PRONTO-Xi

Service Scheduler

PRONTO-Xi Service Scheduler dramatically increases customer service by improving engineer response times and optimizes dispatcher efficiency with up-to-date call status and easy engineer allocation.

Complete visibility of unallocated calls and engineer activity

PRONTO-Xi Service Scheduler provides you with all the information you need for informed decision making on one screen. You can view all your field service calls and engineer activities at a glance. When the unexpected happens, you can make fast informed decisions whilst still meeting customer expectations. Since it is fully integrated with PRONTO-Xi Service Management you are only a click away from full call details and status information.

The Scheduler is fully customizable. The features you can set up include:

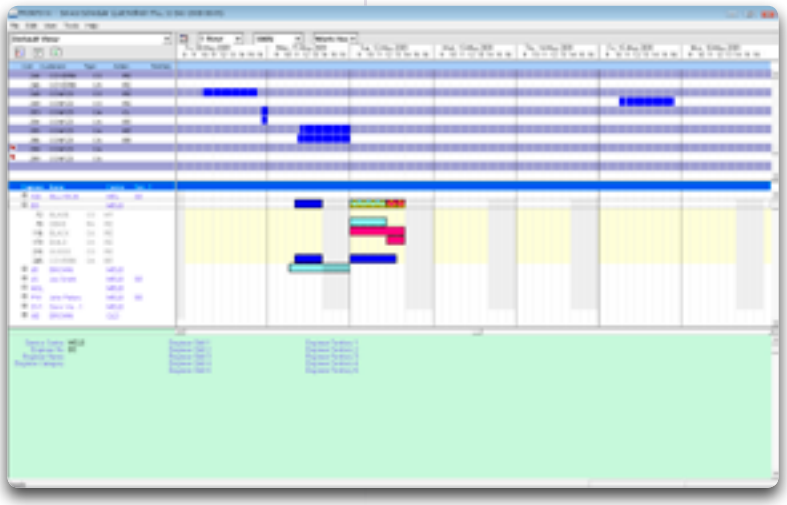
- Screen colors and layouts
- Fonts
- Dates and Times
- Calendars
- Sorting / Filtering of service calls
- Drill back programs which allow you to run any PRONTO-Xi program at the touch of a button

Easy drag and drop allocation of calls to engineers

PRONTO-Xi Service Scheduler is a Windows-based application with an easy to use graphical user interface. A simple drag and drop allows you to allocate calls to available engineers, move calls to another date or time and reallocate a call to one or multiple engineers.

The intuitive interface of Service Scheduler reduces the cost of your field service operations, lowers training requirements and improves customer service with accurate engineer scheduling.

Dispatchers will find it easy to rapidly allocate calls to the right engineer. Calls can be viewed by skill requirements and matched to engineers who have the appropriate skill-set. Dispatchers can view availability of these engineers at a glance, making Service Scheduler so easy to work with.



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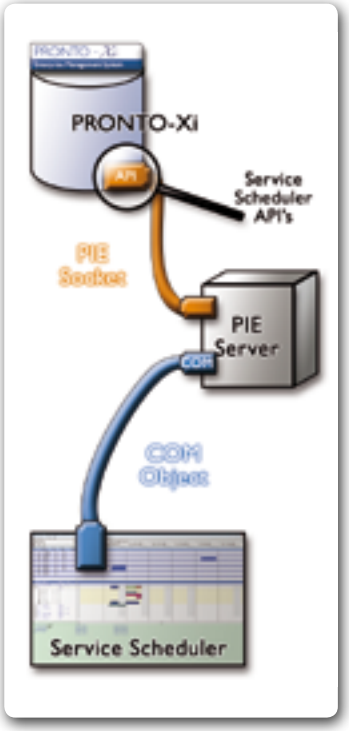
Key Benefits

- Easy drag and drop interface for a fast call allocation
- Real-time view of your service center activities
- Drill down option in PRONTO-Xi to access call details
- Reduce administration cost and reliance on reports and multiple data sources
- Allows you to take informed decision for better service center efficiency
- Reduce training requirements of your call dispatchers
- Unallocated calls section gives the ability to customize call information

Technology

- Service Scheduler is fully integrated with PRONTO-Xi v660.0 and above
- Run on Windows 2000/XP
- Requires PRONTO-Xi Foundation, Financial, Distribution and Service Management



Flexible tool to suit your operations

PRONTO-Xi Service Scheduler is a flexible tool which caters to your unique work practices and procedures. Advanced sort and filter options allow you to focus on critical calls. Calls can be sorted or excluded from this list based on the sort by / filter properties being used. Service Scheduler makes it easy to focus on your urgent calls or view calls from priority customers. Additionally, multiple dispatchers can allocate calls simultaneously if required.

With Service Scheduler you can limit dispatcher access to specific service centers and call types. This can be done simply by your systems administrator entering relevant logins into the PRONTO-Xi dispatcher table.

How Service Scheduler works

Call and engineer information is automatically extracted from PRONTO-Xi and displayed in Service Scheduler. You can choose to display non-working time based on the PRONTO-Xi Calendar. Displaying working time only increases the period visible.

As soon as a call is allocated to an engineer, the information is updated instantly in PRONTO-Xi. Warnings appear if two or more calls are allocated to an engineer at the same time. A job can be easily allocated to multiple engineers with a single drag and drop. Because Service Scheduler is connected in real-time with PRONTO-Xi Service Management, you benefit from the efficiency of having one fully integrated solution from Pronto Software.

…so easy to work with™

Service Scheduler is fully integrated, which guarantees an upgrade path with PRONTO-Xi. Additionally a real time connection through the PRONTO-Xi Integration Engine (PIE) ensures that there is no database duplication and that call information is always automatically updated.

About **Business Computer Technologies**, Inc. (BCT)

Business Computer Technologies, Inc. (BCT) has been a premier provider of CRM/ERP solutions since 1984 and is recognized as a leading software solutions company throughout North America. With offices in Illinois, Ohio, Missouri, Kansas, and Calf and associates in Oregon, Colorado and New Jersey, BCT offers customers implementation and support anywhere in North America from over 35 certified consultants in the programming, CRM, manufacturing, distribution, accounting, network, and IT. This skill base and experience from our professional team provides our customers across North America the right people onsite; online; or on the phone when they are needed to keep your business operating.

BCT and Pronto: Value for today and for the future.

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