



**ClickSoftware**

Making Service Click

# ClickSchedule

Powerful Scheduling  
At Your Fingertips



...Expect the Best



# ClickSchedule

Operational costs. Service level agreements. Customer satisfaction. When it comes to scheduling your field service workforce, you need to take all of these into account, and then some. And of course every executive wants to see decreases in overtime and idle time and increases in productivity, making resource utilization a key metric of strategic importance. If a company doesn't strike the right balance among all these factors, it could easily cost the organization millions in overhead, missed revenues and eroding customer loyalty.

But service executives need not lose sleep over the challenges and pitfalls of scheduling. With ClickSchedule, all the important factors are automatically taken into account when the schedule is being built, resulting in an optimized schedule and a healthy service organization.

## What Is ClickSchedule?

ClickSchedule is a ClickSoftware application designed to enable service organizations to improve efficiencies in the scheduling portion of the service chain. Based on more than 10 years of experience, and fine-tuned through the course of more than 100 implementations, ClickSchedule allows service managers to define how each of the key performance metrics in the service operation—SLA compliance, overtime, travel time, etc.—is considered in the scheduling process and then automatically builds schedules in such a way as to optimize performance around those metrics.

In building the optimized schedule, the ClickSchedule application takes into account technician location and skill set, customer location and service level agreement, equipment needed, time to complete the job, and a host of other considerations—all of which can have a significant impact on how optimal the ultimate schedule is. Thus, whether a customer is self-scheduling a service call via the web, or a call centre representative is booking an appointment over the phone, ClickSchedule is able to offer accurate scheduling information every time.

ClickSchedule is available via a web user interface. Based on state-of-the-art technology, the ClickSchedule web client supports various types of users, such as dispatchers, field supervisors, and contractor's dispatchers, to remotely access key ClickSchedule functionality.

## ClickSchedule vs. Your Other Options

The difference between ClickSchedule and many of the other scheduling solutions out there is as simple as the difference between "optimized" and "good enough."

Companies using most CRM, ERP or OSS systems have some sort of built-in scheduling software available to them in the system package. Other companies have home grown scheduling programs developed in-house.





ClickSchedule helps companies move beyond schedules that are “good enough” to optimized schedules based on the key performance metrics that are most important to each specific company.

Still others rely on large, expensive teams of dispatchers. All these systems may be “good enough” in some aspects, but they are often not enough to outperform competitors and achieve customer satisfaction levels within budget constraints. And what if “good enough” leads to unnecessarily long travel times, excessive overtime, low first-time fix rates, poor SLA compliance and the like?

ClickSchedule helps companies move beyond schedules that are “good enough” to optimized schedules based on the key performance metrics that are most important to each specific company. The resulting efficiencies can have a direct impact on an organization’s bottom line.

## Features

- Automatic scheduling of the right resource at the right time, based on skills and relative proficiency, service level agreements, drive time, availability, and other business-oriented factors
- Street-level route optimization (based on detailed street maps) that minimizes travel time and related costs
- The ability to combine, in a single environment, a schedule that includes anything from simple short tasks to multi-day, multi-staged jobs that require multiple resources
- Intelligent appointment booking that lets you offer online customers reliable and cost-effective appointment windows
- The flexibility to let customers schedule service appointments over the web or through the call centre
- Integration with mobile devices for real-time monitoring of actual schedules with “jeopardy” and “delay” alerts
- Automatic, optimized rescheduling in response to unexpected urgent calls, cancellations, or interruptions due to traffic delays, weather conditions, etc.
- Web user interface enables remote users, such as dispatchers, field supervisors, and contractor’s dispatchers, to access the application
- High scalability allowing processing of thousands of calls per hour and response time within seconds, to meet the needs of your business today and in the future
- Easy integration with practically any front- or back-office system via standard adaptors to the leading ERP/CRM products
- Support for location-based services
- Multilingual support



## Benefits

- **Improve Overall Control and Visibility**
  - Benefit from accurate, organization-wide visibility of workload and capacity
  - Apply consistent scheduling policies throughout the organization
  - Centralize scheduling and dispatching operations
- **Reduce Costs**
  - Decrease time spent on scheduling
  - Improve resource productivity
  - Reduce mileage
  - Reduce overtime
  - Make optimal use of subcontractors
  - Eliminate penalties due to missed service level agreements
- **Increase Customer Satisfaction and Revenues**
  - Service more customers every week
  - Improve customer loyalty
  - Get the job done on time, the first time, every time
  - Promise reliable, narrow appointment time windows.

The world’s leading service organizations have discovered that optimized scheduling is the most effective way to schedule and deploy a mobile workforce. With ClickSchedule, all the work is done for you.

ClickSchedule. Expect the Best.

# About ClickSoftware

ClickSoftware is the leading provider of automated workforce management and optimisation solutions for every size of service business. Our portfolio of solutions, available on demand and on premises, create business value through higher levels of productivity, customer satisfaction and operational efficiency. Our patented concept of 'continuous planning and scheduling' incorporates customer demand forecasting, long and short term capacity planning, shift planning, real-time scheduling, mobility and location-based services, as well as on-going communication with the consumer on the expected arrival time of the service resource.

As the pioneers of the 'W6' concept more than 20 years ago, we have perfected solutions for solving a wide variety of problems on Who does What, for Whom, with What, Where and When. The combination of

proven technology with educational services helps businesses find the right balance between reducing costs, increasing customer satisfaction, employee preferences and industry regulations/legislation.

ClickSoftware's solutions manage over 200,000 resources in service businesses across a variety of industries and geographies. Our flexible deployment approach, breadth and depth of solutions and strong partnerships with leading CRM/ERP vendors and system integrators makes us the number one choice to deliver superb business performance to any organisation. The company is headquartered in the United States and Israel, with offices across Europe, and Asia Pacific. For more information, please visit [www.clicksoftware.com](http://www.clicksoftware.com). Follow us on Twitter.



## Offices

### NORTH AMERICA

**ClickSoftware (Corporate)**  
35 Corporate Drive  
Suite 400  
Burlington, MA 01803  
Tel (888) 438 3308, (781) 272 5903  
Fax (781) 272 6409

### EUROPE

**ClickSoftware**  
The Priory  
Stomp Road  
Burnham, Bucks  
SL1 7LW  
Tel + 44 (0)1628 607000  
Fax + 44 (0)1628 607001

### ClickSoftware Central Europe GmbH

Hanauer Landstr. 293 B  
60314 Frankfurt am Main  
Deutschland  
Tel + 49 (0) 69 489813 0  
Fax + 49 (0) 69 489813 99

### ASIA-PACIFIC

**ClickSoftware Technologies Ltd**  
Azorim Park, Oren Building  
94 Em-Hamoshavot Road  
PO Box 3697  
Petach-Tikva 49527  
Israel  
Tel + 972 3 765 9400  
Fax + 972 3 765 9401

### ClickSoftware Australia PTY Ltd

Level 1  
256 Queen Street  
Melbourne, Vic 3000  
Tel +61 (0)3 9946 6400  
Fax +61 (0)3 9946 6401

### ClickSoftware Japan K.K.

15F Cerulean Tower, 26-1  
Sakuragaoka-cho, Shibuya-ku  
Tokyo, Japan  
Tel +81 3 5456 5661  
Fax +81 3 5456 5511

### ClickSoftware India Pvt

Vatika Atrium  
3rd Floor, Block-B  
Sector – 53, Golf Course Road  
Gurgaon – 122 002  
Haryana, India  
Tel +91 124 4311 188

[www.clicksoftware.com](http://www.clicksoftware.com)