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SAFEDISPATCH JOB TICKETING

Communication That Works For You

CONNECT YOUR BUSINESS

The SafeDispatch Job Ticketing Solution is designed with our customers' business requirements in mind. Our goal is to unleash the power of your radios to provide enhanced reporting, better operation efficiency and increased flexibility within your communication system.

MANAGE AND MONITOR

Job Ticketing is a module within the SafeDispatch client-hosted software application that provides customers with the ability to effectively manage and monitor their organization's customer demands, scheduling, work flow and personnel using their existing MOTOTRBO® digital radio systems.

HOST AND MANAGE PRIVATELY

SafeDispatch Job Tickets are hosted and managed privately, on your own computer. Therefore, no costs are associated with online work-flow applications. There are no monthly recurring fees or data charges as seen with other cellular data options, saving our customers thousands of dollars annually.

LOOK INSIDE

The solution provides a rich graphical user interface in a sleek modern design that is easy for any dispatcher to use and is available currently in 14 different languages. SafeDispatch overall is enhanced with a variety of location enabled features that offer real-time 24/7 critical information about your mobile assets around the world, automatically displaying vehicle and unit positions using Google® mapping engines. The application also easily integrates with Openstreet Maps, Microsoft MapPoint, MapInfo, and any raster or vectorial tab-formatted private maps. We will work with you to provide a mapping solution that best fits your needs to help you monitor assets effectively.

PERFECT FIT FOR ANY NETWORK, MARKET OR ENTERPRISE

The modular feature design makes our application the perfect tool for planning work flow, tracking mobile assets and monitoring the personnel of any business, in any market.

Police Departments, Service and Installation, Electrical and Plumbing, Delivery Services, Fire Departments, Public Works, Mining, Trucking Services, Public Transportation Services, Airport Security Systems, Student Transportation, Livery Services, Hospitality Chains, Healthcare Networks, Oil & Gas, Manufacturing, Retail, Maritime Ports, State and Local Governments, Utilities, and more!

SAFEDISPATCH JOB TICKETING

System Overview

SafeDispatch contains server software that works together with MOTOTRBO® radio systems to manage dispatchers, subscriber radios, and to store data. The Navigation Tools present data to you through the MOTOTRBO® Radio Server.

SafeDispatch connects to the subscriber radios using the MOTOTRBO® Gateway, through the Control Station radio(s), via USB cables to your computer or directly to the Repeater as it show in below diagram.

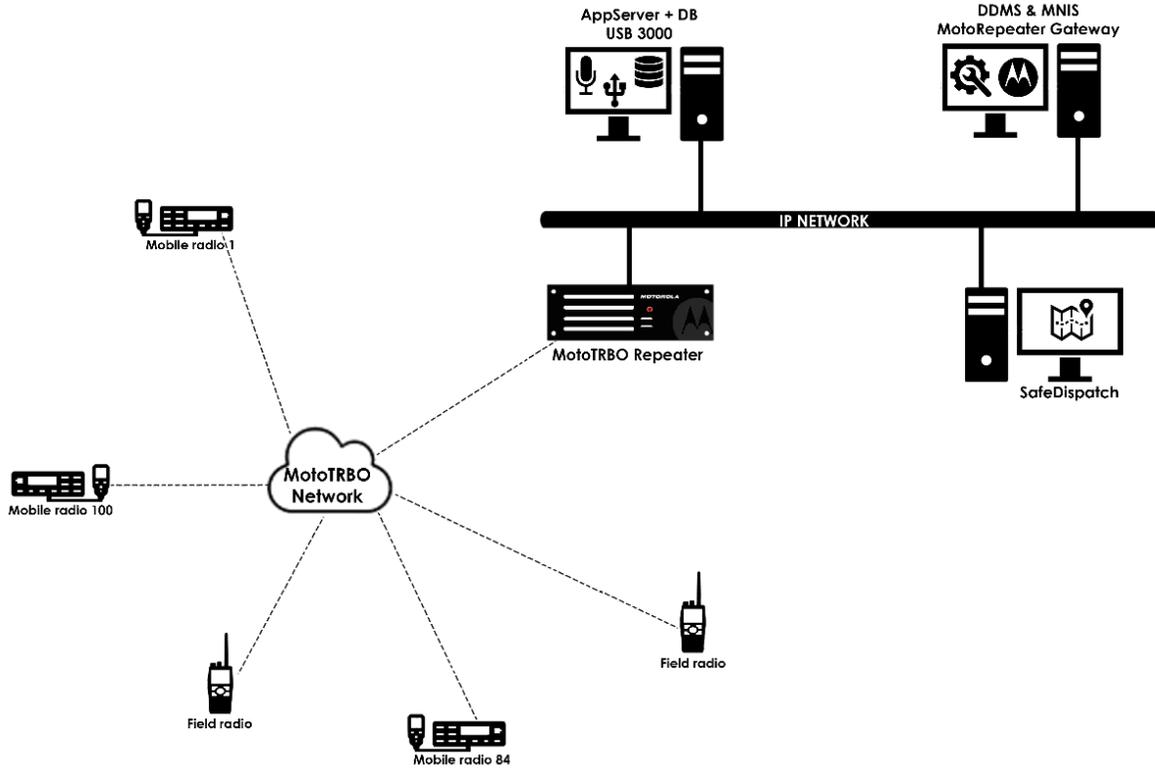


Figure 1 System Diagram

SAFEDISPATCH JOB TICKETING



JOB TICKETING SUITE

Within SafeDispatch v7.0, SafeMobile introduces a new, fully integrated job ticketing system which allows dispatchers to create a dynamic workflow by assigning and sending up-to-date job tickets while tracking their progress through the radio network.

Jobs are accepted, declined and marked completed by the subscriber units with one-button-click or by sending a predefined text message. Job statuses are customizable and can be adapted for the customer's business needs.

Day-to-day and business critical alarms can be scheduled to automatically dispatch work to radios, or assigned to a person based on the location, time of day, or competency necessary to respond to the tasks.

The closed loop system ensures that all tickets are acknowledged, monitored, resolved and then closed.

Rich reporting features track your team's productivity including notifications, response actions, and time to completion for all job tickets.

SAFEDISPATCH JOB TICKETING

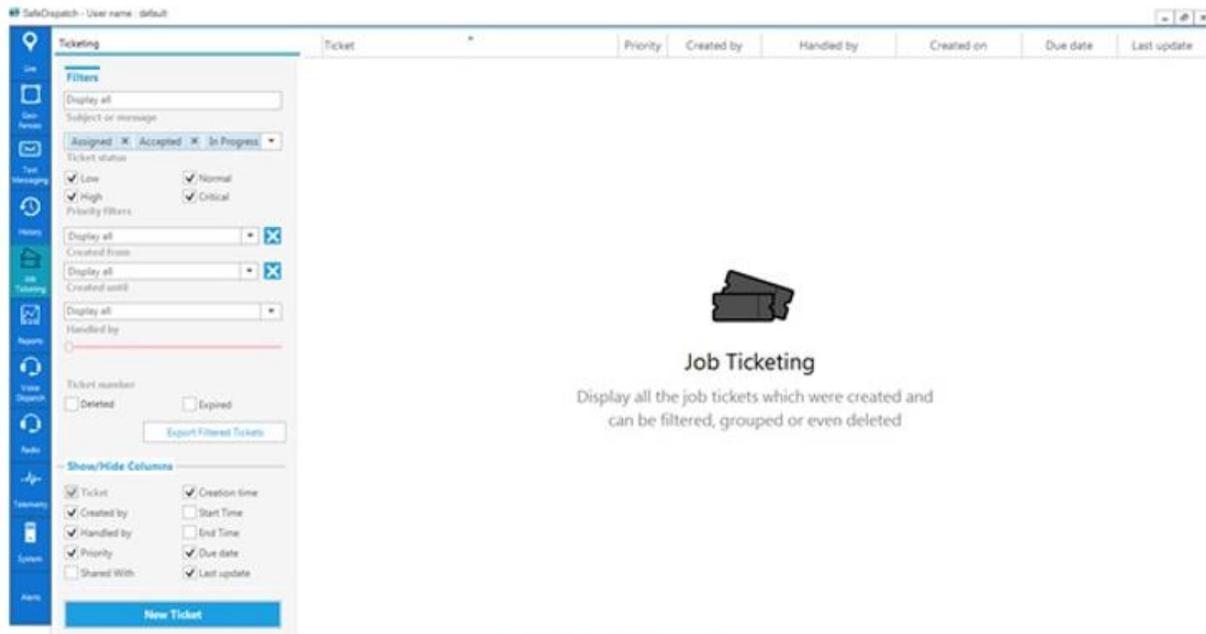


Figure 6 Job Ticketing

Job Ticketing is a menu option on new radios Core radio (with color display DP4000 series SL 4000 and DM4000 series) that allows customers to manage the flow of tasks by providing a menu of predefined responses.

SAFEDISPATCH JOB TICKETING

How SafeDispatch Job Ticketing Works

- Create a new Job Ticket

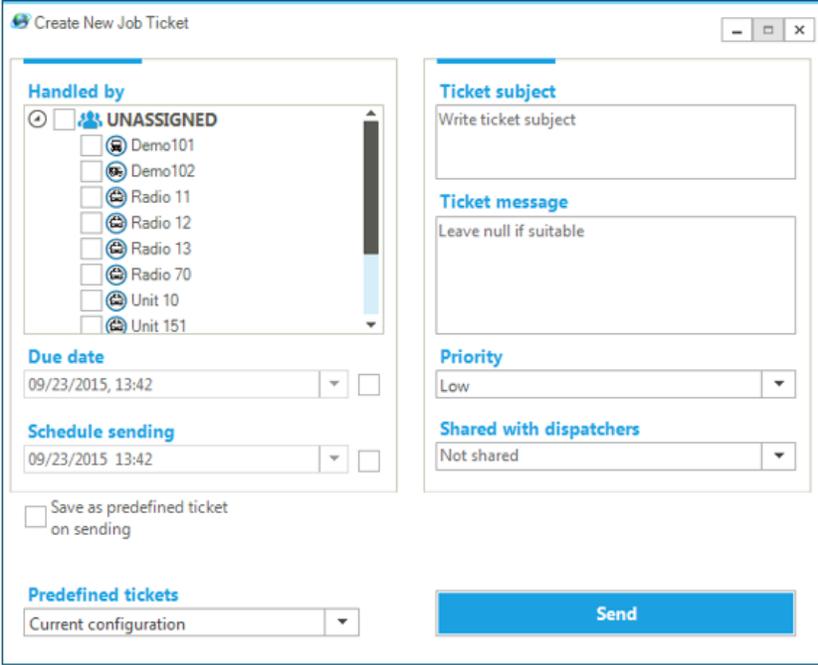


Figure 7 New job ticket

- Send a ticket to multiple radios
- Save a predefined ticket for further sending

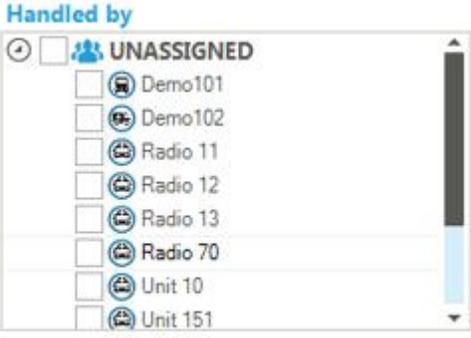


Figure 8 Send ticket to multiple radios

SAFEDISPATCH JOB TICKETING

- Schedule sending a future ticket, feature also includes recurrent schedule sending

Due date
 09/23/2015, 17:04

Schedule sending
 09/23/2015 17:04

Save as predefined ticket on sending

Figure 9 Save as predefined ticket

- Sort tickets using the following filters: By Status, By ID, By Handler, By Priority, By Date (Creation, End, Overdue)
- Share a ticket with other users

Shared with dispatchers

Figure 11 Share ticket

Filters

Display all
 Subject or message

Assigned X Accepted X In Progress

Ticket status
 Low Normal
 High Critical

Priority filters
 Display all

Created from
 Display all

Created until
 Display all

Handled by
 51

Ticket number
 Deleted Expired

Export Filtered Tickets

Show/Hide Columns

Ticket Creation time
 Created by Start Time
 Handled by End Time
 Priority Due date
 Shared With Last update

Figure 10 Filters

- Job tickets that have a deadline, or a due date that within a specified amount of time, the ticket passes into an overdue state and a status alert is sent to the system and the radio.

Date	Subscriber	Ticket Status Transition
09/23/2015 17:02:26	Unit 155	Assigned
09/23/2015 17:03:06	Unit 155	Assigned → Accepted

Figure 12 Overdue ticket

SafeDispatch Job Ticketing allows dispatchers and managers to assign their employee’s workflow, track live status and productivity, as well as verify completion of all jobs assigned.

SAFEDISPATCH JOB TICKETING

Benefits of SafeDispatch Job Ticketing

STREAMLINE, INTEGRATE AND INCREASE PRODUCTIVITY

The pressure to save money year-over-year is persistent at all companies. Business owners worldwide currently face real challenges for their commercial fleets and personnel:

- Overall Expenditures – Reduction initiatives
- Fuel Price Instability – Maximizing fuel consumption against rising operating costs
- Driver Safety – Reducing preventable accident rates
- Increasing employee productivity
- Implementing “Green Fleet” environmentally and energy efficient initiatives

SAVE TIME AND MONEY

SafeDispatch is designed with one primary goal; to save business owners’ time and money! Fleet tracking systems save companies over \$5000.00 USD, per employee, per year! Customize your SafeDispatch solution with the new Job Ticketing Suite to meet your daily business challenges and start saving now.

EFFICIENT FLEET MANAGEMENT

By implementing SafeDispatch Job Ticketing, you will immediately see a significant reduction in employee overtime costs, driver downtime, lost or stolen assets, and more. All of these challenges directly affect your bottom line. Plus, improving your scheduling and operations allow for increased customer satisfaction and expansion of your business!

PRODUCTIVITY STRATEGIES

As a comprehensive work order solution, SafeDispatch Job Ticketing can be used to improve worker’s scheduling and work flow, fraud detection, route efficiencies, or reduce operating costs such as mileage and fuel consumption.

Integrating SafeDispatch Job Ticketing will also increase your profits and performance, provide immediate and reoccurring cost savings, expand your communications, service, delivery times and advance your customer’s satisfaction.

SAFEDISPATCH JOB TICKETING

Contact Information

To receive more information or for further assistance, please contact the following representatives:

TECHNICAL SUPPORT	SALES SUPPORT	MARKETING SUPPORT
 <p data-bbox="219 871 511 934">Adrian Chiriac support@safemobile.com</p>	 <p data-bbox="625 871 966 976">Paulina Labudova – EMEA David Rodriguez – USA, LACR sales@safemobile.com</p>	 <p data-bbox="1031 871 1356 934">Shayna Thompson marketing@safemobile.com</p>

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