

PlanningAI: Field Service Dispatch Planning



The Planning Challenge

- **Efficiency:** Complex planning of territories and customer requirements, travel times / resources
- **Flexibility:** Short-notice customer requests for defects vs. regular maintenance jobs, customer-defined time windows and predicted arrival time / ETA, road conditions
- **Legal certainty:** SLAs, quality assurance e.g. maintenance intervals, employee break regulations
- **Bottlenecks:** Skilled workers vs. temporary staff, vehicle and material availability, short-notice changes due to staff absence
- **Knowledge monopoly:** Individual planning complexity ties up resources among senior employees

Project Example

Company: Dime Software, Field Management for installation businesses
Topic: flexible, variable travel times, limited resources in personnel (expertise/qualifications), vehicles and material, efficient planning of peaks / idle times manual planning with fixed rules, software for SMEs,
Result: Fine-grained scheduling with break regulations, route optimization, and customizable for small and medium-sized businesses

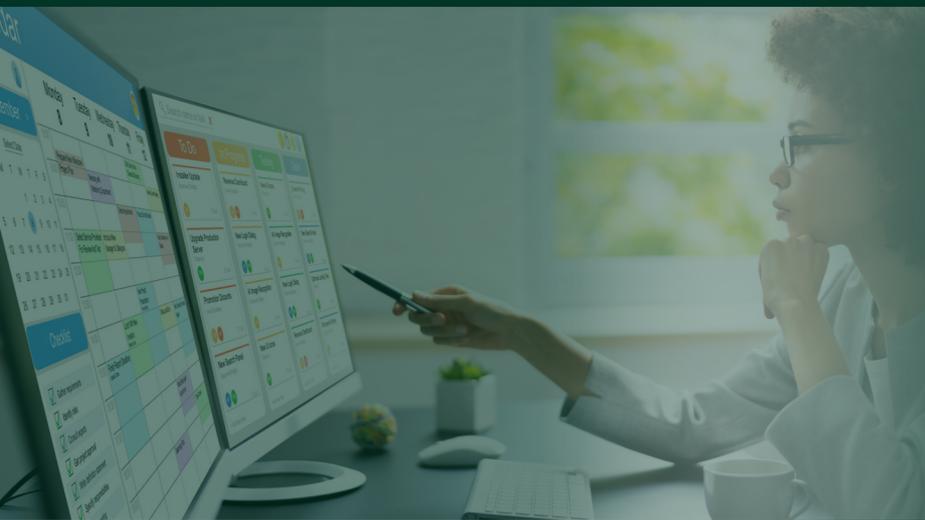


The Planning Solution

- Route and staff planning using an individual and flexible planning tool, based on Timefold
- Digitization of data enables analysis and optimized resource utilization (KPIs)
- Data transparency and proactive customer communication on schedules (arrival and completion)
- Customer requirements and preferences can be specifically addressed (improving service quality)
- Flexible working time models can be mapped
- Automated and, on request, intraday plan generation

Contact
OptaZEN GmbH





Field Service Dispatch Planning

Planning AI - Application Options

Sales Teams / On-site Customer Consultants cross-industry

- Customer preferences and customer prioritization / targeting
- Documentation, data transparency, and Commercial Excellence
- Employee potential and preferences (part-time, customer relationships)

Rail Engineering / Track Works

- Time-critical planning (ongoing operations, track closures)
- Geographic challenges (missing GPS coordinates, parking, access)
- Weather conditions, infrastructure coordination

Tradespeople / Electrical and Plumbing Installation

- Qualification and availability of personnel
- Short setup times, material availability
- Appointment availability and customer preferences

Winter Services / Road Maintenance

- Weather, route priorities, time pressure
- Spreading capacities, depots
- Limited human and machine resources under short-notice planning requirements

Home Care and Therapeutic Services

- Individual patient needs and unpredictable changes in daily operations (medical emergency, appointment cancellations)
- Strict legal requirements and documentation obligations

IT & Telecommunications Field Service

- Installation and maintenance at customer premises (fiber, network, hardware)
- Varying qualification requirements per job type (network, security, hardware)
- Customer time windows and SLA compliance for business customers

Contact us — for your optimal field service dispatch planning.