

Snapshot of a dispatcher's day.

Contracted Workforce

Meet Harold, Lisa, James — contracted field workers ready for a busy day of work.



Without ServicePower Dispatch

Harold, Lisa, James – available contractors (unranked)

Dispatcher attempts to assign job:

- May have list or database of potential contractors.
- May have incorporated potential contractors into a CRM (somewhat helpful, but still very rudimentary).
- Picks nearby contractor (e.g. Harold, Lisa, James, or other) randomly, from Google search, or from database.
- Little or no insight into contractor's skills, availability, cost, quality, etc.

Waiting and confusion:

- Dispatcher must choose and try to assign a contractor who has responded.
- Dispatcher responds to customer without insight into contractor availability.
- Choosing the best contractor for the customer is a long shot.
- First contractor to respond may be lower-quality.
- Others contacted may be upset when offer reneged.
- Dispatcher attempts to confirm job with selected contractor and then the customer.

When change happens:

If a customer cancels or selected contractor does not respond or show up, dispatcher must:

- Rework the entire process.
- Wait to hear back from one or more contractors and reassign work.
- Redo the schedule and contact the customer again.

Costly and inefficient manual process results in loss of job visibility and poor customer experiences.



With ServicePower Dispatch

Top-Rated Contractor: Harold
#2-ranked: Lisa
#3-ranked: James

Potential contractors have joined the network and established their skill types, geography, availability, and more.

Ranking system of contractors already established.

Third-party contractor network is automatically sorted for work to be disseminated in an optimal way for your organization according to your unique requirements. Jobs scheduled according to ranking system.

As the #1-ranked contractor, Harold is dispatched.

- If Harold does not respond in the predetermined time window or rejects the job, Lisa is automatically selected next.
- If Lisa does not respond or rejects the job, James is automatically selected next.
- James accepts the job and completes the work.
- The rebooking mechanism protects the appointment time for the customer.

When a new job comes in, the next contractor in the network is automatically selected for the job, according to the ranking system already established.

Efficiency and cost savings are realized by having the right contractor selected for every job, while gaining full insight into the entire job lifecycle.



The bottom line

- Increased costs
- Little or no control over service quality
- Low first-time fix rates
- Lack of visibility into contractor network
- Negative customer experiences
- Low customer satisfaction
- Contractor dissatisfaction and lack of loyalty
- Excessive calls to call center

The bottom line

- Reduced costs
- Increased control over service quality
- Increased first-time fix rates
- Extensive insight into contractor network
- Increased customer satisfaction
- Low churn of third-party contractors
- Reduced calls to call center