



FIELD NATION

Flightboard

Manager/Dispatcher Handbook

Flightboard Introduction

Your company's success depends on service providers showing up on time. Late service providers, or those that fail to show up at all, cause problems for you and your clients. We've developed Flightboard to help your operations run smoothly with improved communication between you and your service providers.

Flightboard offers service providers better tools to proactively communicate, alerting you quickly if an issue arises. Flightboard makes it easy for you to identify and reassign at-risk work orders, helping you complete projects on time.

What are these tools?

1. "Tomorrow's Work" and Required Confirmation

Each morning, service providers receive a push notification asking them to confirm their work for the following day. Confirming the work informs you that they plan to complete the work order. If the service provider fails to confirm by noon the day before a work order is scheduled, you will have the opportunity to reassign the work order.

2. "On My Way" Button for Assigned Work Orders

Before a service provider heads to a job site, they can press the "on my way" button inside the mobile app. This informs you that they are on their way. Flightboard shows how far away your service provider is from the job site on a map, giving you confidence that they will arrive on time.

3. "Running Late" Button With Real-Time Updates

Sometimes, service providers run late. When this happens, they can quickly notify you of how late they may arrive, and even provide a reason why. This updates the work order list in real time, and immediately notifies you that the service provider is on their way. You can then acknowledge that it is okay that they are running a few minutes late, or take other actions.

4. "Report a Problem"

Service providers now have easy access to the "report a problem" functionality. On the web platform, service providers can access "report a problem" at the top level in the work order details pages.

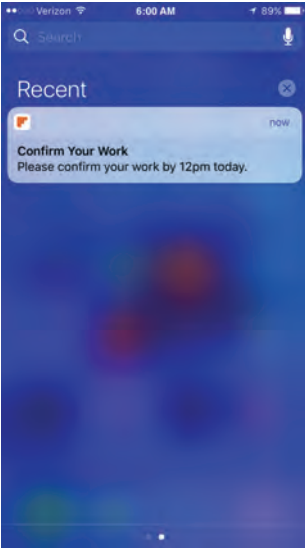
5. Same Day Assignment Push Notifications and Confirmation

When a service provider is assigned a same-day work order, they receive a push notification on their mobile device notifying them of the assignment. This brings up a confirmation screen requiring the service provider to enter an ETA, which also confirms that work order.

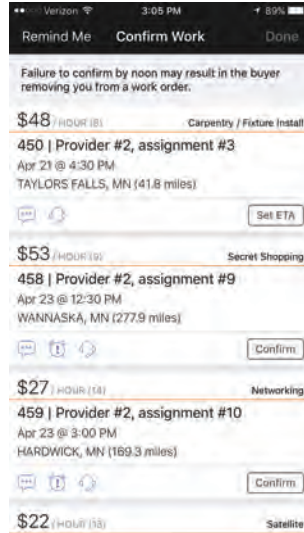
“Tomorrow’s Work” and Required Confirmation

The biggest change with Flightboard is that now, your your service providers are required to confirm their work for the following day. This update gives you greater confidence that work orders will get done, and get done on time.

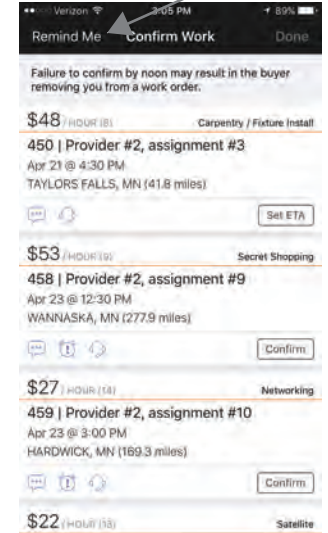
At 6am, service providers receive a push notification asking them to confirm their work orders for the following day.



The push notification will open up a screen with “confirm” or “set ETA” actions — depending on status.



The “remind me” button can be hit if the service provider needs to take care of other important things before confirming work.



Once your service provider confirms their work, you will see the status update to “confirmed” and the condition column update to “on schedule”.

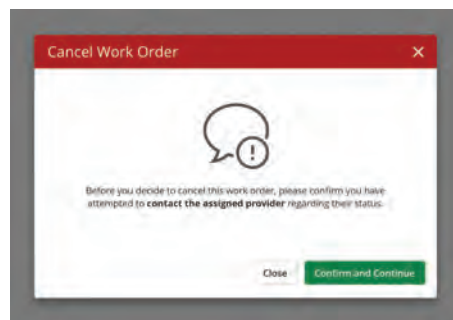
<input type="checkbox"/>	559	Tuesday Testing 2	Minneapolis, MN 55402	11/29/2016 at 2:00 PM (CST)		Cristy Dean +18096256266 182	On schedule	Confirmed
<input type="checkbox"/>	558	Tuesday Testing 1	Minneapolis, MN 55402	11/29/2016 at 2:00 PM (CST)		Cristy Dean +18096256266 182	On schedule	Confirmed
<input type="checkbox"/>	555	Wednesday Testing 1	Minneapolis, MN 55402	11/30/2016 at 4:43 PM (CST)		Cristy Dean +18096256266 182	On schedule	Confirmed

If your service provider fails to confirm their next day’s work by 12pm, the status will update to “Assigned: at risk” and the condition column update to “At risk: Provider (Phone #) has not confirmed.”.

Policy update: *If your service provider fails to confirm their work, they waive their cancellation fee should you decide to cancel or resassign the work order.*

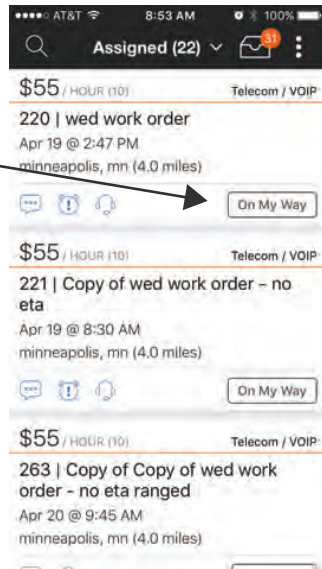
<input type="checkbox"/>	553	Copy of Testing Work Order 1	Minneapolis, MN 55402	11/28/2016 → 11/28/2016 (CST) Hours: 8:00 AM → 9:00 AM (CST)		Cristy Dean +1 809-625-6266 182	At risk: Cristy (+1 809-625-6266) has not confirmed	Assigned: At risk
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We know that sometimes legitimate reasons prevent service providers from confirming their next day’s work by noon. Because of this, you are prompted to contact assigned service providers before simply cancelling work orders.



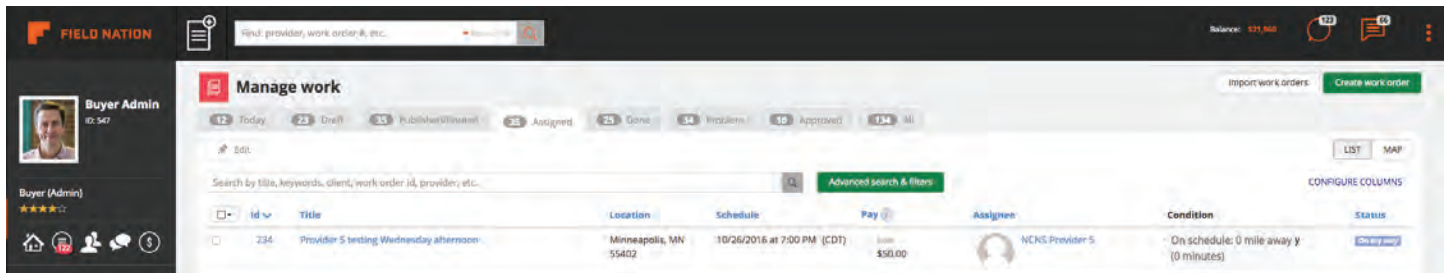
“On My Way” Button for Assigned Work Orders

Service providers can now select “on my way” when they are headed to the job site.

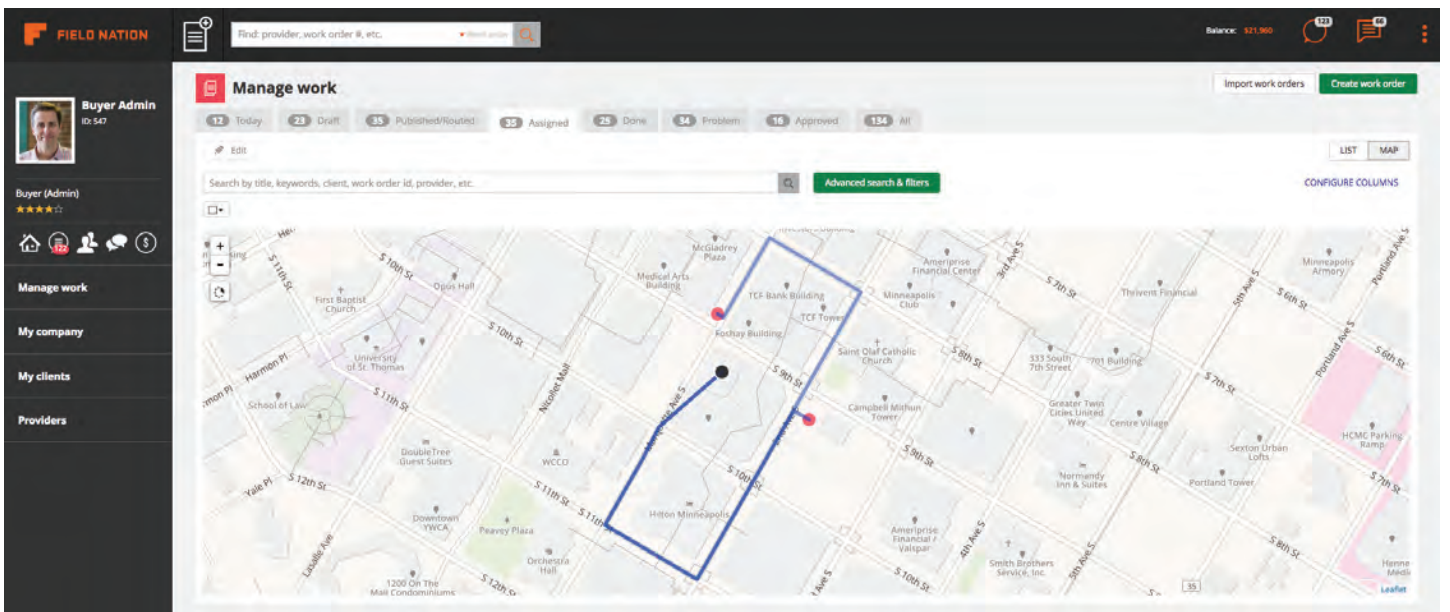


Policy update: If the service provider fails to update the client by checking in, marking “on my way” or marking “running late”, by the start time of the work order, they waive their cancellation fee should you decide to cancel or reassign the work order.

Once your service provider confirms that they’re on their way, your work order list updates in real-time to reflect the update. The work order status will change to “on my way,” and the condition column will update to “on schedule: X miles away (X minutes).”

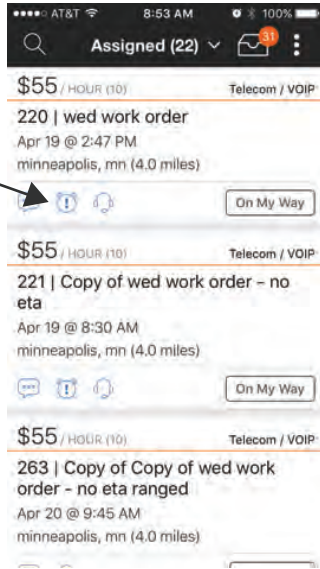


If your service provider has enabled location services on their mobile device, once “on my way” has been triggered you can toggle to the map view to see their approximate location. Once your service provider checks in, the location tracking will disappear.

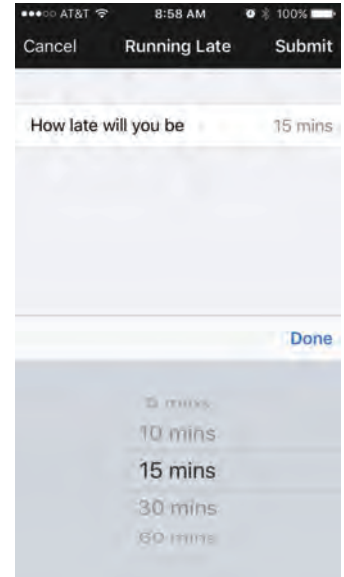


“Running Late” Button

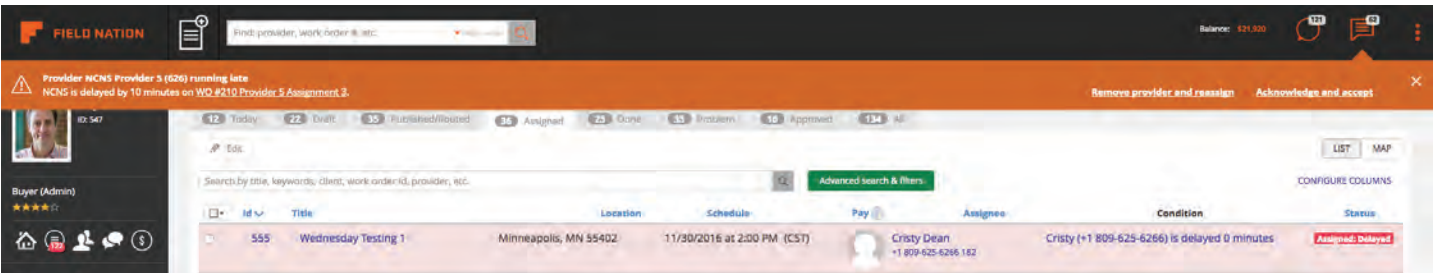
From the “Assigned” listing page, service providers select “running late” to quickly notify you if they are behind on getting to the job site.



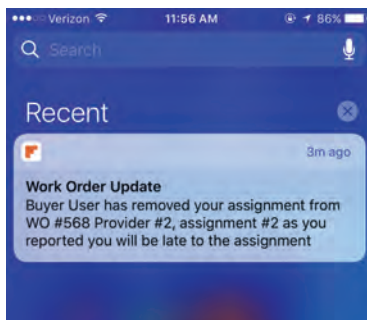
Once your service provider clicks “running late,” they will be prompted to select when they expect to be on-site.



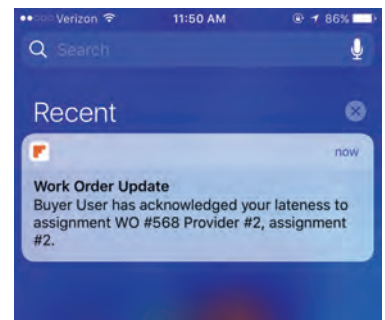
You then receive real-time banner notifications, condition column updates, and status updates that your service provider is running late. You can either acknowledge that your service provider is running late, or remove them from the work order and reassign it.



Should you choose to remove your service provider from the work order, they will receive a push notification letting them know of the change.

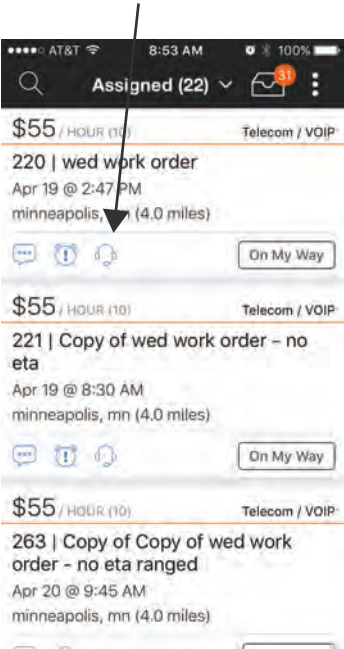


Should you choose to acknowledge your service provider when they say they are running late, they will receive a push notification letting them know of the change.

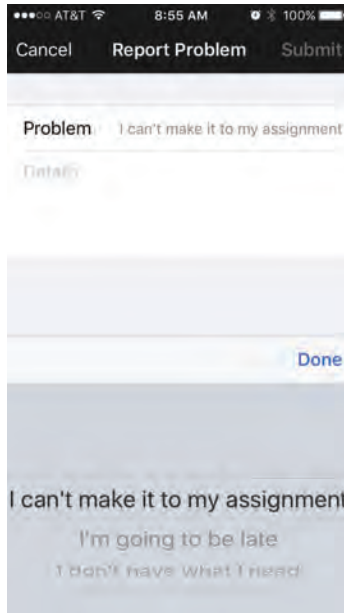


“Report a Problem” Button

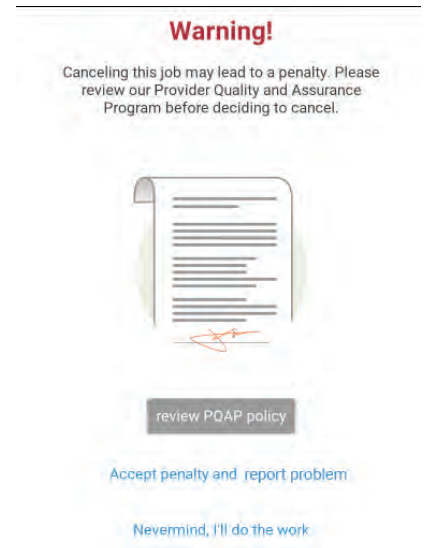
Right from their “assigned” listings page, service providers can now access the “report a problem” features.



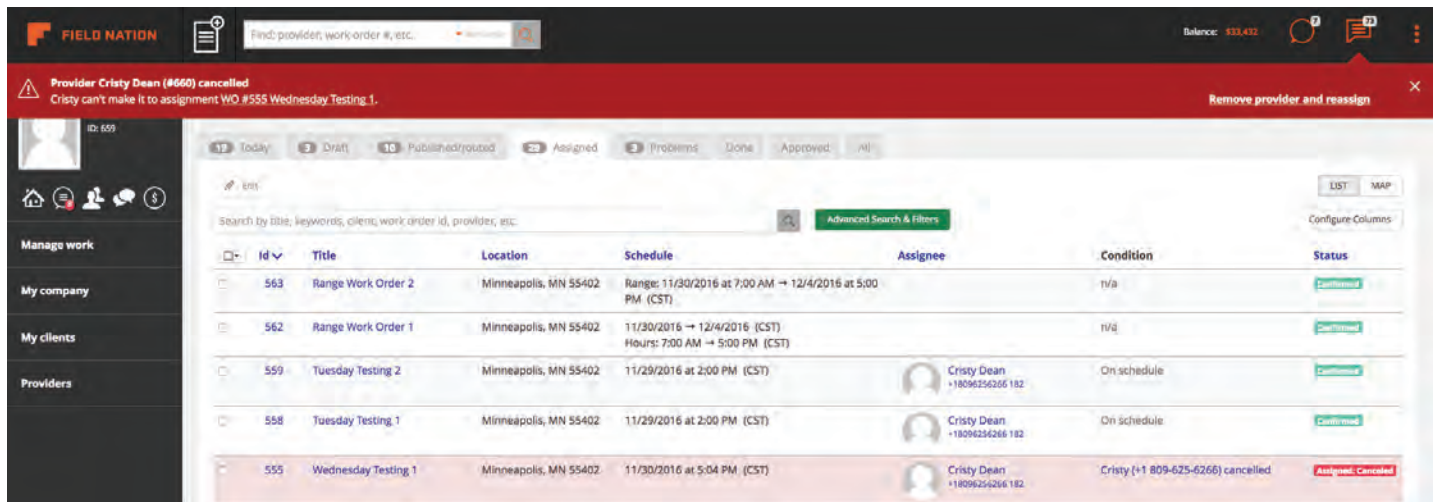
Once the icon is pressed your service provider is presented with the “report a problem” dialogue.



If your service provider decides to cancel the job, they are reminded with a warning that they may be penalized for taking this action.



When your service provider cancels a work order, you will receive a real-time banner notification, along with a status and condition column update. You may quickly remove them and assign another service provider by clicking right within the banner.



Same-Day Assignment Push Notifications

When you assign a service provider a work order scheduled for that same day, they immediately receive a push notification informing them of the assignment. The push notification triggers the work order details screen, asking your service provider to set an ETA, which also serves as confirmation of that work order.

