

# Schedule Optimization Tuning

## What Is Schedule Optimization Tuning?

Creating a schedule that satisfies all of an organization's business goals is extremely complex. Oftentimes, an organization must trade off compliance with one goal for the sake of compliance with another, more important, goal. If an organization's ClickSchedule solution is not properly tuned to make such trade-offs automatically, it is likely that service professionals within the organization will need to periodically rework the schedules produced by the application in order to achieve the business goals.

The goal of Schedule Optimization Tuning is to fine-tune a ClickSchedule application to produce the schedules that service executives want to see, completely in line with the company's high-

level business objectives. If a gap exists between how schedules are currently produced and how they should be produced to meet business goals, ClickSoftware's consultants can help.

## How Does Schedule Optimization Tuning Work?

The first step in any Schedule Optimization Tuning is to clearly and methodically define a quantitative measure of the problem, or set of problems, with the schedules that ClickSchedule is currently building. Once the data and settings used by the application are validated, ClickSoftware consultants make qualitative evaluations of ClickSchedule's output and label this the "baseline schedule."



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After establishing the baseline schedule, ClickSoftware consultants work with the service organization to define the “target schedule,” using the same data—tasks and resources—that ClickSchedule used to build the baseline schedule. In defining the target schedule, service managers provide input on how the schedule should have been built to best meet business goals. Ideally, the target schedule will effectively demonstrate the relative importance of each goal in relation to the others.

Once the baseline and target schedules are established, ClickSoftware experts work to find the best approach to close the gap between the two. Final deliverables include recommendations for improving schedule quality, including application configuration and tuning instructions. ClickSoftware also provides service organizations with a description of the logic and tools that ClickSoftware experts used to arrive at these recommendations.

## Benefits of a Schedule Optimization Tuning

**ClickSchedule's** outputs more finely tuned with business goals of the organization

**Less** human interference required to “fix” schedules

**Consistent** schedule quality



## Workforce Optimization Services

The Service Operation Review is one of ClickSoftware's Workforce Optimization Services. The Workforce Optimization Services are designed to help companies successfully and profitably service more customers per day, increasing effectiveness and efficiency through both technology and improved processes. Other services include:

- Service Performance Benchmark
- User and Admin Training
- Geographical Coverage Analysis
- Schedule Optimization Tuning
- Service Change Management
- ClickSoftware University

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