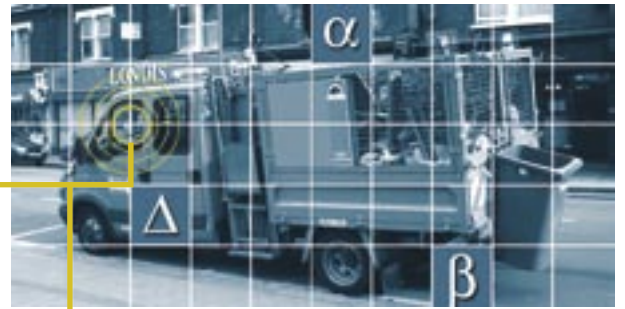


WasteResMobile

FIELD STAFF ASSISTANT (FSA)

Mobile Phone - PDA based residential service requests management system.



WasteResMobile Module Overview:

This software module provides field staff with the ability to receive direct communications on daily work lists from the waste services call-centre on mobile handheld devices (at any time of day)

This also gives them the ability to receive updates and extra requests during the day so they can respond quickly to resident requests and complaints.

Supports user defined message/request categories, and sub-category classifications such as:

- Service requests
(eg new service, service cancellations, changes)
- Complaints notes
(eg missed services, rubbish spills, noise complaints)
- Bin repairs cleaning or replacement requests
(broken wheels, lids, locks, split-case, etc)
- Special curb-side cleanup requests
(discarded furniture/whitegoods)

It also provides frontline field staff with details about the call and services at the property without the need to scribble down phone messages.

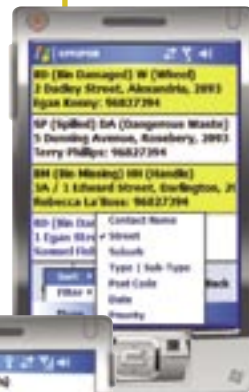
Work-list jobs can be ticked off as they are done in the field, providing immediate rapid response to the waste services call-centre.

Field staff or supervisors with this facility can give prompt input on problems or confirmation of service delivery back to operations management, directly updating job details without needing to ask someone else to do it for them.

That means fast, efficient streamlined communications.

Operations management can see from the worklists how many tasks are outstanding and what tasks have been done up to the minute!

With camera enabled devices this can also enable picture capture of complaint areas or rubbish spills for direct data transmission back to the office database.



Business Benefits:

- Improves Service Responsiveness
- Saves time/maximises productivity
- Reduces paperwork and phone time
- Speeds up the availability of information
- Improves staff support & morale

Performance Measures

- Records measure of resolution/response times
- Records field staff activity levels (workloads)
- Facilitates measure of failure by reason statistics
- Measures staff call-handling performance



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Cutting edge systems for the Waste Industry