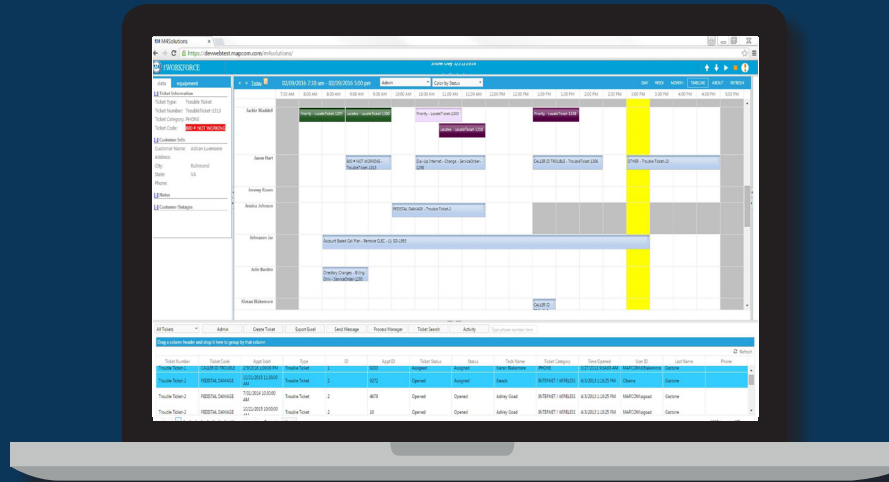# M4 WORKFORCE

Configure workflows based on your operations.

Features

- Optimize routing
- Set and manage technicians schedules
- Define technician qualifications
- Drag and drop scheduling
- Automatically assign tasks with auto-scheduler
- Schedule tickets automatically via tech pre-qualifcation and location
- Dynamically search on ticket data
- Overlay appointments on your own M4 plant maps
- Integrate with locate and one-call systems
- Track truck locations with GPS integration

Benefits

- Paperless workflow between dispatchers and technicians
- Real-time communication between field and office
- Separate ILEC and CLEC activities for management and tracking
- Manage service orders, trouble tickets, locates and maintenance appointments in one place
- Reduce travel time for techs by assigning tickets to the nearest tech based on GPS location
- Color-coded appointments provide easy viewing throughout the day

Overview

Initiating, scheduling, dispatching and closing tickets is effortless in M4 Workforce's user-friendly, customizable interface. M4 Workforce integrates with other fault, billing and inventory systems, allowing users to manage each step of the workflow within one application.

> " *Workforce is proving to be a **valuable tool** in providing **one central interface** where everyone in the company can go to **track operations**.*"

> - Jeff Mills
> Midvale Telephone Exchange

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