

Easy-Call ADS/E&F

(Automated Dispatch for Engineering & Facilities maintenance)

- 'Auto-dispatcher' allocates tasks as any supervisor would, to drive priorities & contingencies, select & re-contact alternates, maximize efficiency and fairness
- Interact via in-house phones or pagers, cell-phones, or almost any mobile device, to allocate tasks to field and convey acceptance or auto-escalation to supervisor(s)
- Work Order control enables close WEB-based tracking of service requests by clients & supervisors
- Auto-escalation & WEB-monitoring combine to notify supervisors of backlogs, displayable from any workstation
- Pre-scheduled service / periodic service feature for preventive maintenance
- Multi-step model can dispatch a 'service evaluator' first, to assess the skills required to service an open request, and program subsequent steps
- Intranet & internet-ready



Communication intelligence that:

can reach anywhere reliably,


ends interaction tag, &

keeps a time-stamped audit-trail of tasks for quality control !



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| EASY-CALL ADS features ... | ... EASY-CALL ADS benefits ! |
|---|---|
| Automated multi-call processing center | <ul style="list-style-type: none"> ✓ simultaneously auto-book & auto-assign multiple service calls, accurately, the inter-play limited only by bandwidth and/or the number of phonelines in operation ! |
| Device and service independent Auto-Dial & Locate™ | <ul style="list-style-type: none"> ✓ ensure no task is ever dropped, through tenacious communications outreach across multiple devices and services ! ✓ offset the risk of device & service failure, and meet requirements for due diligence ! ✓ incorporate new technology as it comes on-stream ! |
| Multi-media interface, powered by the WEB | <ul style="list-style-type: none"> ✓ access or share information from anywhere, via WEB browser or touch-tone phone ! ✓ workstation interaction maximizes the productivity and acceptance of users ! |
| Auto-dispatcher optimizes task & staff attributes, and priority | <ul style="list-style-type: none"> ✓ service tasks and service staff alike have attributes defined by service managers ! ✓ intelligence engine undertakes and optimizes service requests against staff, based on: <i>priority, due times, availability, proximity, skills & certifications, etc.</i> ! |
| Auto-notification & escalation | <ul style="list-style-type: none"> ✓ auto-advise users of the possibility and expected degree of delay as they book ! ✓ if back-logs arise, auto-escalate to a supervisor for direct intervention and remedy ! |
| Centralized or decentralized models are both supported; and, they can be blended | <ul style="list-style-type: none"> ✓ 'localization' can centralize staff into one pool, or dedicate them to an area ! ✓ staff assigned to one area can be made available to other locales on an 'if needed' basis, to balance service demand and staff supply between areas ! ✓ performance measurement of staff continues normally even when 'on-loan' ! |
| Multi-service & site model may be used to deliver service in-house or externally | <ul style="list-style-type: none"> ✓ run multiple services for numerous sites via one streamlining protocol, yet manage each operation with unique business rules and parameters ! ✓ calls can be to or from anywhere — <i>e.g. roadside: technician or tradesman dispatch. Or, hotel & hospital: porters, housekeeping & plant-maintenance</i> ! |
| Service charges for services delivered | <ul style="list-style-type: none"> ✓ charge internal or external clients for services delivered either on a flat rate or per unit time basis ! ✓ interface to billing and G/L systems ! |
| Auto-administration of service staff | <ul style="list-style-type: none"> ✓ enable employees to book themselves on or off-duty, or on-break, reassured the auto-dispatcher will estimate by when each employee should be back, and will auto-assign them work — <i>whether they've declared their readiness or not</i> ! |
| PIN & PSWD secured | <ul style="list-style-type: none"> ✓ 100% authoritative tracking of when service staff picked up any call, and whether they accepted or passed on a particular task ! |
| Time-stamped reports of assignments, attempted & accepted | <ul style="list-style-type: none"> ✓ preserve the forensic record of assignment and interaction <i>forever</i> ! ✓ extract activity and performance summaries, or service quality metrics, by the person, department, or company requesting service, or, by the person(s) servicing ! |
| Open, industrial-strength database  Since 1980 | <ul style="list-style-type: none"> ✓ get robust, high-volume database performance that ensures mission-critical resilience ! ✓ interface to 3rd Party & ODBC reporting tools ! <div style="text-align: right; color: blue;"> Mandexin Systems Corporation 1000 Finch Ave. West, Suite 300 Toronto, ON M3J 2V5 Ph: 416-494-7181; Fax: 416-494-1511 WEB: www.mandexin.com </div> |