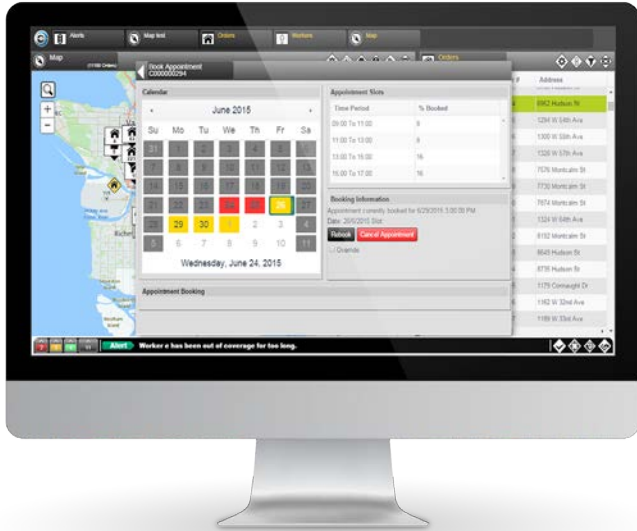




Clevest Appointment Booking

Book customer appointments with confidence and precision



A component of Clevest Mobile Workforce Management, Clevest Appointment Booking allows customer service representatives and dispatchers to book appointments with confidence during a customer's first call. With precise knowledge of their mobile workforce capacity and actual travel times, utilities are empowered to reduce appointment windows and honor customer appointments.

Clevest Appointment Booking leverages the MWFM Scheduling Engine, that uses crews' shifts and shift rotations and takes worker unavailable time into consideration, providing true insights into workforce capacity and availability for booking appointments. The Scheduling Engine uses actual travel times based on Street Level Routing to maximize resource utilization and respond effectively to emergency appointment requests.

The booking system is accessed via Clevest's browser-based WorkSpace office app, the utility's Customer Information System (CIS), or a web portal that is seamlessly integrated to Clevest Mobile Workforce Management.

Key benefits

- **Improve customer satisfaction** by honoring customer appointments and reducing customer wait times
- **Maximize worker productivity** through appointments booked based on actual travel time and workforce availability
- **Improve regulatory compliance** with AMI project rollouts
- **Reduce travel time** with Street Level Routing
- **Lower fuel consumption and CO² emissions** as workers need to drive less

Key capabilities

- **Vantage view for booking appointments** in the Clevest WorkSpace office app provides CSRs and dispatchers with accurate insights on crew capacity and availability – along with integrated, contextual views of orders, workers and maps – so users have full visibility and control and can book appointments with confidence
- **Real-time alerting** with a highly visual (yet unobtrusive) alerts dashboard in the WorkSpace app (as well as alerting via email) warns users if an appointment is in jeopardy or if a high priority order has been cancelled
- **Street Level Routing** considers the actual road network (such as one-way streets, bridges, rivers and other obstacles on the way) to calculate travel times and directions between orders
- **Enhanced user experience** enables CSRs and dispatchers to easily book appointments within the highly intuitive browser-based WorkSpace app, the CIS system, or a web portal; with seamless integration to Clevest Appointment Booking to avoid having to switch between applications to access information

Technical specifications

Clevest Scheduling Engine:

- OS (64-bit):
 - Windows Server 2008 R2, or 2012 or 2012 R2, Standard or Enterprise Edition
 - Web/Application Server running IIS 7.0/7.5/8.0
 - Microsoft .NET Framework 4.0
- Database:
 - MS SQL Server 2008 R2 or 2012, or 2012 SP2 or 2014, Express or Standard Edition
- Street Level Routing option:
 - Esri ArcGIS for Server Standard (Enterprise or Workgroup) edition 10.0/10.0 SP1/10.1/10.2.2/10.3; Network Analyst Extension to ArcGIS for Server
 - Street map data

Clevest WorkSpace (office) app:

- Compatible browsers: IE, Chrome, Firefox

Call 604-214-9700 or contact info@clevest.com to speak to an expert and review your field operations needs.

Clevest provides software for mobile workforce management and smart grid operations exclusively for electric, gas and water utilities. We are specialists at enabling utilities to transform their field operations by rapidly automating and optimizing any field work activity or process to improve response time and effectiveness.

