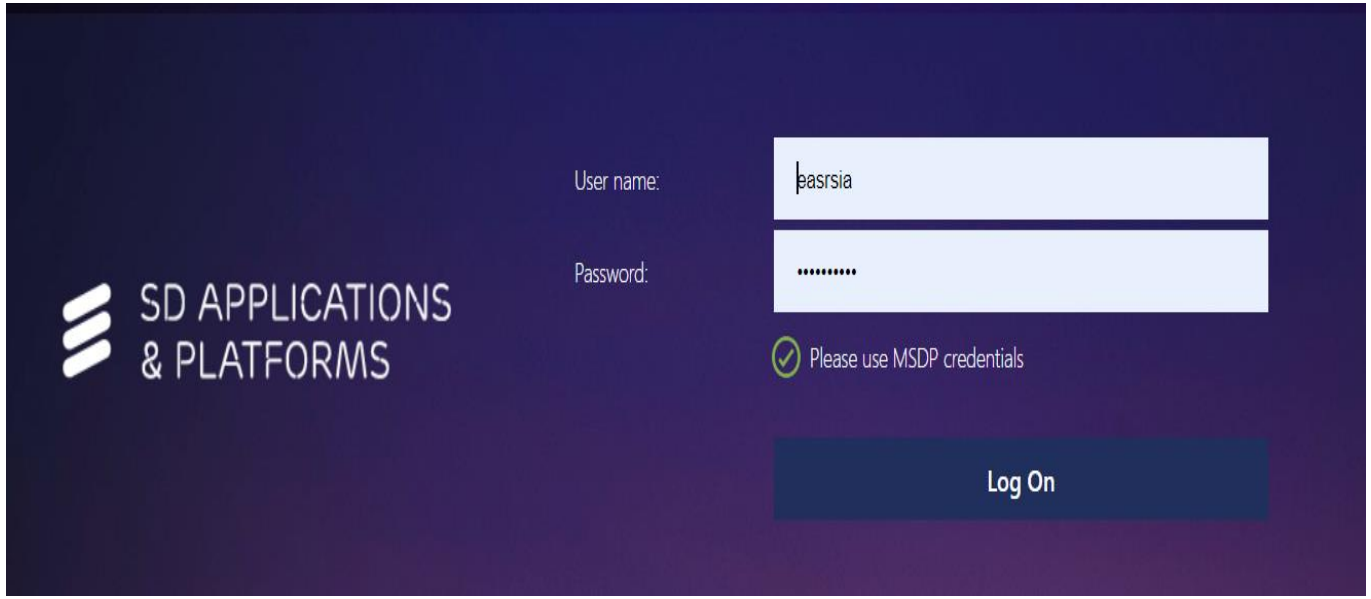
WORK FORCE MANAGEMENT-OVERVIEW

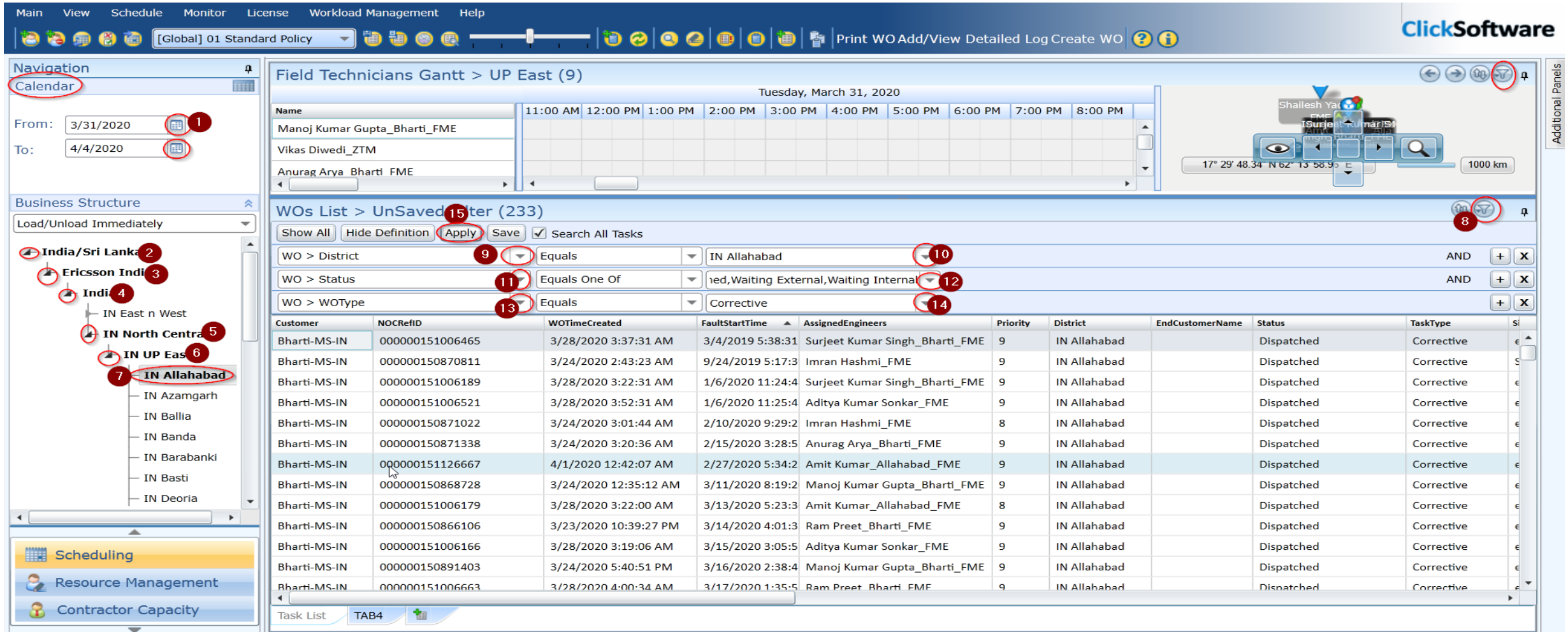
CLICK SCHEDULE LOGIN PROCEDURE

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



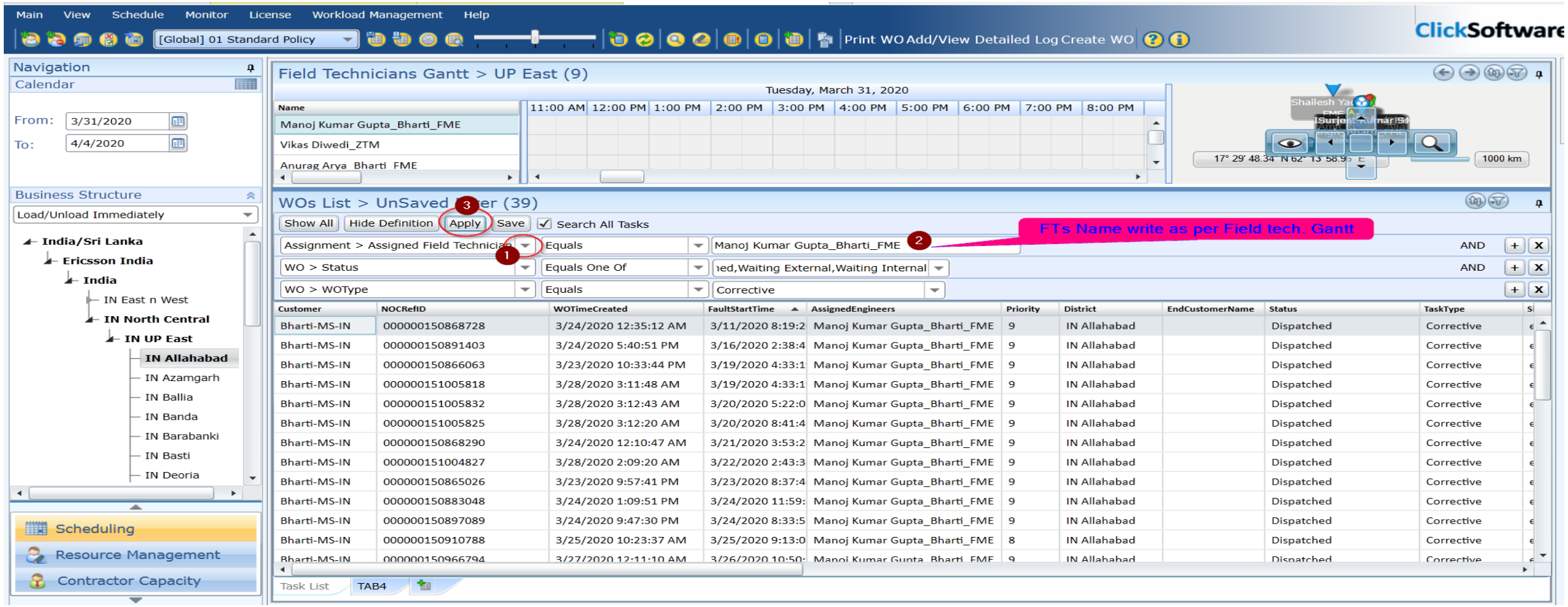
— Requirement
  a> Signum ID
  b> MSDP access and Password
  c> Silverlight install in system

ZONE WISE VIEW – WO STATUS



— 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



- 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

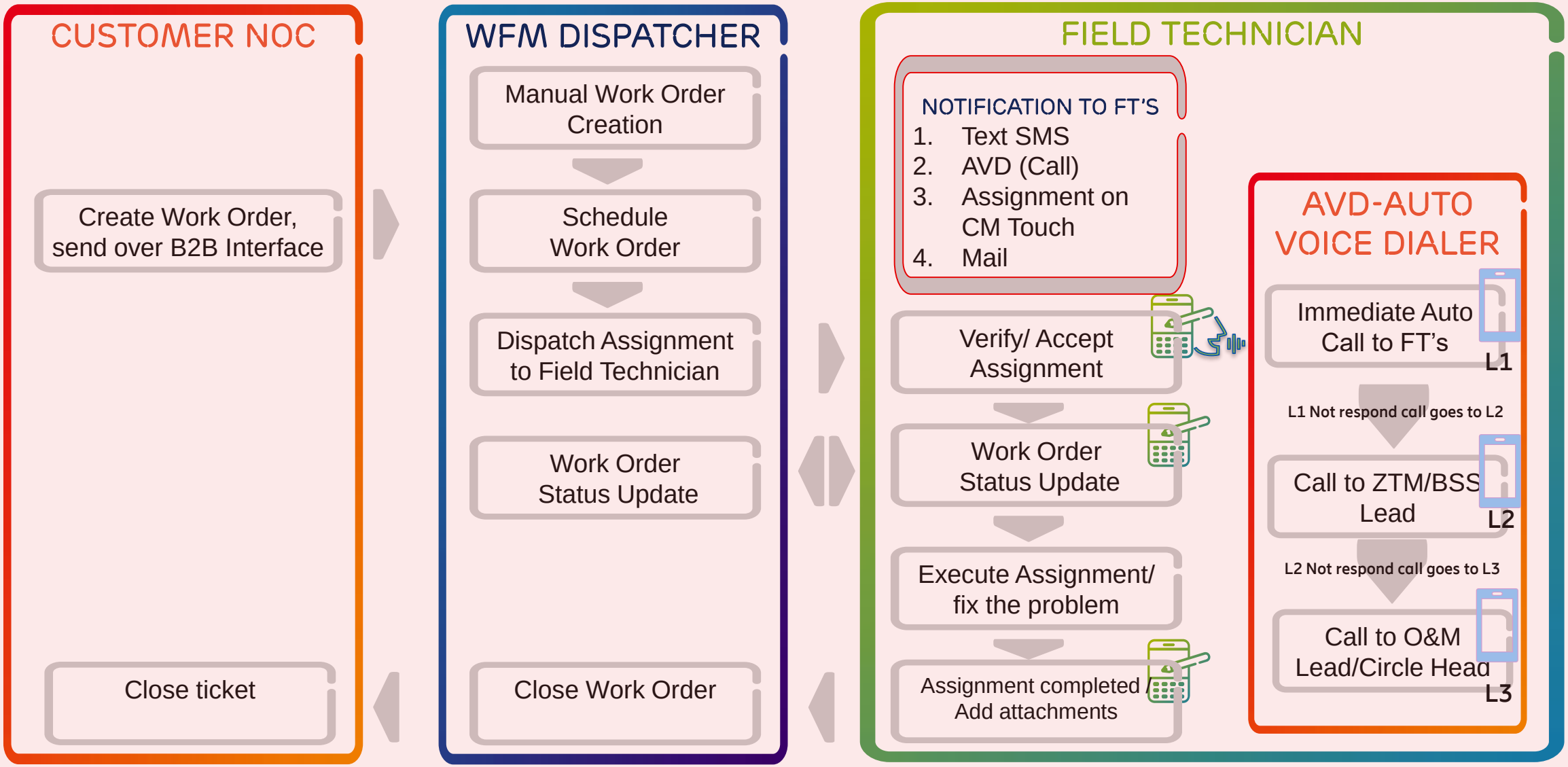
WFM COMPONENTS

- **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 notofied 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

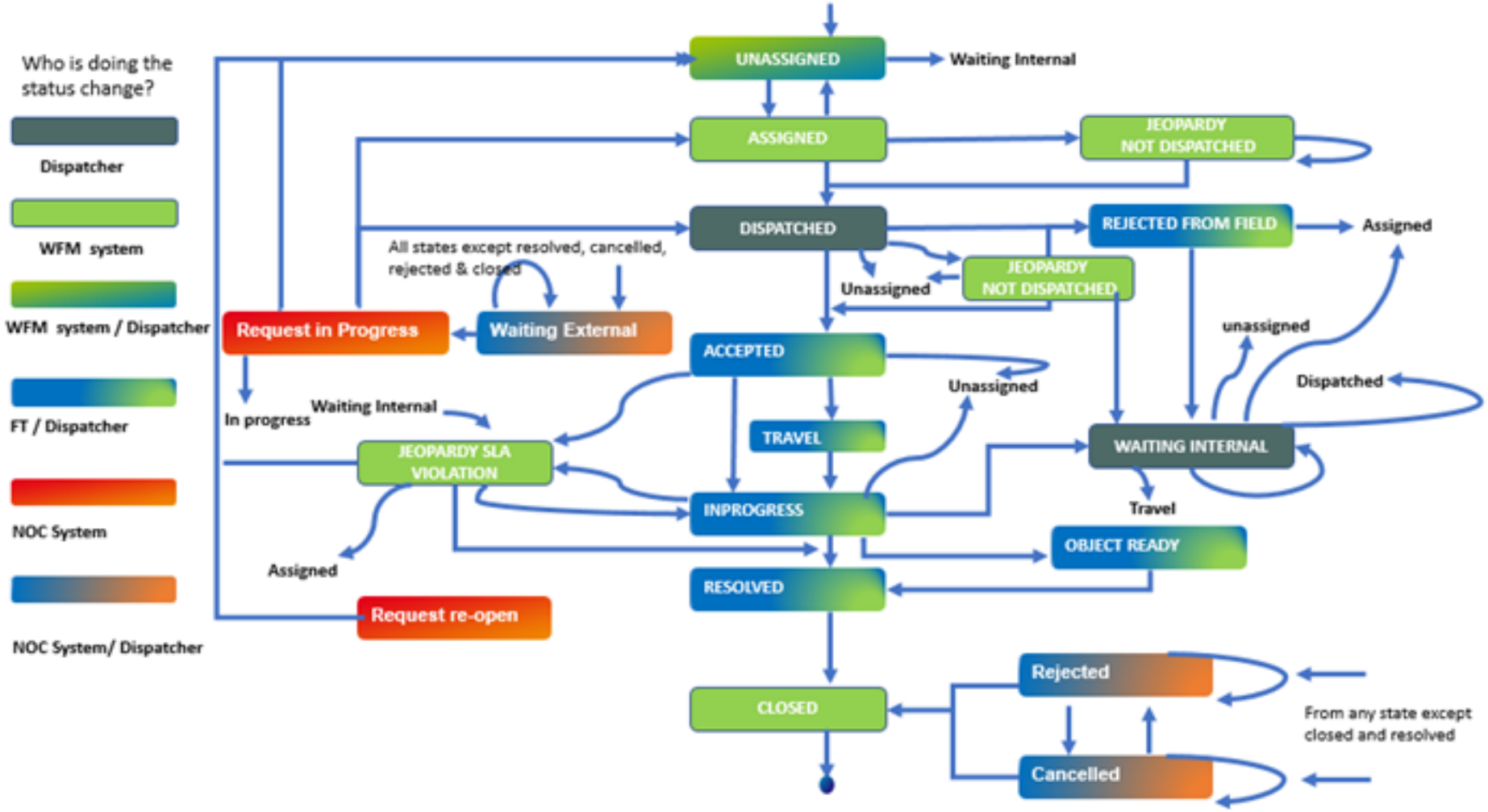
Within each MU there exist several Service Area levels (SRO, SA1-SA4)

- 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.

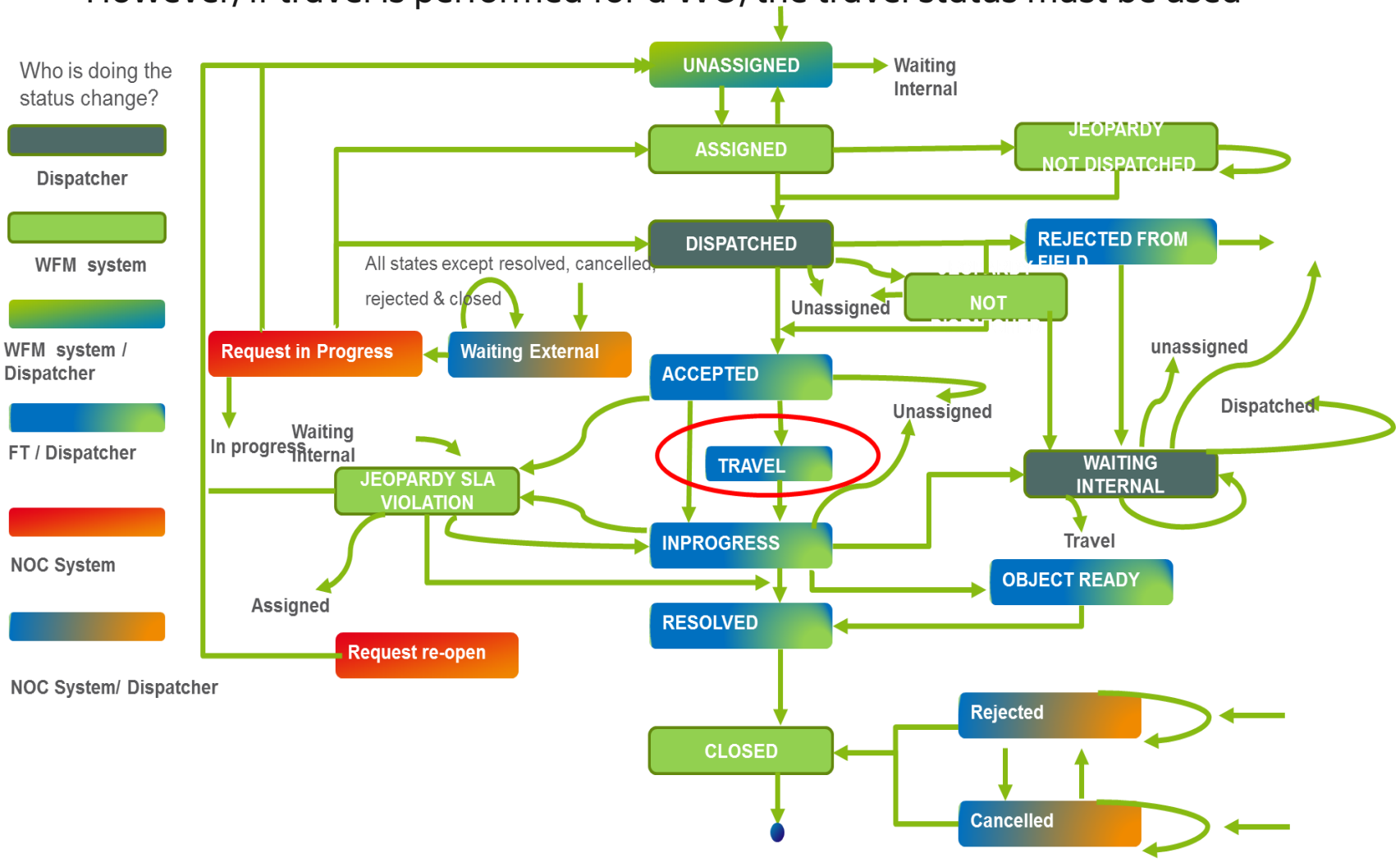
WO LIFE CYCLE

COMBINATION OF THE DIFFERENT STATUSES A WO MAY HOLD, AND THE TRANSITIONS BETWEEN ONE STATUS TO ANOTHER FROM CREATION TO COMPLETION.



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.

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