



Memorandum

Date: 01/11/2018

To: CCS Team

From: CCS Ops

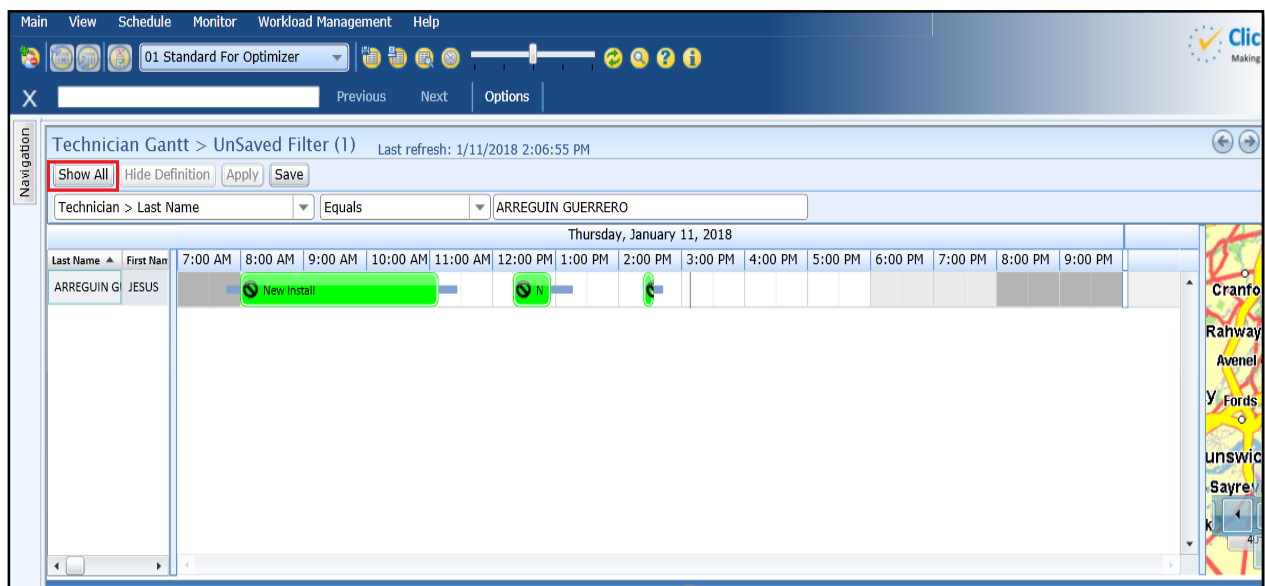
Re: (Goodman W2 Job Placement)

Effective immediately when handling Goodman W2 (In-house) board in reference to moving jobs around and working unscheduled jobs, we need all agents to start being **Dynamic** and making decisions without having to call tech supervisors and site managers for every work order.

If you are unsure, please seek the assistance of your floor supervisor. However, in the event that you encounter an extra ordinary scenario that needs their attention, please follow the normal process of placing the information in the chat room first. If there is no response, you can then go ahead and call for assistance.

Average Drive Time per Region

In the event that you are working an idle technician, after loading the specific technician on the Gantt as seen below, make sure to select the **Show All** option high-lighted in **red**.



This option will load the entire service region and you can see more or less what is the accepted drive time in the area. This will help you make better decisions when placing jobs on technicians and hence eliminating the use to contact the tech sup or site manager for final decisions.

