Acumatica
The Cloud ERP

Acumatica for WorkWave Route Optimization Native Connector

Optimize appointments to and from job sites so you can complete more work in less time. Improve customer service levels with prompt scheduling and completion of service calls.

- Use digital route optimization to provide better service to customers
- Eliminate gaps in technician schedules to maximize time in the field
- Grow without adding more staff or resources

Key business benefits

- Optimize schedules so technicians can effectively move from one job to the next with sufficient time for travel and lunch breaks.
- Complete more appointments faster without adding service technician resources.
- Reduce drive time on vehicles resulting in lower maintenance costs and extended life for costly fleet assets.

Related resources

- Why Service-Driven Companies Thrive with Acumatica
  > LEARN MORE

- 10 Ways Field Service Companies Grow with Acumatica
  > LEARN MORE

- Schedule a Personalized Demo
  > LEARN MORE

Maximize Service Technician Resources and Optimize Route Schedules

Scheduling service appointments is difficult when you have multiple service technicians working different jobs daily.

In addition, customers call to make changes to appointments, traffic causes delays, and employees take lunch breaks which affect availability.

The Acumatica for WorkWave Route Optimization Native Connector optimizes appointments based on travel times to and from job sites taking into account lunch breaks so you can complete more work in less time with the same number of service technicians.

Service dispatch personnel struggle to juggle service appointment schedules across dozens of service technicians and hundreds of service jobs.

Despite their best efforts, it is impossible to optimize schedules when customers change requested dates, technicians call off sick, or traffic problems prevent technicians from getting to appointments on time.

While optimized scheduling applications cannot solve every issue, they make it much easier for dispatch personnel to leverage the power of artificial intelligence to optimize schedules. Dispatchers can then manage their schedules by exception to make minor adjustments based on real-world circumstances.

Acumatica for WorkWave Route Optimization Native Connector is easy to configure. Optimize schedules for individual service technicians, groups of technicians, or all technicians with a simple mouse-click and user-defined lunch break times.

"Everything has to be traceable because if anything goes wrong at the customer location, we need to know how to resolve it. Only Acumatica could allow us to integrate all of this information."

–David Green, Chief Commercial Officer, OFS International

> CUSTOMER STORIES

Schedule by Technician

Optimize route schedules for a single technician, a group of selected technicians, or all technicians. Appointments may be reorganized and start and end times adjusted for optimal scheduling.

Travel Times

Route optimization considers travel times from the service technician's home office based on their associated branch location to the first job site location and travel time to the following assigned service appointment location.

Break Times

Set the maximum time for lunch breaks and a timeframe for allowable lunch breaks during the day to ensure optimal resource scheduling.

Appointment Prioritization

The route optimization algorithm prioritizes confirmed appointments before unconfirmed appointments.

Resource Assignment

Unconfirmed appointments are scheduled against available service technicians based on availability, scheduled workload, and geographic location.

Notifications

Notifications are provided to users when appointments cannot be optimized or addresses for service appointments cannot be validated.

Employee Calendars

Route optimization considers defined employee work schedules.

Simple Configuration

Configure route optimization on a single screen in minutes.

Skill-Based Scheduling

Schedule service technicians based on employee skills and required skills for service tasks.