

SCHEDULING & DISPATCH

Keep projects moving forward and on schedule with real-time visibility.

Optimize staff productivity and assign the right technician for every task with MetaField® Scheduling & Dispatch. The desired outcome is to reduce the time and effort to getting the right field professionals to the job site testing to be done— with real-time visibility to a technician's capacity, previous work, and certifications. Review field work tasks alongside availability and testing qualifications for technicians, allowing schedulers to efficiently work with multiple schedulers and sort through last minute variables for seamless workflows and create stronger cross-functional communication.

Different views allow scheduling by office, project, and other filters. Schedulers can assign technicians on centralized shared views which allow for smooth and fast personnel allocation. MetaField helps to achieve continuity of service by ensuring the right field professional – with the required certifications – is on the job site as soon as possible.

Static tools, such as Outlook, Excel, and whiteboards used to track project tasks and resources are disconnected and labor intensive. With MetaField, schedulers are automatically reminded when there is work to be assigned. Work orders begin with scheduling, and the digital Scheduling & Dispatch experience allows schedulers to create and assign work on a project to technicians as quickly and efficiently as possible.



20-30HRS

Studies reveal 20-30 hours per week per person is wasted on project scheduling.*

EMPOWER & CONNECT TEAMS—FROM DISPATCH TO REPORT DELIVERY

Once an assignment has been sent, field personnel see their assigned work orders via text or email and can accept the work. Accepting the work orders in MetaField makes it easy for users to be automatically routed to the correct location to perform the work. Relevant data collection forms are attached to each assignment as work is systematically scheduled, and field personnel know exactly what data needs to be collected. They can mark work orders as completed, which then immediately notifies the schedulers.



-50%

Be empowered to know exactly what work needs to be done and connect the right person to complete the work.

Streamlined resource scheduling & dispatch:

- » Allows workload visibility and verifies the correct paperwork is logged
- » Maximizes staff productivity and ensures critical follow-up work is not overlooked
- » Validates appropriate certifications and facilitates continuity of service



DISPATCH THE RIGHT TECHNICIAN AT THE RIGHT TIME

The Scheduling & Dispatch module ensures scheduling of qualified, available technicians to the appropriate job site.

- » Users proactively set required certifications for tasks and are alerted if scheduled technicians do not meet criteria
- » Filter technicians based on availability, qualifications, and previous visits to the same site
- » Schedulers are alerted of any potential scheduling conflicts to avoid overlap or confusion
- » Pending actions are created automatically if follow up is required to ensure future work is scheduled

SIMPLIFY SCHEDULING WITH A CENTRALIZED SHARED CALENDAR

Get the right people on the job site and keep everyone on schedule with a real-time overview of assignment status. All schedulers use a centralized, shared calendar to review committed workloads, issue work orders, and schedule technicians. Use filter controls to limit display to only those items you need to view.

- » View assignments for each technician to determine free and busy times, and see immediately which assignments are completed and what is still in progress
- » Issue work orders involving one or multiple tasks and create recurring assignments as needed to account for repeating events
- » Send work order alerts to field staff via text or email with a link into MetaField for a full description of each assignment so field staff can instantly respond and track tasks for efficient mobile workflows
- » Access to scheduling controls are rule-based, allowing control over who has authority to adjust the schedule

Agile Frameworks provides comprehensive cloud-based software that integrates project, financial, field and lab testing data for business process automation across architecture, engineering, and construction disciplines. We transform workflows, create high-value data, and deliver outputs you can trust, resulting in industry-leading productivity and profitability.



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