

## Job scheduling becomes more difficult with an ever changing workforce

The workforce of many companies is changing with today's marketplace and reflects the trends

of how business is done. Problems exist when the workers are part time, 3rd party, mobile or do not report to one centralized office. This month's newsletter focuses on some of the challenges in the administration of

job scheduling to meet your needs and how a self-service IVR application can help.



### Define Where the Worker's Job Functions are Located

Job scheduling and management is easiest when all the workers are located in the same location as the work required to be done. In

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this situation, the manager can have direct interaction with the workers and direct communication about what is being accomplished, what is needed and what resources need to be re-distributed to accomplish the task at hand.

### The Mobile Worker

The job management function whether job scheduling or a centralized reporting of what has been accomplished becomes more difficult if the job duties are performed off-site or where the company has a large campus like site where the job locations are far from where management is located. In this





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scenario, it is important to implement systems to allow job scheduling and job reporting to be done in the field by that mobile employee. [An excellent way to accomplish](#)



[this is through a self-service IVR application where the user's cellular phone becomes a terminal to perform the required functions.](#)

[This self-service IVR system can be implemented quickly, at a low cost, and by the use of cell phones that most workers already have.](#)

### The changing work force



Many firms are now using more part-time workers that have been brought on as a means to make the company more efficient, lower over all cost of staffing, and to be able to address short term needs. The scenario may very well exist where the part-time worker doesn't actually ever report to the central office but is dispatched directly to the job site where the work needs to be done. Because this worker does not report to the office, management needs to be able to remotely notify the employee of what work is needed prior to the start of the day and for the worker to be able to notify the office of the completion of the work. Once again, this

can all be accomplished with a self-service IVR function which requires no sophistication of the user.

Another change in the workforce that some firms are seeing is the need to support non-English speaking workers. Your IVR self-service application can be created to address multiple foreign languages as well as English.

Finally, the old concept that work is only completed during normal business hours of 8-5 has long been replaced with the concept that you need to address the customer's needs even if that falls on the weekends or outside normal office hours. This is often addressed by part-time staff that who are only on the clock when the work needs to be done. The worker can not only interact with the IVR application to find out what their job assignment is but also post back to the IVR application the status of the job. Now both management and the customer itself can find out the status of the work-order at any time of day or night..

### Third Party Relationships

There may be many reasons to develop third party relationships to accomplish various job functions. There may be specialized job duties that







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### THINKING OUTSIDE THE BOX IN CUSTOMER SERVICE

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

current staffing can not accomplish. Obviously it might provide a way to increase your level of staffing to address demand which may be seasonal or short term in nature. In general, it may allow you to lower the overall cost of staffing without the addition of long term personnel.

#### Job Scheduling

Through the IVR self-service application, job scheduling may take place where the worker calls into the system to get their next job assignment or that information of job assignments may be sent to that worker via email or text. Once the worker has their assigned location, description of work to be preformed and appointment time, they can go to that site to perform the work.



#### Job Posting

Just as important as the actual job scheduling is the feedback to the central office as to the progress of the assignment. If a worker falls behind on work-orders, it would be helpful to be able to notify the central office of that, and beneficial if you built in the ability to move jobs off to another worker who could complete the task on a timely basis.



Upon the completion of the job, the system could very well send a text or email to the customer and

the manager that the work function has been completed. This automatic response will enhance your customer service as it keeps everyone on the same page and improves your customer service functionality.

#### Unusual Client Applications

We have seen all types of job scheduling done at client sites. Of course there are the normal applications you would think of as repairmen in the field, delivery drivers with scheduled loads, and emergency notification of workers on call when an emergency arises after hours.

One of the most unusual requests I ever saw was from one of the largest cemeteries in the country. They wanted the ability for funeral directors to call in to see the status of available plots in a section of the cemetery...**"Inventory Inquiry"**, for workers to indicate a status change for the grave to indicate that it has been dug or closed back in...**"Job Scheduling"**, and the ability for a user to get directions and find out the location and which chapel a funeral is at....**"Customer Service."**

The next page has a flowchart to serve as an example. Use your imagination as to how to build your application for job scheduling and management through an IVR application 24/7 or contact us for assistance. ■



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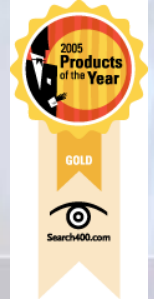
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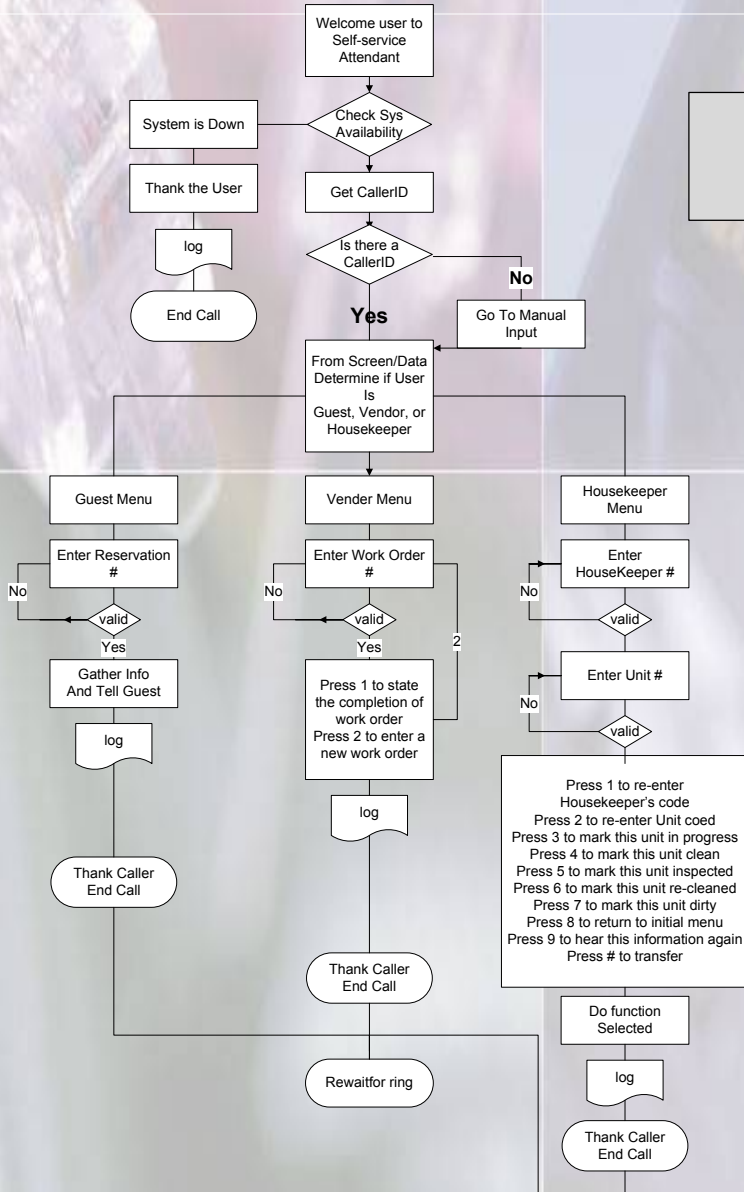
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**Property Services  
Housekeeping  
& Maintenance**

This flowchart just represents some of the functions which your self-service attendant could accomplish. Of course, our solution could be tailored to your specific needs. Advantages are the availability 24/7 and the lowering of cost for customer service while freeing up existing live CS representatives.

The different areas of the system could be linked. For example, if a unit is now available, a text or email could be generated to the guest to let them know their unit is now available automatically.