

FlexiJob is a comprehensive business tool which enhances mobile service based operations. With fast job booking, all relevant job details at your dispatcher's fingertips and optional voiceless dispatch, service operations have never been easier!

- **Increase productivity.** Your dispatcher/s can configure the dispatch screen so that they have all the information they need for optimal job dispatch and use of staff resources. Job progress can be monitored at a glance with the colour coded status indicators. With voiceless dispatch, sending a job out to a mobile operator is as easy as clicking the mouse.
- **Improve customer service.** Automatic job priority escalation with visual and audible alerts ensures that jobs are attended within required time frames. Keep your customers informed with emailed or faxed job progress reports.
- **Improve cashflow.** No more revenue loss through lost job sheets - every job in the system will be billed. With job data coming live from the job sites, you can bill the job out on the same day.
- **Know your business.** Comprehensive reporting allows you to analyse your sales by customer, type of work or time & materials and check your mobile operators' productivity - are they making you money?
- **Improve customer retention and increase sales opportunities.** With the mail out feature you can select groups of customers and send maintenance reminders, promotional material, etc.

SoftPlus has specialised in providing software to the transport, distribution and service industries since 1992.

Our thorough understanding of industry needs coupled with a strong end-user focus has led to the production of a range of software which is noted for its flexibility and ease of use.

SoftPlus products are being enhanced continually, and in conjunction with our business partners, we can provide wide ranging solutions embracing technologies such as GPS, web, scanning and mobile data.

#### Other products include

- \* **CourierPlus** - parcel delivery
- \* **StorPlus** - contract warehousing management.
- \* **FreightPlus** - freight manifesting, rating, billing.
- \* **FleetPlus** - fleet maintenance costing & scheduling.
- \* **JobPlus** - general cartage
  - container transport
  - car transport
  - rural transport
- \* **HirePlus** - waste and general hire.
- \* **Navman** - GPS tracking, Mobile Data Terminal for the dispatch of jobs to your mobile workforce.

#### Wayne Wills, Director, WILTEK Maintenance Ltd

*We find Flexijob a huge improvement over the old manual method. It has achieved a significant saving in clerical and other activities in our processing of over 100 jobs a day.*

*Many thanks once again for your companies' support in the supply of an excellent product for our industry.*



Navman - MDT-800 Terminal



Harrier Pocket PC

# FlexiJob - Job Management & Dispatch

## Job Booking

Book a job

Job No: 183 Booked: 22/01/2003 16:02  
Status: New Completed:

Account: ABBOTTS167 Find A Customer  
Job Site: A Customer Home Phone: 524 3333  
Street: 167 Abbots Way Bus. Phone: 524 4444  
Suburb: Remuera Mobile:  
City: Auckland Order No.:  
Contact: Jenny Job Type: ALARM  
Job Description: Install alarm, 4 IR, smoke detector. Monitored  
Date req'd: 22/01/03 Start between: 1pm and 3pm  
Person: Priority: 3 Price:

Dispatch

Person	Required	Start From	Start To	Priority	Status
1 Bill Clark	22/01/03	1pm	3pm	3	New

+ Add ✓ Save - Delete ✕ Cancel ? End \$\$\$ Time & Materials View Log Job Card Done

## Dispatch

Dispatch

Job No.	Person	Required	Start From	Start To	Priority	Status
183	Bill Clark	22/01/03	1pm	3pm	3	New
184	Bill Clark	22/01/03	1pm	3pm	3	Dispatched
185	Bill Clark	22/01/03	1pm	3pm	3	Started
186	Bill Clark	22/01/03	1pm	3pm	3	Done

In the example above, the dispatcher is alerted to unactioned jobs which are due by their positioning at the top of the screen and the colour coding. S/he can also see at a glance each operator's progress through their jobs with the colour flash on the left - Red : New, Blue : Dispatched, Yellow : Started, Green : Done

## Job Quoting

Efficient creation of quotes with the ability to match actuals against quoted prices.

## Job Booking

When entering jobs, you can quickly find your customer by account code, name, address or phone number. All customer site details will automatically be filled in for you, or you can pick alternative sites from a drop down list. All that remains is to enter a job description and time required, and the job is ready to go!

Job details can be altered at any stage. When the job is completed, time & materials can optionally be entered and automatically priced at the customer's price level (retail, trade etc.)

## Dispatch

The power of the dispatch screen lies in its flexibility. Dispatchers can rearrange the columns in any order so that the job information most relevant to them (eg. priority, time required, location, type of work, status) is readily accessible. As s/he can also readily see where each operator is and their expected current job duration, this screen is a powerful tool for optimising dispatch.

Work can be split between dispatchers by defining subsets of types of work and operators. As these workload definitions can be saved, a dispatcher can switch instantly between his/her various types of jobs, or to another dispatcher's work.

Assigning or reassigning jobs to operators, or changing due times can be achieved with a few clicks and the screen can be rolled forward or backward a day at a time to see forward or past bookings.

Any job may be assigned to more than one operator. Each allocation can be given its own required time and priority and is tracked separately on the dispatch screen

## Mobile Data

Flexijob can dispatch jobs and messages directly to a variety of devices including cellphones, PDA's and in-vehicle terminals. All events are logged, providing a complete record of dispatch and job progress. Job status on the Dispatch screen will automatically update as operators log their progress.

## Reporting

Flexijob allows you to keep a real pulse on your business with its Sales Analysis reporting. From overview to detailed level, see your sales by customer, type of work or operator.

Time & materials can be summarised by GL code for easy transfer to your General Ledger.

You can keep your customers informed by faxing or Emailing job reports directly from Flexijob.

## Other features

Flexijob has many other features designed to enhance your service operation. Some examples are:

- **Recurring jobs** may be stored with a schedule (weekly, monthly, every 3<sup>rd</sup> Tuesday etc.) and automatically activated when due.
- **Mail outs.** Generate business by sending service reminders, special offers etc. to selected customers.
- **Job response times and priority escalation.** Flexijob will automatically determine the required completion time for a job based on pre-defined response times and will escalate the priority of the job with visual and audible alerts.

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