

Visual Service Scheduler

Graphical Service Dispatch Board for Microsoft Dynamics NAV

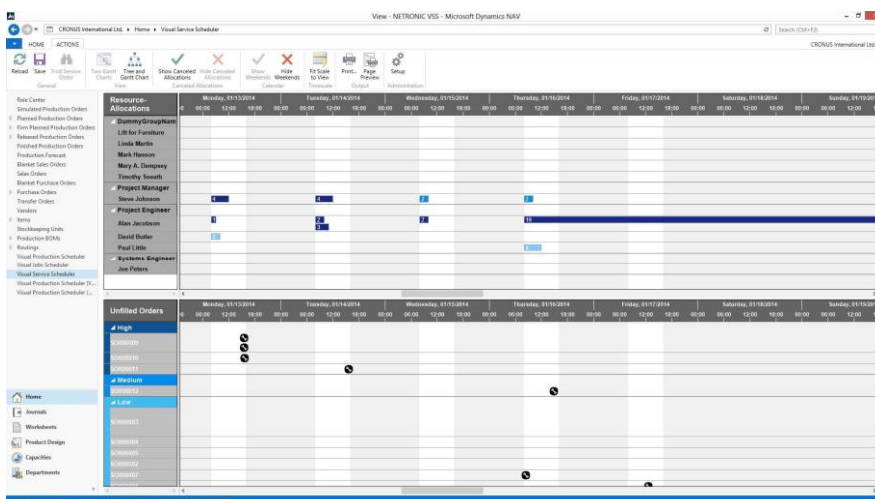
The standard Dynamics NAV service module seems to support—at least—two different roles when it comes to managing service orders: (a) a sales and/or service contact person creates a service order including some basic information such as customer, service items and response date. It is then upon (b) the dispatcher to assign these service orders to service technicians and to plan for the time that working on these service items should take.

The Visual Service Scheduler (VSS) is a fully integrated add-in for Dynamics NAV which supports the day-to-day work of the service dispatcher. It combines a visual representation of the service schedule for all service technicians with a view on the yet unassigned service orders. As such users can see the workload of the service staff on a timeline, and can assign them new service tasks with simple and intuitive drag and drop actions. Of course, the VSS also allows creating dependencies between service tasks, cancel or change service order allocations and modify the length and timing of service orders.

The VSS Streamlines Service Order Scheduling & Resource Utilization

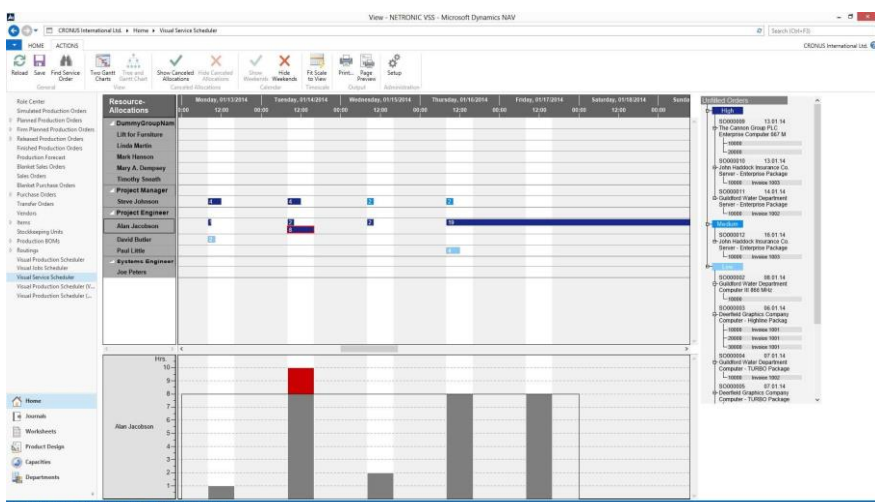
1. Information value: View service orders, service item lines, resources and resource utilization at a glance. See both the service schedule and the not yet allocated service orders.
2. Decision value: Ease the service dispatch process, understand conflicts, and take corrective actions with drag & drop.
3. Business value: Better management and utilization of service staff, more agile reaction to unplanned incidents.

Two Gantt Charts View



- Upper Gantt chart: see service tasks schedule for every service resource; bar color indicates service order priority.
- Lower Gantt chart: see not yet allocated service orders/service item lines; symbol indicates response date.
- Drag and drop service item lines from lower Gantt chart to upper Gantt chart.
- Change duration of service tasks by simple mouse actions.

Tree & Gantt Chart View



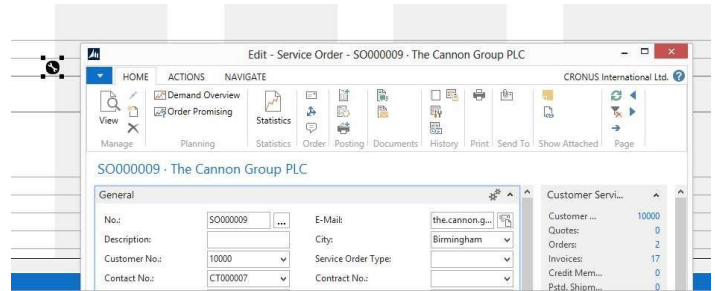
- Gantt chart: service task schedule for every service resource.
- Tree chart: not yet allocated service orders, sorted by priority.
- Histogram (below Gantt chart): see resource utilization for resources and resource groups.
- Drag & drop service items lines from tree chart/task list into Gantt chart.
- Move service items lines vertically, i.e. from one resource to another.
- Change duration of service tasks.

Selected Features



Full Integration

The Visual Service Scheduler is a fully integrated add-in for Microsoft Dynamics NAV. It opens as NAV page and does not require from the users to learn any kind of new menus, icons, symbols, etc. Double-clicking on a not yet allocated service item will, for instance, open the respective service order card with the corresponding service item lines. Likewise, double-clicking a resource will open the corresponding resource card.

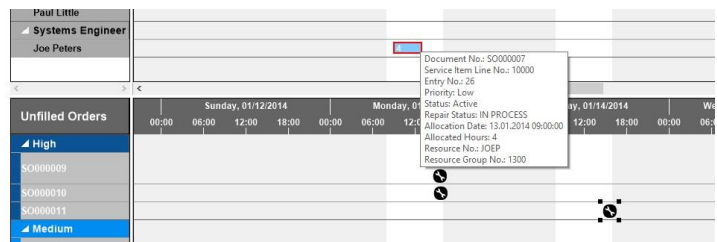


Drag & Drop Scheduling of Service Orders

Move service item lines from the ,not yet allocated area to the service schedule - either from the lower to the upper Gantt chart or from the right-hand list to the Gantt chart. As such, create new resource allocation entries.

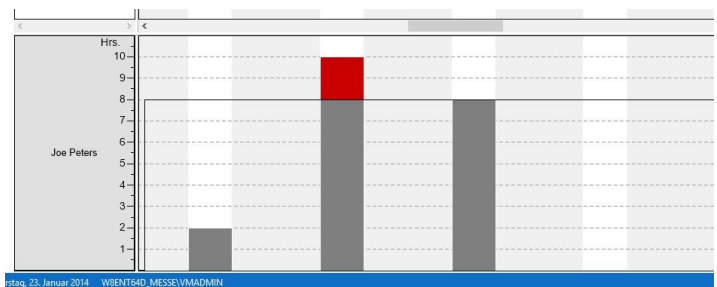
Change the duration of the service tasks interactively.

Also, change the allocation to service resources by vertically moving the service item allocations.



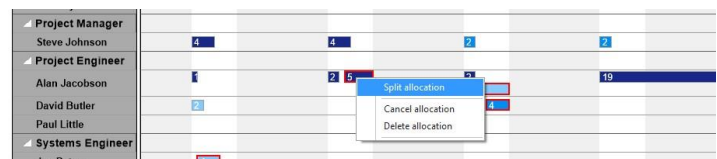
Understand & Manage Resource Utilization

In the 'Tree and Gantt Chart' view: click on a resource or resource group to see the resource utilization as histogram below the Gantt chart. This helps you to immediately understand the impact of changes in the service schedule on your overall resource utilization.



Cancel Service Order Allocation, Split Service Tasks

Remove already allocated service orders from the service schedule and let them appear again in the ,not yet allocated' area. Likewise, split service order allocation and separately manage and schedule the individual bars in the dispatch board.



Technical Details

- For Microsoft Dynamics NAV as of version 2013 R2 and 2013
- Based entirely on the .NET framework
- Designed for data from the Service & Resource Planning Module (service orders, service item lines, resource allocations)
- Real-time integration as Dynamics NAV page
- Interactive planning by drag & drop
- Data-driven visualization
- Comprehensive printing functionality
- Multi-user support
- Based on VARCHART XGantt 5.0
- Comprehensive usage of the so-called "Live Updates" to quickly and intuitively support the planner
- 'Two Gantt Chart' view
- 'Tree & Gantt Chart' view
- Visualization of the resource utilization