



The Nexterna™ Clearview Dispatch module provides companies with the tools to effectively manage their service force. Dispatchers have a complete view of all service activity and technician availability, allowing them to plan the most efficient service schedule.

### Overview

The Nexterna Clearview Dispatch module offers advanced functionality in three key areas: intelligent dispatching, integrated mapping, and GPS tracking.

### Intelligent Dispatching

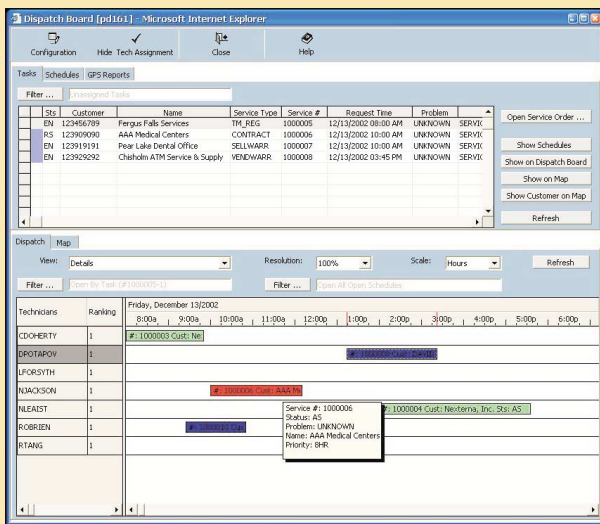
The dispatching feature allows dispatchers to assign the technician best suited for each service call. Utilizing a ranking system based on technician availability, skill, service area, contractual requirements and customer specifications, technicians and their schedules are displayed for the necessary completion time of each service call. Customizable colors for service task assignment and technician schedules allow the dispatchers to have an escalation view of the dispatch schedule. The Dispatch calendar view provides a graphical display of the technicians' schedules, allowing use of drag-n-drop functionality to reassign and adjust schedules. All information about each service order is quickly accessible from one screen and dispatchers can utilize this one screen to improve efficiency and satisfy customer requirements.

- Quickly assign the most qualified technician available for the job
- Instantly access workload and customer site information
- Use a ranking system to streamline the assignment process
- Integrate standard calendar and map components
- Customizable colors, schedule caption and calendar contents, provide a tool specific to your requirements

### Integrated Mapping

By leveraging the capabilities of Microsoft® MapPoint®, Nexterna Clearview's integrated mapping feature gives organizations the ability to view customer and technician locations on a map. Along with the technician ranking, the map can display the planned location of the best suited technicians in relation to the customer location. This feature incorporates the technician location into the assignment of calls, therefore decreasing unnecessary travel time due to proper schedule planning. Views customized by color or map location make it easy to keep tabs on several technicians – even if they're based in different offices.

Nexterna Clearview Dispatch Board



- Enhance call assignment by utilizing physical location of each technician
- Review technician schedule to determine effective route planning
- Establish territories and branch coverage areas
- Customize colors, location caption and icons for each view
- View technician locations in relation to customer location

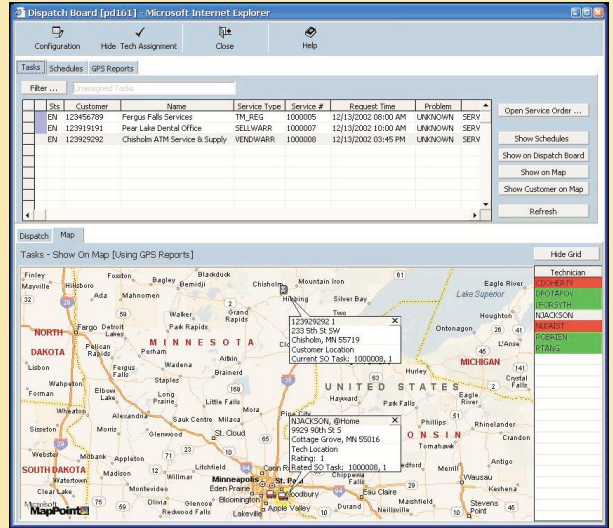
### GPS Tracking

By utilizing a Global Positioning System receiver, the location of each technician is captured and sent wirelessly to the Nexterna Clearview system. These position reports can be triggered based on vehicle events, configurable time intervals, or by an "on demand" manual request from a dispatcher. Utilizing Nexterna Clearview's integrated mapping, these position reports can be plotted on the map to compare actual route vs. planned route to increase efficient route planning. For emergency calls, actual technician location can be determined without making contact with each technician individually.

- Assist with efficient route planning
- Quickly identify closest technician for emergency calls
- Ability to view the actual technician route compared to the scheduled route
- Customize colors and icons for each view
- View latest position reportings automatically, with a configurable refresh interval

### Benefits

The Nexterna Clearview Dispatch module offers a complete solution for effectively planning technician service schedules and satisfying customer requirements. With the Dispatch module, service organizations can be confident that they're assigning the right person to the right job, every time.



Nexterna Clearview Dispatch Board

### About Nexterna

Nexterna, Inc. provides wireless mobile resource management solutions that help Field Service organizations increase productivity, lower operating costs, and improve customer satisfaction.

### About Nexterna Clearview

Nexterna Clearview is a complete field service management application that is seamlessly integrated with GPS tracking and mobile communication systems. The Nexterna Clearview system is fully web-based, wirelessly enabled, and includes integrated mapping. It allows field service technicians to work together in real-time with the central office.

The Nexterna Clearview web-based application includes in-depth modules for service order management, sales order management, call avoidance, optimized dispatch with integrated mapping, contracts and preventative maintenance, product/asset tracking, and logistics and reverse logistics.

The Nexterna Clearview application can be deployed as part of a complete real-time service management system that includes the following optional modules: integrated mobile service management software, field web access, customer web access, data import/export, wireless data connectivity, and real-time vehicle location using GPS technology.

Learn more at [www.nexterna.com/clearview](http://www.nexterna.com/clearview)