

integrated



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Dispatcher Workbench

- ▶ The graphical map display pin-points service vehicle and member breakdown locations to facilitate manual dispatch activities
- ▶ Control what information appears, how it's sorted, displayed and color coded so that information pertinent to your operations can easily be found
- ▶ Summary and detailed window displays are easy to access, enabling you to quickly drill-down to required details
- ▶ Quickly sort and filter displays making it easier to find information on busy days
- ▶ Define grid and garage group filtering to tailor displays for each dispatcher/workstation to show only relevant calls and drivers
- ▶ Color-coding of measured response time calculations shows you when response times are dropping and backup help is required
- ▶ Predefined display settings enable you to quickly change displays to suit current workload conditions (for example night vs. day shift)
- ▶ Lock down security ensures your club's settings are enforced, making it easier to move dispatchers/spotters between workstations

AXIS ERS Dispatcher Workbench is a powerful Windows-based application that provides graphical easy-to-use emergency road service management tools. Primarily designed for use by dispatchers and spotters to monitor call and driver activity, this application also incorporates a graphical map display for tracking service vehicle locations and member breakdown locations.

Dispatching Tools

Dispatchers and spotters use various Dispatcher Workbench tools to monitor active or cleared calls, spot and dispatch calls, mark driver progress (en route, on scene, or under tow), and clear calls.

Dispatcher Workbench provides various information windows that show an overall view of call and driver activity by grid, or sub-grid:

- The Call window shows a call summary for all active calls, by dispatch center. A call summary toolbar provides call filtering, and call and driver statistics. Detailed call information is available with a click of your mouse.
- The Driver Watch window provides an integrated map display that lets you view actual service vehicle locations and member breakdown locations. The display allows color coding of service vehicles icons based on call volume while the choice of vehicle icons identifies the vehicle's primary service type. Service vehicle locations are captured automatically using GPS-enabled mobile data devices in the trucks.
- The Driver window shows the number of active calls assigned to each driver, as well as current grid and vehicle capabilities that identify current workloads. Detailed driver information is available with a click of your mouse.
- The Garage window shows the number of active calls and drivers by garage with color-coded response times. At a glance you can determine the current running times for each garage.

- ▶ Windows Graphical User Interface (GUI) makes Dispatcher Workbench fast and easy to learn
- ▶ Configure any number of Dispatcher Workbench PCs, enabling access to the same information for hands-on staff and managers
- ▶ Define Dispatcher Workbench's retention period on cleared calls allowing access to call information for as long as you need

- The Grid and Sub-Grid windows show the number of active calls and drivers by grid and/or sub-grid with color-coded response times. At a glance you can determine areas in your territory that may need backup help.
- The Cleared Calls window shows a summary for all cleared calls within a specified number of days. Detailed call information is available with a click of your mouse.

Using drop-down menus, buttons, scroll bars and keyboard commands, you can customize each window and define which data columns to show, the order they'll appear, adjust column widths and column sorting, and use color-coding to highlight specific conditions, such as calls approaching their ETA, or drivers that are under tow. You can also set filters to display only specific calls, for example call state(s), call status(es), driver(s), garage(s), grid(s), or user-defined grid and/or garage groups.

Customization and Security

Using manual or automatic save features, you can save system settings, enabling you to tailor your work environment as required. Dispatchers can change their displays based on workload (for example, night shift or busy winter day).

Your club's Dispatcher Workbench options/settings are protected by a password. You can control and limit access to:

- the columns that appear in the windows
- the sort order on columns
- color-coding of specific information
- measured response time (MRT) calculation formulas
- the length of time history calls are kept on the PC
- grid group and garage group filtering.

Backup System

In the event of a host system or network failure, dispatchers and call receivers can still view and manage calls on the screen, or print copies of calls from the local PC call and driver database. With the printed call cards, ERS staff will know the current status of all calls and can continue operating in manual mode.