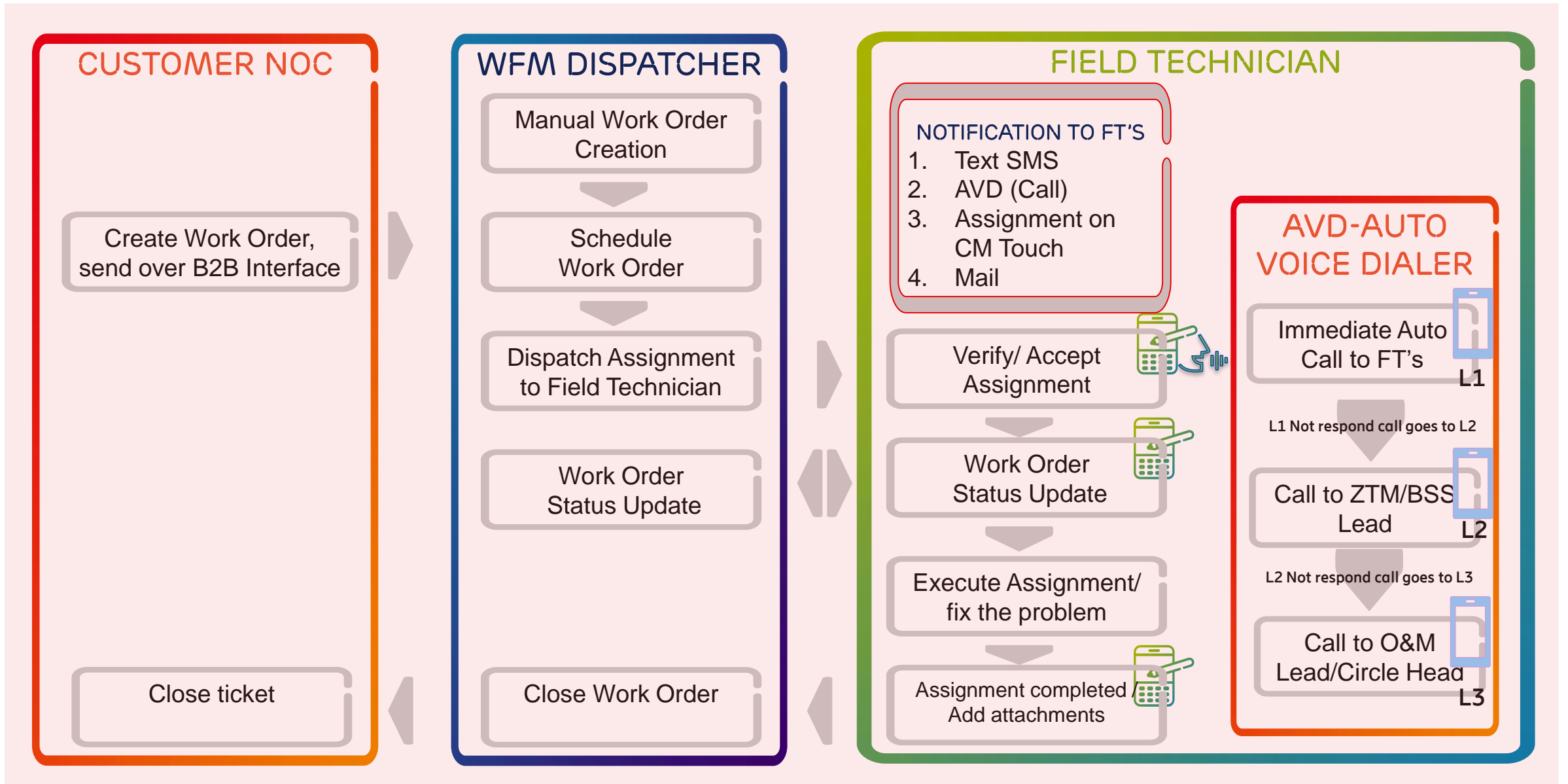
WFM COMPONENTS

- **Click Schedule**
 - scheduling tool used by Dispatchers
- **Click Mobile**
 - user interface used by the field technicians to view and update work orders
 - fat application installed on the PDA
- **WAP Interface**
 - Web based user interface used by the field technicians to view and update WOs
- **Historical Database**
 - web based custom made reporting tool
- **Admin Tool**
 - Used by the Local Data Administrator for data management
- **Upload Tool**
 - Application for uploading, exporting, deleting the data
- **Attachement Handler**
 - Component used in all clients to view/add/delete attachments
- **EMAIL/SMS Handler**
 - FT should be notified about any assignment via EMAIL or SMS service

WFM USERS

- › **Dispatchers**
 - Controls the WO flow
 - Create, updates and schedule work orders to field technicians
- › **Field Technicians**
 - Fixes the problem
 - Are notified by SMS when a new Work Order is assigned
 - Access the system through WAP or Click Mobile (Update WO status)
- › **Subcontractors**
 - Dispatches internally and fixes the problem
- › **Managers**
 - Follow-up on overall progress and extract reports from HDB to obtain operational KPI and contractual KPI reports
- › **Local Data Administrator**
 - Maintains the local data and extract reports from HDB
 - The LDA must be involved from the beginning of the implementation
 - The LDA is responsible for local WFM support in the MU

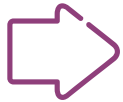
WORK ORDER FLOW – HIGH LEVEL



BUSINESS STRUCTURE PANE



Business structure is explained in detail

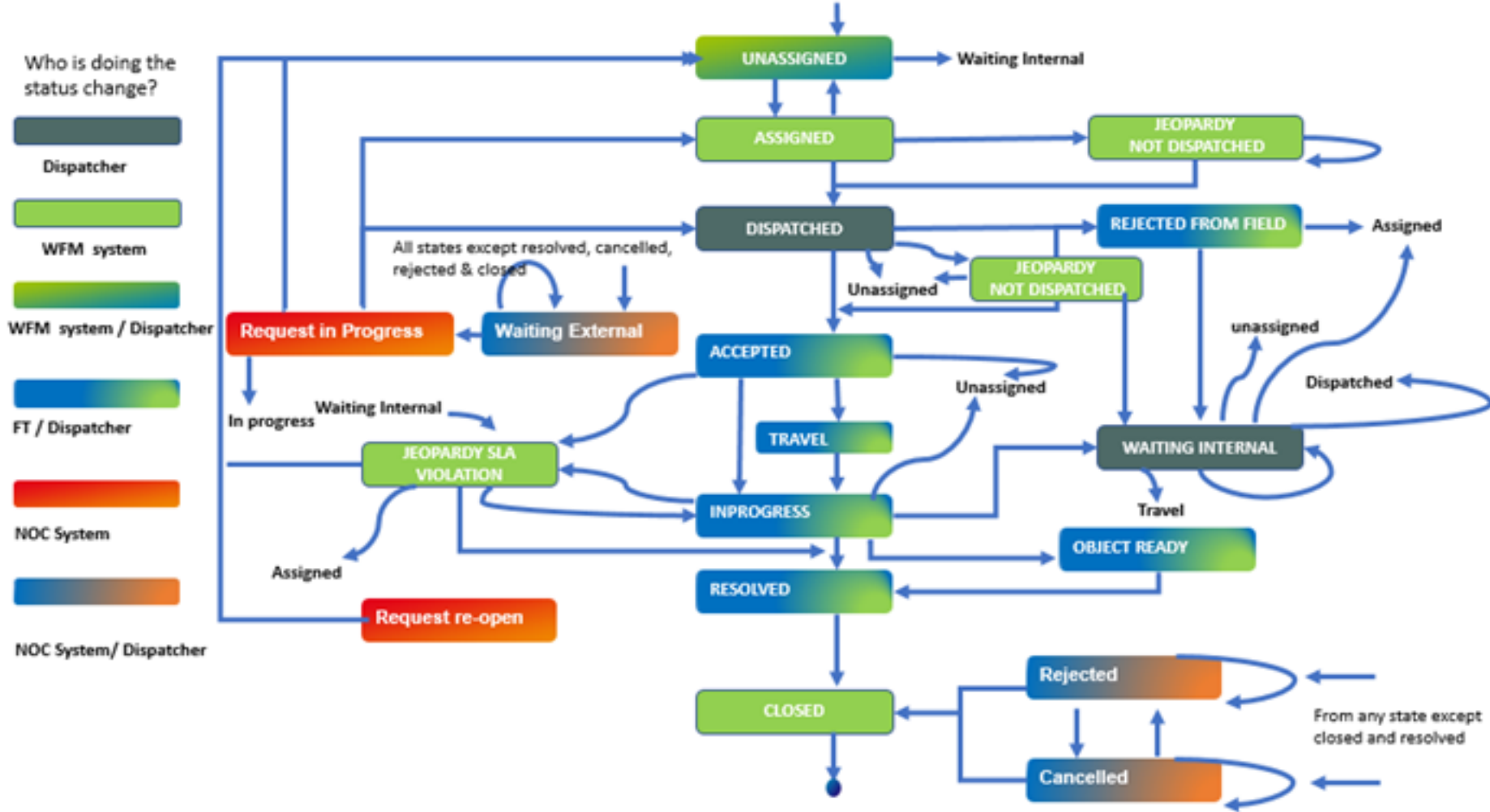


Within each MU there exist several Service Area levels (SRO, SA1-SA4)

- SA1 and SA2 are higher areas used by Ericsson
- SA3 – This represents the Region
- SA4 – This represents the District and is the lowest area in the hierarchy



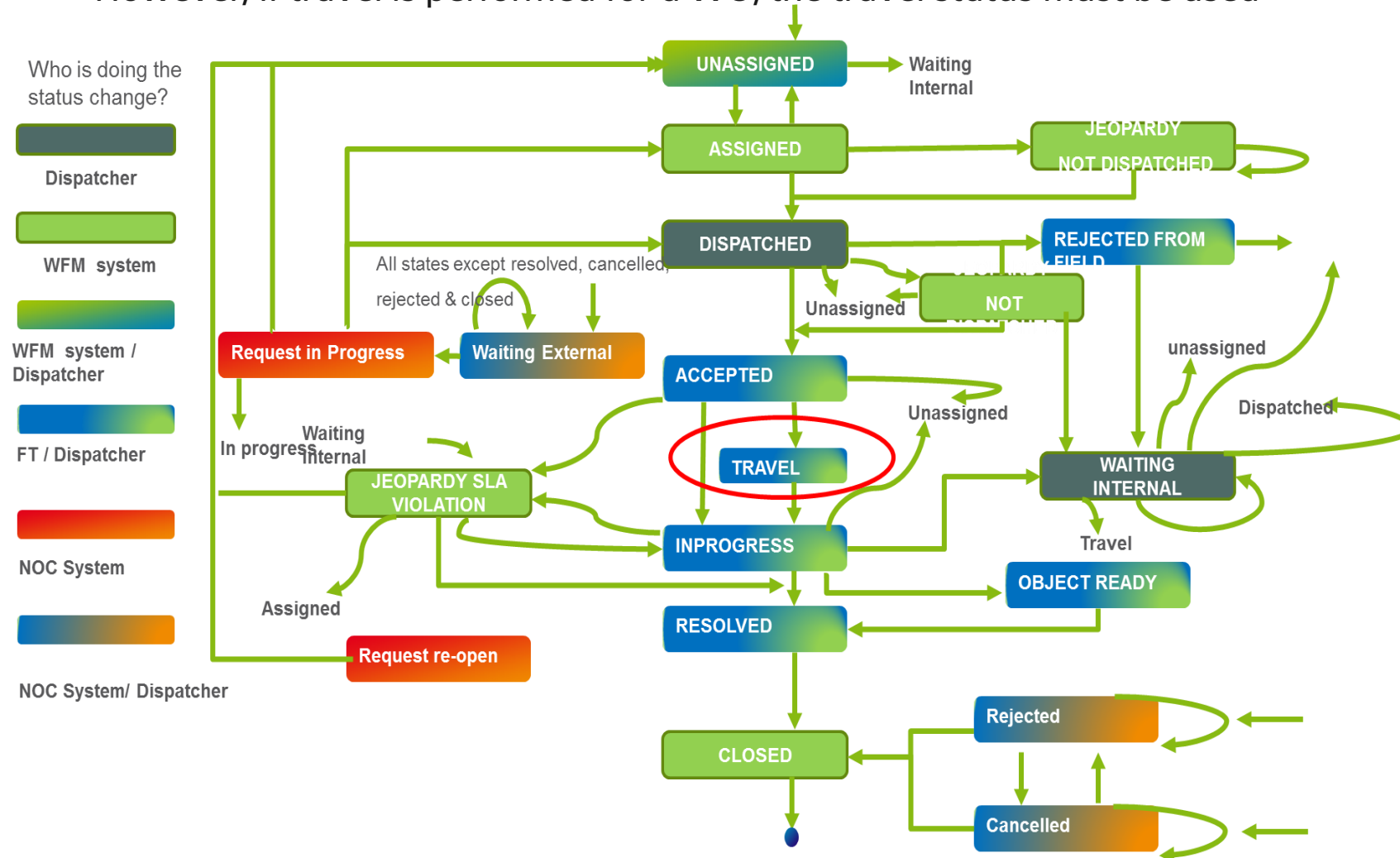
The organizational structure provides a hierarchical model for the ClickSchedule solution, and is reflected within the “navigation tree”. Internal to ClickSchedule, these “pools” of labour are used to sub-divide the workforce and the workload in order to match the demand with an appropriate resource in smaller units. Dispatchers are typically given responsibility for one or more SA4s, thereby avoiding an overlap with the scheduling decisions of others.

[illegible]

WORK ORDER STATUS



- Travel is optional status because some work orders do not require travel
- However, if travel is performed for a WO, the travel status must be used



WORK ORDER STATUS (1/2)



Unassigned

The WO has not yet been assigned to a FT. This is a default status when a WO has successfully been created in WFM System.

Assigned

The WO has been scheduled and assigned to a FT. This can be seen as a tentative status meaning that WO has been scheduled but not yet dispatched.

Dispatched

The scheduled assignment has been confirmed and communicated to the assigned FT.

Accepted

The FT has verified and accepted the assignment.

Rejected From Field

The FT has verified and Rejected the assignment.

Travel

The FT accept Travel before Movement in Field.

In Progress

The FT has arrived at customer site and the work is in progress.

Resolved

The assignment has been resolved.

WORK ORDER STATUS (2/2)



Rejected

The WO is incorrect and has been rejected.

Cancelled

The WO is incorrect and has been cancelled.

Waiting Internal

The WO has been put on hold for information/equipment to be provided for a source within the organization.

Waiting External

The WO is put on hold for information/equipment to be provided by end customer.

Request in Progress

Required information has been provided to FT.

Request Re-open

NOC has requested the Work Order to be reopened.

Closed

Work Order has been closed and no additional changes are allowed.



ERICSSON