

Bullet points from the field.

FSR's – Please take a look.

**This is the new Policy and Procedure document for Goodman.**

- Agents are calling techs to find out when the job will be done. Calling too much. Agents- They should only be calling tech if ETC or ETA has expired, ETC or ETA hasn't been entered, job hasn't been acknowledged by 7am, Are not on site by 8am, or job is in Jeopardy.
- Movement of jobs to 1099 intraday (they get dropped into unscheduled and are locked to the 1099's Service region) BGO stops optimizing it to In House at that point.
- Long drive times. Sometimes a couple hours across the state, 3-hour drive times home.
- Idle tech. DD's inform techs they are unable to see any of the jobs other than what is dispatched to the technician or in unscheduled. When completing Idle tech, will tell tech that they will call them back, or to call supervisor (no uniformity) for EOD.
- Inability to see Activity audits. I feel that this is a highly useful tool for individuals that do not know the footprint. Will show them past few people that BGO has routed the activity to, for ease of job placement without lengthy drive times or out of area technicians.
- Early dispatching of jobs within Timeframe. Dispatching a job to a tech that still has 30 minutes or more to go on a work order. Makes it much harder for BGO to continue optimizing the activity due to being dispatched. Have missed a few timeframes due to this.
- Improper use of "snap mode" within FS. While checking distance of a job from a technician, Activity gets pushed to next timeframe. When dropped back to unscheduled, it remains in the incorrect timeframe (creating 4-8 installs while techs were still available to pick the activity up during customer's requested timeframe).
- POC on partners for CCS.
- Google number for Idle Techs to text "Idol" and include their name, Tech ID, market.