

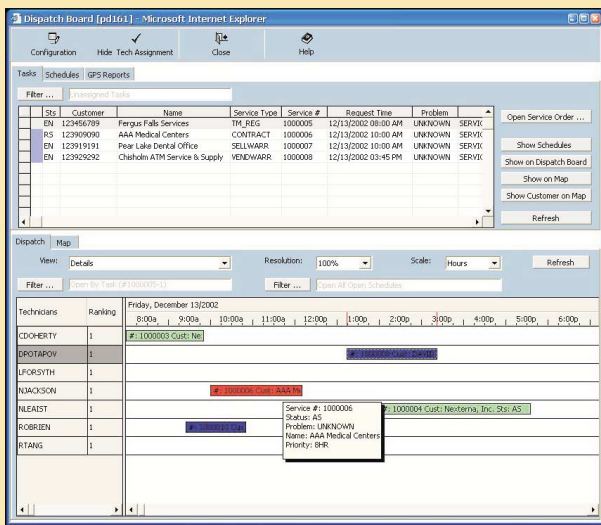


The Nexterna™ Clearview Dispatch feature provides companies with the tools to effectively manage their service force. Dispatchers have a complete view of all service activity and technician availability, allowing them to plan the most efficient service schedule.

### Overview

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

Nexterna Clearview Dispatch Board



**Intelligent Automated Scheduling**  
Clearview includes Intelligent Automated Scheduling automatically assigning the resource based on configurable attributes like location, required skills, customer preference, workload balancing and more.

### 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 technicians schedules and estimated travel time 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

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.

- 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

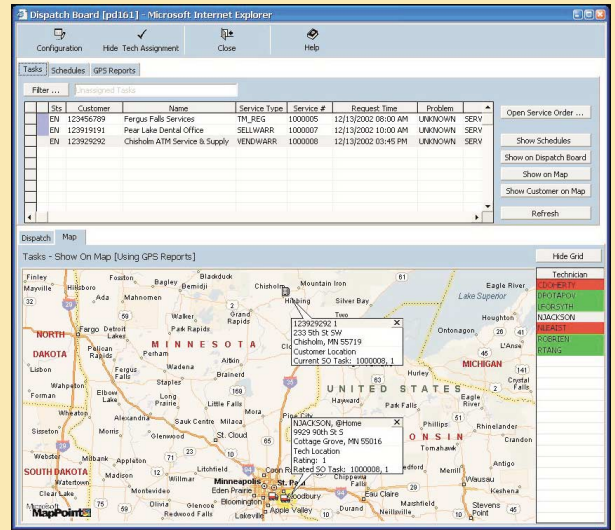
### GPS Tracking

By integrating Clearview with location data from your GPS provider, the location of each technician is available in Clearview. 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
- Configurable 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.



### About Nexterna

In 2001 the first integrated Field Service Management application featuring GPS and Mobile Communication systems gave Nexterna its place as a 'best in class' business solution leader. We continue to develop, implement and support all Clearview software from our Burlington offices. Providing superior customer satisfaction, better workflow, morale and increased revenues is our common goal. In fact, with over 30 years of Service Operations Industry Experience we look forward to any challenges your team may present. At Nexterna we are reliable; we care, communicate and have a passion for exceptional service.

### About Nexterna Clearview

Clearview's time tested and proven functionality is easily adapted to your specific Service Operations and Business Practices. Mobile Access, Route Optimization and Intelligent Automated Scheduling with Integrated Mapping and Graphical Dispatch Board. The Call Center, Integrated Knowledge Base, access to Service History and Asset Lifecycle Maintenance enable predictive performance. Efficiently manage Service Contracts with flexible billing capabilities, SLA measurement, Preventive/Scheduled Maintenance and a well-diversified Inventory Control system. Seamlessly integrate with GPS, Accounting Applications, Messaging and Calendar, Couriers, Vendors, and Taxing Software. Built-in Business Rules with KPI's visible through Financial and Operational Dashboards. Sales features facilitate visibility of Quotations, Rentals and Warranties so you can proactively manage Client and Prospect activity.

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