



## Technical Project Coordinator

### Dispatch and Scheduling Guidelines

#### Site Surveys – Local – Internal

- Preferred Schedule Days – Tuesday and Thursdays
- Can Schedule M/W/F if those are the only days client is available

#### Installs/Training – Local - Internal

- Submit scheduling request at least 1 week prior
  - Exceptions for rush projects will be made
- Internal dispatching will be for T1 and T2 clients only:
  - Tier 1 (\$10K+ per month) and
  - Tier 2 (\$5K-\$10K per month)
- Training – virtual training should be priority – limited onsite training on case by case basis
- Exceptions can be made by the Service Delivery Manager for Strategic Accounts and/or special circumstances.

#### Field Nation

- All other site surveys or installs that do not fall within the internal scope above will be handled by Field Nation.

#### TPC – Site Visit

- If you need to do a site visit for training/need eyes on site, please submit a dispatch ticket so we can add it to the calendar, you do not need to fill in all the details, but need to know client, address, date and time on site.

Local Area = Everything Below Highlighted Line

\*\*\*Internal Dispatch Above Highlighted Line Requires Service Delivery Manager Approval\*\*\*

