

Ready Call Center

CCS Dynamic Dispatcher & Tracker

Job Description

As a Dynamic Dispatcher & Tracker, your responsibility is to assist and monitor the technician jobs. Your main tools are the FS Scheduler and Siebel. No job should be left unattended unless instructed by management or technician supervisor.

General Info

- You are to take full responsibility of all assigned region and task, from start to end.
- Work all holds for the teams that you will be tracking.
- Inform customers of eta's
- Update your route log throughout the day
- Answer your phone and assist tech's to activate, close work orders, reschedule, cancel, and hold work orders
- Answer your chat and assist tech's to activate, close work orders, reschedule, cancel, and hold work orders
- Work as a team

Responsibilities Timeline

Below is a timeline of the job description of an agent. While there are assigned time to specific task, you are to move on to the following task as soon as you are done with a task.

Start Time	End Time	Activity
6:00AM	6:05AM	Check supervisor for assigned region
6:05AM	7:00AM	Check and work unscheduled jobs; Assign jobs to technicians Acknowledge work orders that have been dispatched to techs and Put tech's en-route for am work orders
7:00AM	11:00AM	Answer and work all phone and chat jobs Check en routes, and on sites get a phone call! Acknowledged, en-route with eta, and on site! Make sure all techs that are in en route are going to make their appointment on time Make sure all techs are updating their status: <ul style="list-style-type: none">• Placing themselves en route• Placing themselves on site• Placing etc's
11:00 AM	11:30 AM	Push back all am work to a 12-4pm time frame this includes: <ul style="list-style-type: none">• Unscheduled• Scheduled• Dispatched• Acknowledged• En route with eta• 2nd and 3rd attempts on trying to reach the customers

		<ul style="list-style-type: none"> By 11:30am there <u>must</u> to be an eta of when the tech will be arriving for the am work orders, if not then contact tech
11:30AM	12:30PM	<p>By 12:00pm any 8-12's that are <u>not</u> on site will be in past open status. All of the following needs to be done for these work orders:</p> <ul style="list-style-type: none"> A note on work order updating the eta for the tech Customer aware of the push back or 2nd & 3rd attempt Tech sup aware of the tech running behind Ops manager aware of any upset customer <p>Update late eta's</p> <ul style="list-style-type: none"> Contact tech and receive a updated eta for the customer If unable to reach tech, try contacting tech at the customer's house that he is on site to, or try contacting the tech sup. By 12:30pm there needs to be a note in the work order updating customer of when the tech should be arriving <p>Attend Kick-Off team meeting</p>
12:30PM	1:30PM	<p>Update customers with a new eta if the tech has not made it on site. Go over on site's – open 'am' work orders - call techs so see if we can close or notate the account stating tech on site By 1:30pm there needs to be a note in the account if the tech is still running behind</p> <p>AM Agent:</p> <ul style="list-style-type: none"> Update PM regional agents on all pending escalations (i.e. Foss request) Communicate all complaints, trends and resolution to PM team Attend End of shift team meeting
1:30PM	3:00PM	<p>Close and assist tech's to close work orders (<i>start with AM work orders</i>) Make sure all techs are updating statues as needed</p>
3:00PM	3:30PM	<p>Push back all pm work to a 4-8pm time frame this includes:</p> <ul style="list-style-type: none"> Unscheduled Scheduled Dispatched Acknowledged By 3:30pm there needs to have a eta of when the tech will be arriving for the pm work orders
3:30PM	4:00PM	<p>By 4:00pm any 12-4's that are <u>not</u> on site will be in past open status. All of the following needs to be done for these work orders:</p> <ul style="list-style-type: none"> A note on work order updating the eta for the tech Customer aware of the push back or 2nd & 3rd attempt Tech sup aware of the tech running behind Ops manager aware of any upset customer
4:00PM	4:30PM	<p>Update the customer with a closer eta- or a 2nd and 3rd attempt on trying to reach the customer Close work orders; start on working am holds</p>

		Go through on sites and close work orders By 4:30pm there needs to be a note updating the customer with a closer eta
4:30PM	5:30PM	Update late eta's <ul style="list-style-type: none"> • Contact tech and receive a updated eta for the customer • If unable to reach tech, try contacting tech at the customer's house that he is on site to, or try contacting the tech sup. • By 5:30pm there needs to be a note in the work order updating customer of when the tech should be arriving
5:30PM	6:00PM	Make sure past opens with 4-8 eta's get on site Work on any holds (not homes, landlord permission, isr-pending, line of sight, cust req delay)
6:00PM	6:30PM	Work all holds for previous day and current day Close all am work orders Go through all on site's and try closing. If an Order Line Item (<i>OLI</i>) fails and cannot be closed, then place the job in pending close.
6:30PM	8:00PM	Check that all work order's closed out Check that all holds notated Update tech sup's if techs are still running behind Send google chat and email to site manage with unresolved jobs Check with supervisor to confirm closing

Tips on how to be a successful tracker

- Always have at least two Seibel on your screen at all times and FS Scheduler
- Follow the daily schedule to stay on track to complete tasks on time
- Ask for help if needed, we work as a team
- Keep in contact with customers, techs, and tech sup's
- Always confirm every line item on work order
- Be quick when working Field Service Request (***FSR***)
- Be quick when working Inventory Not On Truck (***INOT***)