FieldConnect ⁘

| FieldDispatch

FieldConnect's FieldDispatch combines real-time drag-and-drop calendaring with a robust set of dispatch views, search capabilities, and tools to maximize efficiency in the field and at the dispatch point.

Streamline Call Creation & Management

In any field service environment, bottleneck at the dispatch point, caused by a combination of incoming calls for service and phone tag with technicians, can wreak havoc on field service efficiency and customer satisfaction.

FieldDispatch eliminates that bottleneck while increasing billable hours per technician and impressing customers with efficiency of service

FieldDispatch functions include:
- **Call Center:** Easily create new service requests
- **Dispatching:** Have electronic tools available to efficiently assign a new job to the closest qualified technician without picking up the phone
- **Planning:** Prioritize jobs and drag and drop between daily, weekly, and monthly calendars

Predictive Availability™

When combined with FieldConnect's mobile technician software, FieldDispatch features Predictive Availability, an alerting system that not only notifies dispatch when the tech is getting a signature and completing a job, it also asks the tech to estimate his finish time once he's been at a job for a while.

This allows dispatch to seamlessly assign the tech to another job with no down time, increasing billable hours for every single field tech!

FieldDispatch with FieldAccess also provides real-time location info for every tech from mobile devices, as well as extensive historical activity information for every work site.

"Predictive Availability is a tool that boosts the number of jobs a tech can perform on a daily basis. The increase in billable hours provides an instant revenue boost without the cost of adding new personnel."
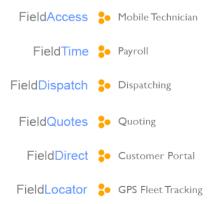
- Rick Galyean, President, FieldConnect

FieldConnect ⁘
Service Platform

Field**Access** ⁘	Mobile Technician
Field**Time** ⁘	Payroll
Field**Dispatch** ⁘	Dispatching
Field**Quotes** ⁘	Quoting
Field**Direct** ⁘	Customer Portal
Field**Locator** ⁘	GPS Fleet Tracking

For more information about FieldConnect products:
Call. 1.949.428.1540   Click. www.fieldconnect.com

| FieldDispatch Benefits

Some of the benefits of implementing FieldDispatch include:

- **Increase in Revenue:** Instantly boost the number of jobs your techs perform per day. Enhance revenues without the cost of adding personnel

- **Ease Dispatcher Duties:** Eliminate phone tag between your dispatchers and technicians. With FieldDispatch you have real-time electronic communications of all service call requirements between your field technicians and the dispatcher.

- **Enhanced Customer Satisfaction:** An unhappy customer is expensive and can even lead to loss of business. Ensuring prompt and complete response to service calls improves satisfaction ratings.

- **Seamless Integration with your existing ERP system:** FieldDispatch can be easily installed within a matter of hours into your Microsoft Dynamics (AX, GP, SL, or NAV), Sage 300 Construction & Real Estate or Sage 300 Trade Specialty (formerly Sage Timberline), or Viewpoint Construction Software's Viewpoint V6 environment.

Requirements and Dependencies

Microsoft Dynamics GP version 8.0 or later; Microsoft Dynamics SL version 7.0 or later; Microsoft Dynamics AX 2012; Microsoft Dynamics NAV 2013; Sage 300 Construction & Real Estate; Sage 300 Trade Specialty; Viewpoint Construction Software Viewpoint V6; ASP .NET; IIS 6.0; .NET Framework 2.0 SP1