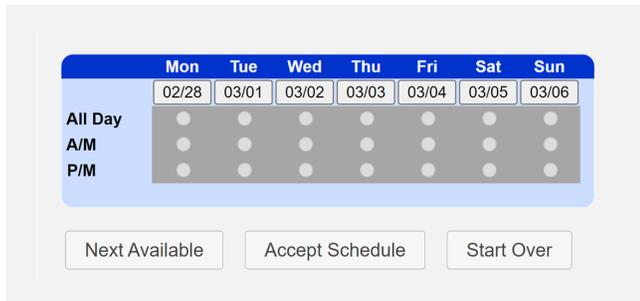


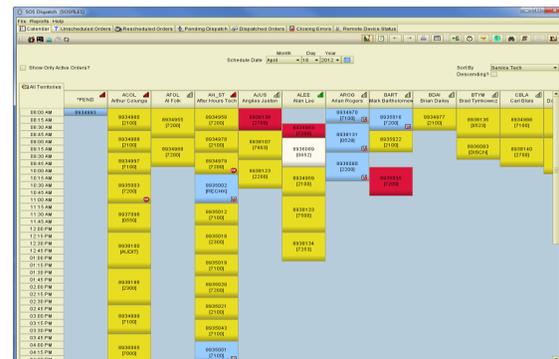
SOSScheduler, one of the modules comprising InsightAtlas's **SOSMobile** suite, is a sophisticated scheduling tool that can satisfy the needs of any size utility. Not only does it find the best date and time for orders, it can auto-assign them to the entity performing the work based on a host of criteria.



An easy-to-use scheduling screen allows Customer Service Representatives (CSRs) to find a time that suits the customer.

Behind the scenes, control files can be configured to handle even the most complicated business rules and regulatory requirements.

The color-coded calendar screen gives CSRs all the information they need to easily track orders.



Why SOSScheduler?

Do you find your Field Techs frequently over or under scheduled? **SOSScheduler** can help. **SOSScheduler** is a workload balancing tool that will keep your Techs productive while alleviating overtime expenses.

Scheduling issues often occur when a utility experiences spikes in the number of orders created at different times of year. For instance, a local college or university generating a large number of connect/ disconnect orders; light up season for gas utilities; non-payment disconnects after seasonal regulatory requirements are lifted. You get the idea.

SOSScheduler can manage these fluctuations, ensuring your Field Techs always have a balanced schedule. This not only increases productivity and customer satisfaction, it saves money.

SOSScheduler Feature Highlights

- ◆ Seamlessly integrates to a Utility's existing CIS user-interface.
- ◆ Supports complicated business rules and regulatory requirements.
- ◆ Assigns/allocates time from different sources, such as Web, IVR, etc.
- ◆ Create appointments for a specific time of day, a time window, or no set time (all day).
- ◆ Block time periods from scheduling for regularly scheduled events.
- ◆ Adjust time periods eligible for scheduling on-the-fly to increase/decrease availability depending on call volume.
- ◆ Introduce multiple factors that influence the amount of time allocated to complete an order, such as travel time, territory size, and skill level.
- ◆ Built-in calendar display shows scheduling activity for each Field Tech.
- ◆ In addition to finding the best date and time for orders, SOSScheduler can intelligently auto-assign them to the entity performing the work based on a host of criteria—like skill levels and cost factors.
- ◆ A Field Tech's work schedule can be defined— including dates, territories, and order types that an individual can perform.
- ◆ Users can override many of SOSScheduler's default settings for each service order, allowing control over the preferred Tech, schedule date, and schedule type.
- ◆ SOSScheduler automatically reschedules orders that have been bumped due to higher priority scheduling activity, like emergency orders.
- ◆ Powerful load balancing tool.
- ◆ System change logs track all scheduling activity.