

Dynamic Dispatch Optimizations Project Background

- In an effort to improve the daily management of the workload and provide a better view of the workforce, the “Dynamic Dispatch Optimizations” project is making enhancements to existing functions in FWFM.
- These optimizations will provide greater control and flexibility of the Dynamic Dispatch function in FWFM as well as incorporate new features such as GPS coordinates.

Deployment

- A new version of FWFM TWI along with the rest of the FWFM system code will be deployed during an overnight maintenance window beginning on **Friday, December 4th at 11:59 PM** through to approximately **4:00 AM on Saturday, December 5th 2009**.

Document Overview

This document will provide an overview of the changes being implemented in FWFM TWI as part of the Dynamic Dispatch Optimizations project, including:

| Section Number | Section Name |
|----------------|---|
| Section #1 | Association and Validation of Technician to Vehicle |
| Section #2 | Vehicle ID Error Messages |
| Section #3 | Changes to the Field Active Job List |
| Section #4 | Changes to the CO Active Job List |

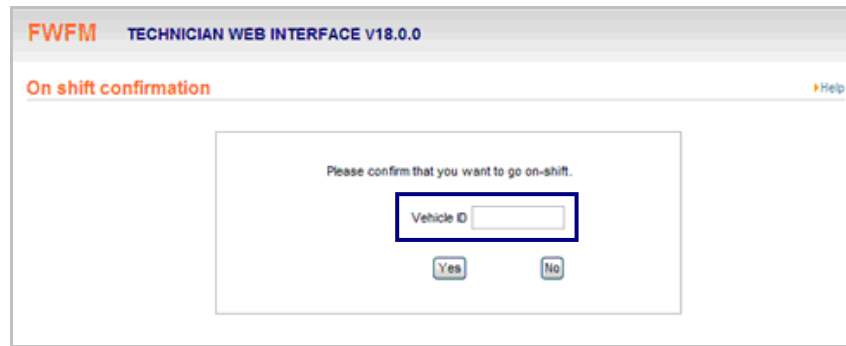
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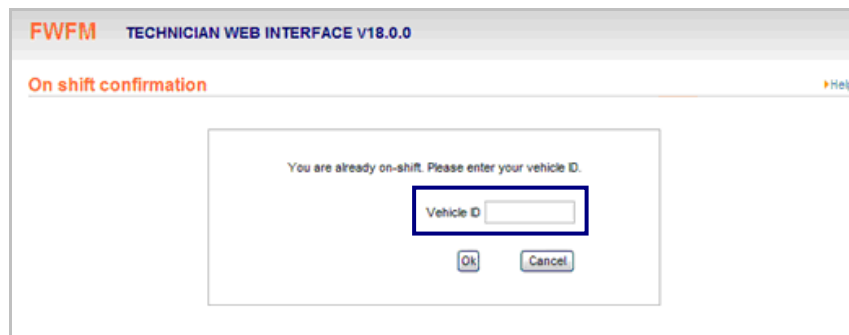
SECTION #1 Association and Validation of Technician to Vehicle

In order for the system to select the best jobs for dynamic dispatch to technicians, it is important to first determine the technician location. As such, technicians will now have to register the ID of the vehicle they are using each day.

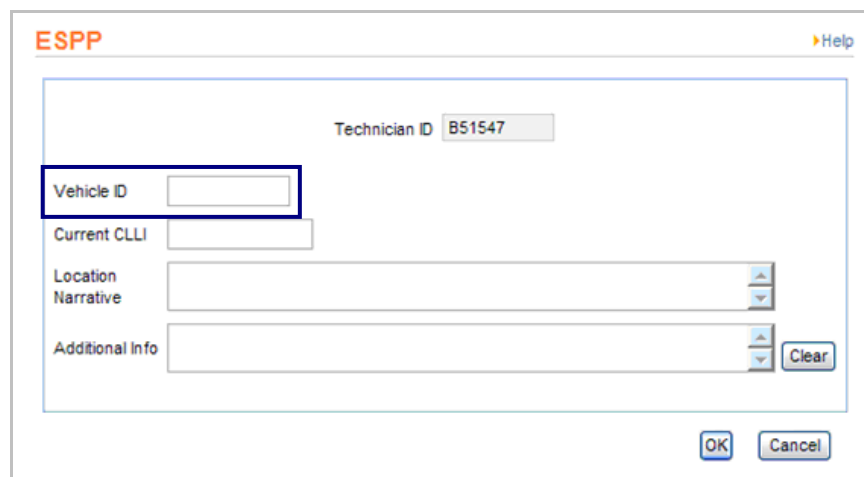
A “Vehicle ID” field has been added to the Go On Shift confirmation page. This field will be available only to technicians that have GPS enabled in their FWFM profiles.



A slightly different version of the Go On Shift confirmation page will be displayed to technicians when accessing TWI for the first time after performing a Wireless Start of Shift (cell phone check in).



If a technician needs to enter a new vehicle ID during the shift, the Vehicle ID field has also been added to the TWI ESPP Check in window.



The following table outlines how to input a vehicle ID on each of the screens with the new “Vehicle ID” field:

| IF... | THEN... |
|--|---|
| The Vehicle ID field is blank... | <ul style="list-style-type: none"> • Enter the technician vehicle ID number. • Click “YES” to go On Shift. |
| The Vehicle ID displayed is not correct... | <ul style="list-style-type: none"> • Delete the existing entry. • Enter the correct technician Vehicle ID number. • Click “YES” to go On Shift |
| The Vehicle ID displayed is correct... | <ul style="list-style-type: none"> • Click “YES” to go On Shift |

**Technicians MUST enter their Vehicle ID EXACTLY as it exists on the vehicle!
(Including any Dashes and/or Spaces)**

SECTION #2 Vehicle ID Error Messages

In each scenario outlined in Section #1, the value entered in the *Vehicle ID* field will be validated by the system. If the entry is incorrect, a technician will get a red error message displayed on top of the screen.

| ERROR MESSAGE | THEN... |
|---|---|
| <i>“Invalid Vehicle Number. Please Try Again.”</i> | <ul style="list-style-type: none"> • Delete the existing entry. • Enter the correct technician Vehicle ID number. |
| <i>“Vehicle Number Already in Use. Please Try Again.”</i> | <ul style="list-style-type: none"> • Delete the existing entry. • Enter the correct technician Vehicle ID number. |

If the system does not accept the Vehicle ID even after attempting to correct the entry, delete the Vehicle Number and click “YES” or “OK” depending on the screen displayed at the time to bypass the validation.

The bypass will be logged in an error report for action and correction.

If there is an ongoing issue with the system not accepting a valid vehicle number, Fleet Services should be engaged to ensure that the database is correct.

SECTION #3 Changes to the Field Active Job List

The Dynamic Dispatch Optimizations project is only making one change to the Field Active Job List.

The counts currently displayed in the upper left portion of the Field Active Job List will now appear slightly larger, and in **bold** when greater than zero.



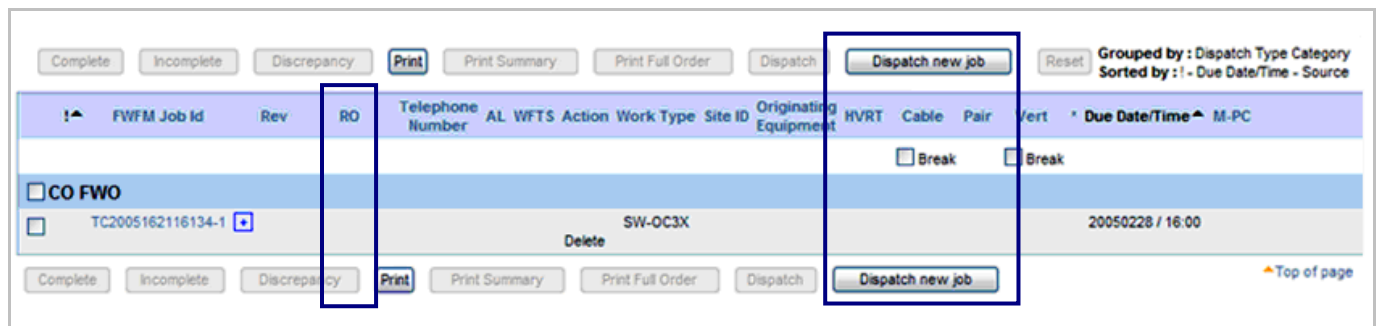
SECTION #4 Changes to the CO Active Job List

The Dynamic Dispatch Optimizations project is also making some change to the CO Active Job List.

Similar to the Field Active Job List, the counts currently displayed in the upper left portion of the CO Active Job List will now appear slightly larger, and in **bold** when greater than zero.



A “*Related Orders*” column and a “*Dispatch New Job*” button were also added to the CO Active Job List.



The “*Related Orders*” column...

- ...is located to the right of the existing “*Task Dep*” column (removed only in this screen shot).
- ...will display the number of jobs that are related to the job found on that row in the CO Active Job List.

By clicking on the number value displayed in the Related Orders column, the *Related Order Summary* screen will be launched and will display the list of all related jobs including those from the Active Job List.

When retrieving the Job Details of a Related Order, the following error message may appear if the “behind the scenes” Related Order functionality is processing an update:

“A change has occurred with this job and processing of related orders is still in progress. Please try again.”

The Related Orders function will now also take into consideration CT and VC tickets.

The “*Dispatch New Job*” button is used to trigger a Dynamic Dispatch request to the system.

The button is enabled (available) only when in Online mode and...

- ...there are no dispatched jobs in the technician’s *Active Job Lists*.
- ...no jobs are selected (IE: no jobs are checked)
- ...the technician is not already dispatched on a job or assigned as a helper.

When the system finds a job, it will be automatically dispatched to the technician and will trigger the display of the appropriate *Active Job List* screen depending on the type of job.

This applies regardless of the screen from which the “*Request New Job*” button was selected.

If no job is found for Dynamic Dispatch, the system will display a “No Jobs Found” message to the technician.