

# Field Force Manager 3.2

## Release Notes

Field Force Manager 3.2 offers some new and upgraded Web portal scheduling and dispatch capabilities. The Field Force Manager Web portal will be upgraded automatically to 3.2 so you can start using the new Web portal features immediately just by logging into your Field Force Manager account.

### Web Portal

#### Industry Smart Setup Wizard

Getting started with Field Force Manager has never been easier. The Field Force Manager software has a powerful set of forms, alerts, job types and reports that can be configured to meet your needs. Web administrators now have the ability to choose from industry oriented configurations for their Field Force Manager company account. The system will automatically install a configuration based upon the selected industry. Users can further change the configuration through the existing configuration tools.

#### GPS Collect and Send Rate Preferences

Users can now control the GPS collect and send rates via new company preferences in company settings. The "GPS polling interval (seconds)" preference will allow GPS collect rates to be set to down to 60 seconds (from the default of 120). The "Minimum GPS points per datagram" preference will allow the upload rate to be set down to 1 GPS pt (from the default number of pts to be collected before they're uploaded of 14 or 28).

**NOTE:** Lowering these settings will dramatically reduce the battery life of the phone running Field Force Manager. A car charger is recommended for user running Field Force Manager.

#### Auto Ping / Multi Worker Ping

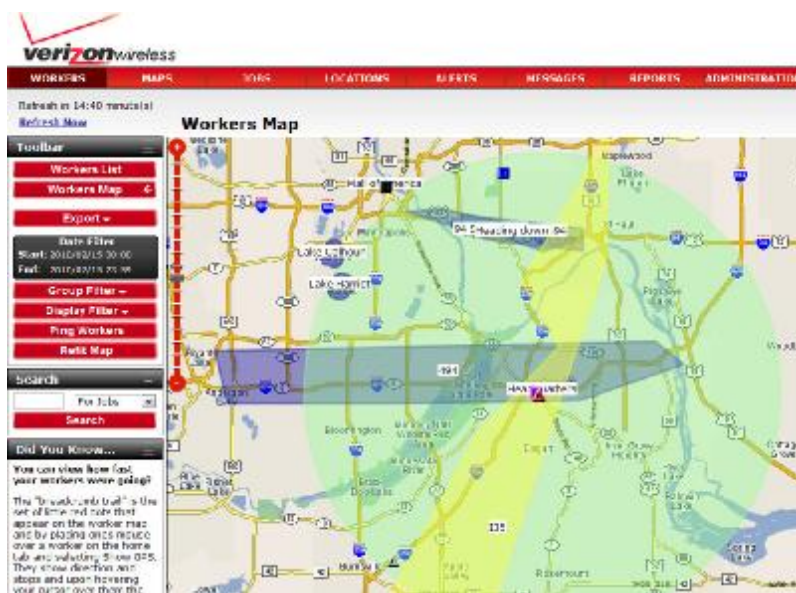
Understanding where your team is during emergency situations can be the difference between life and death. Web users can now request location updates in real time from multiple workers using the multi-worker ping functionality. The web portal will send location update requests (pings) to up to twenty team members simultaneously. In addition the web user can schedule a continuous stream of 1 minute location updates for the next ten minutes using the auto ping functionality. This new functionality will allow rapid location updates on demand allowing increased visibility into field workers location.

**NOTE:** Ping functionality uses free SMS messages to obtain updates and change device settings. Blocking SMS on the account will prevent this functionality from working.



## Geofence on Maps

Web portal users can now view their geofences on any of the web portal maps. This will allow users to see the geographic boundaries they configured right on the map. This functionality is in addition to the powerful current ability to alert when a worker enters / leaves or performs a specific type of activity in or out of a geofence.



## Availability Calendar

[Field Force Manager Premium]

The new **availability Calendar** within the Web portal gives dispatchers the ability to view all of the jobs that are scheduled in a particular day, and to which worker each is assigned. This helps

dispatchers identify which workers have availability at what time. The availability calendar is available from tool bar button section of the Worker and Job tabs.

The Availability Calendar uses time slots to aid in the dispatch of jobs. Time slots can be set as hourly increments (default) or longer periods of time. The Availability Calendar color codes each time slot based upon worker availability. Each worker's availability is defined by the hours of operation set for the worker in the Web portal, and taking into account any time off the worker has requested in the time-of system.

Each time slot has a capacity of jobs that can be scheduled into it before it is considered to be over capacity. The capacity for each time slot is calculated based upon the scheduled start time of the job. It does not take into account jobs that start in other time slots or the actual start times of jobs.

**Time slot color codes**

- **Unavailable (Grey)** – The time slot for the worker is either outside the hours of operation for the worker or the worker has taken the entire time slot off
- **Available (Yellow)** – The time slot for the worker is within the workers hours of operation and the worker has not requested time off for the entire time slot. In addition the time slot has not been filled with jobs for the worker.
- **Booked (Blue)** – The time slot for the worker had availability, but the availability for the time slot has been filled.
- **Over Capacity (Red)** – The time slot for the worker is over booked. The capacity for the time slot has been exceeded or the worker was unavailable to start with.

Availability Calendar		Available	Unavailable	10/25/09		Close Refresh Configure Timeslots				
		Booked	Over Capacity	Today						
		11:00 AM-12:00 PM	12:00 PM-01:00 PM	01:00 PM-02:00 PM	02:00 PM-03:00 PM	03:00 PM-04:00 PM	04:00 PM-05:00 PM	05:00 PM-06:00 PM	06:00 PM-07:00 PM	07:00 PM-08:00 PM
Brad Winstrom		Booked	Booked	Available	Available	Available	Available	Available		
	13-10397000-1-913133-2009-44 BARCAY HOWE									
Brett Dyer		Available	Available	Available	Available	Available	Available	Available		
	13-10397009-1-913133-2009-44 EARL THWEATT									
Brian Mobleyish		Available	Available	Available	Available	Available	Available			
Caroline Crawford Adventure		Available	Available	Available	Available	Available	Available			
Carolyn Walker		Available	Available	Available	Available	Available	Available			
Carrie Carson		Available	Available	Available	Available	Available	Available			
Casey Helenich 8830		Available	Available	Available	Available	Available	Available			

### **Jobs on the Calendar**

- Jobs will appear on the calendar once they're scheduled for a specific worker. The job will appear as a solid line starting at the scheduled start time of the job and will be marked as ending based upon the expected duration or scheduled end time of the job.
- Once a job has been started, the job will show as a dotted line the actual started time of the job and will project the expected end time of the job as dotted line. Once the job has been completed the actual end time of the job will be updated with the dotted line.
- The current status of a job is denoted by the icon that appears in the job on the Availability Calendar. This is the same icon that appears for jobs on the jobs list or map.
- You can mouse over the status icon on the calendar to view additional status information for the job. When you mouse over the icon, a pop-up will appear that provides links to view additional details about the job.
- To make changes to jobs on the calendar, the user can edit the job from the mouse-over menu or from the job list screens.

### **Configuring Timeslots**

- By default, a company is configured with time slots for Monday-Friday, 8am to 6pm.
- Time slots are used to manage the capacity and job assignments for your workers. Choosing small time slots allows you to manage down to the hour. Choosing larger time slots allows you to manage at a multi-hour level.
- Time slots can be changed/added or removed by pressing the Configure Time slots button at the top of the Availability Calendar

### **Time-off**

In the Workers tab, if you click on a worker's name, the Options Menu will appear. Clicking on the Time Off option will bring you to the Time Off list for the Worker. Time off is used to change the workers availability for scheduling jobs. Time off will also prevent remote start messages from being sent to the mobile worker's device during his/her time off.

## Worker Skill set

[Field Force Manager Premium]

To aid in the dispatch of the right worker to right job, the Web portal allows worker and jobs to have defined skill sets. Your company's dispatcher can define the skill sets for each worker and the skills required for each job. This information is used to help the dispatcher choose the best worker for each job.




The screenshot shows a web form titled "Create Skill" with the Verizon Wireless logo and tagline "We never stop working for you®". The form contains three input fields: "Name:", "Description:", and "Code:". Below the fields are three buttons: "Cancel", "Save & Close", and "Save & New".

## Recommend Worker

[Field Force Manager Premium]

For help from Field Force Manager in matching workers with jobs, the dispatcher can select the Recommend Worker button. The system will show a decision matrix for each workers and score each worker's applicability for the job. Once a worker is selected from the recommend list, the recommend worker system shows the following elements for each worker:

- Name
- Group
- Availability
  - i. Is the worker within hours of operation / time off?
- Capacity
  - i. What percentage of the workers capacity for the time slot the job is scheduled for is full
  - ii. 0% = no jobs schedule currently 100% = time slot is full
- Assigned Jobs
  - i. Total number of jobs assigned to the worker that have not been completed. This includes jobs for all time slots in the past, current and future
- Skills Match
  - i. Based upon the required skills for the job set in step 2, this is the % of skills that are matched.
  - ii. 0% = no match 100% = all skills are matched


**Create Job**
Type: Advanced

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**Steps to Create Job**

1. Specify Job Details
2. Parameters
3. Specify Job Location
4. Schedule & Assign Job to a Worker

**Schedule**

**Date:** 10/26/09

**Duration:** 1 hours

**Time:** 03 : 16 PM

**Priority:** Medium

**Time Zone:** Central Time (GMT-06:00)

**Group:** GREAT LAKES

**Recommend Worker**

**Worker:** Unassigned

**Check the Worker you wish to assign to the job:**

Exact Match Only
  Include Unavailable Workers

Name	Group	Availability	Capacity	Assigned Jobs	Skill
<input type="radio"/> .2064376198	Stout Division	Available	0%	0	100
<input type="radio"/> .2064376368	Stout Division	Available	0%	0	100
<input type="radio"/> .2064376498	Stout Division	Available	0%	0	100
<input type="radio"/> .2064376573	Stout Division	Available	0%	0	100
<input type="radio"/> .2064376578	Stout Division	Available	0%	0	100
<input type="radio"/> .2069496211	Stout Division	Available	0%	0	100
<input type="radio"/> .2405813524	HQ Misc	Available	0%	0	100
<input type="radio"/> .3175199346	Inactive	Available	0%	0	100

Cancel
Back
Next
Save & Close
Save & New

## Odometer Field and Report

[Field Force Manager Basic and Premium]

Mileage and fuel costs are amongst a mobile business largest expense. Field Force Manager now has the ability to collect odometer form entries and calculate the odometer mileage in addition to GPS miles. The new Timecard Shift and Miles report displays shift summary information (time and address), total work/break hours, Odometer and GPS miles. The work hours, break time and miles are aggregated for each worker for the time period that the report was run. This report can be run for any time period for specific groups or the entire company. To use the Odometer miles field you will need to configure a form(s) with a field type (Odometer) and attach to the Start and End shift timecard actions.