



Scheduling & Dispatching



Problem:

With such a high volume of technicians to coordinate each day, coordinators lack time and visibility to factor in real-time circumstances or last-minute schedule changes, resulting in delayed tasks and unnecessary technician downtime.



Solution:

Zinier assigns and schedules work months ahead of time when possible, and on the day of the task, factors in real-time circumstances to optimize workforce utilization before dispatching each task.



What does it let me do?

- Match every task to the best available technician based on real-time factors
- Optimize coordinators' time by automating the entire scheduling process
- Maximize technicians' value by assigning them tasks that best match their skill set



End Result:

- Reduce truck rolls
- Prevent SLA breaches
- Complete more jobs per day
- Maximize technician utilization



What makes it unique?

This module is connected to the Recommendation Center, enabling advanced tiered scheduling every step of the way (Appointment, Batch, Just-in-Time) and automatically optimizing whenever possible to prevent conflicts.