At a Glance

Client

A *Fortune* 50 global telecom solution provider

Challenge

Eliminate time-consuming manual processes for dispatching, prioritizing, and closing field agent jobs

Approach

Dispatch & Mobility automates job dispatching and prioritizing of field agent jobs using a smart mobile app

Results

Delivered cost savings of USD$30 million, reduced job closing time from 48 hours to 30 seconds, and improved agent productivity and the customer experience

Infinite's Dispatch and Mobility Application Saves Telecom Company USD$30 Million and Improves Field Agent and Technician Productivity

The Challenge

The field agents and technicians of a global telecom company have a wide range of jobs and expertise – from provisioning and activating new Internet service, to laying new cable for television and phone service, to constructing and maintaining cell towers and more. However, they were spending several hours away from the field and in their offices each day to manually download and print their daily job assignments from the company's web portal. They also had to spend time manually prioritizing their assignments based on which ones were in closest proximity to the neighbor-hoods and/or region they covered. All of this could take two hours or more.

Later, agents had to close out completed jobs through the web portal in a batch process that would take up to two days to process. Often, a field agent was not familiar with the location of a service request and therefore could not accurately estimate how much time it would take to get there and complete the job. An inaccurate estimate could cause the agent to arrive late at the next job on the list, which could result in a dissatisfied customer.

To resolve these issues, the telecom company wanted to enable their field agents and technicians to receive real-time alerts for service requests and other jobs depending on the individual's proximity to the service location.

Instead of a web portal, agents would be able to access automatically prioritized job assignments through a smart mobile app on their own mobile tablets. Moreover, the telecom company wanted a means to collect data analytics that would track job performance of the field agents. They turned to Infinite Computer Solutions, a long-time partner, for help.

The Approach

Infinite designed a Dispatch & Mobility solution to automate job assignment and the prioritiza-tion of tasks using a smart mobile app for digital tablets. Field agents and technicians now receive automated, real-time alerts of the proximity of the next job they need to address. Dispatch & Mobility was first deployed to push service request alerts to consumers and was later expanded to business customers.

The Dispatch & Mobility solution also helps the telecom company see the bandwidth of available technicians needed for a job. It will push a job notification to the specific techni-cians who are close to the site so they can get the job done faster. Dispatch & Mobility also provides visibility of where customer requests and activations are pending, so technicians can be routed to those locations ASAP for prompt customer service.

The third-party artificial Intelligence (AI) system within Infinite's application divides each job into specific nodes. Each node has several field agents associated with it. All of the jobs that fall into the particular node are analyzed according to the type of job, required technician skills and level of difficulty. Alerts are sent to the specific technicians who have the most experience in each area of service. Difficult jobs are routed to more experienced technicians, while easier jobs are sent to new employees with only one or two years of experience. The intelligent system uses an algorithm that determines the best-suited model for each type of job. As a result, the telecom company can automatically assign the right jobs to the right technicians with the right skills at the right time without any manual intervention.

The Results

Today, the telecom company has realized more than USD$30 million in cost savings due to the time savings and agent productivity gains brought about by using Infinite's Dispatch & Mobility solution. More than 5,000 of the telecom company's field agents start the day with a list of their priority jobs on their personal tablets, so they can leave their homes and go directly to the first job. Instead of spending time in the office downloading job assignments they can immediately get to work on their core job of servicing customer requests, laying cable,
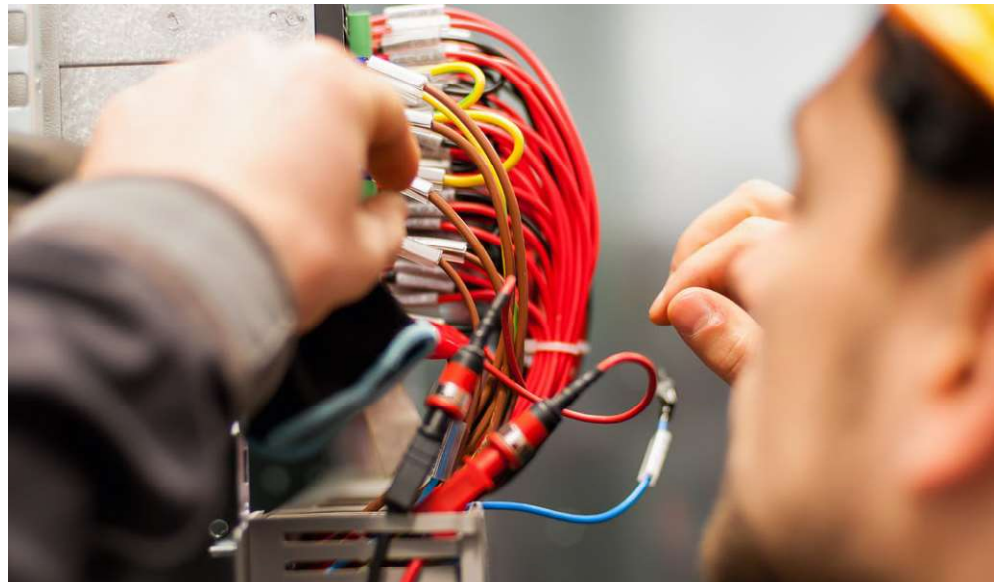
repairing cell towers, or whatever their specialty may be. Since Dispatch & Mobility continues to automatically assign jobs through mobile alerts, agents and technicians no longer have to spend hours figuring out what job to do next. Instead, they can focus on being more productive on each job.

Throughout the day, the smart mobile app engages the field agents with context-aware alerts related to the day's jobs. For example, Dispatch & Mobility will alert the agent as to which job to address first either by proximity to the agent or in relation to what job is most critical to the business. The next alert will tell the agent the approximate time to allow to complete the job. If the job is taking longer, the system will alert the agent and ask what the problem is or if the agent needs more time.

In addition, field agents need only tap a button on their tablet to immediately close a competed job rather than return to the office to use the web portal. As a result, completed jobs are closed out and logged into the system within 30 seconds as opposed to taking up to 48 hours using the previous manual batch process.

Customers are also provided with a real-time technician arrival time based on the current traffic conditions.

As an added benefit, the telecom company has gained the flexibility to analyze data on field agent performance and customer requests in a single system for the first time. Management can see how many jobs were assigned and how many completed, the average time to complete a job, what kinds of problems customers are facing and how agents addressed them, and other performance metrics. The company can glean business insights from this data to make better decisions around field agent management and customer service.

The feedback on Dispatch & Mobility from agents and technicians has been very positive since their daily manual preparation tasks have been automated. Most of all, they save significant time, so they can focus on their core activity of completing service jobs – and meet the telecom company's bonus incentives for completing all jobs on time.

For More Information
To learn more about our Application Development Case Study contact us at **sales@infinite.com** or visit **www.infinite.com**.