

Do you need to communicate start times, locations, and truck assignments to your employees?

Are your dispatchers tired of recording long messages with schedule information?

Do you need to improve your employee scheduling process?

There's a new way to provide dynamic schedule information to your employees...

ScheduleCom

Voice Scheduling System from
CenApps Technologies, Inc.



Introduction

ScheduleCom is a voice based schedule publishing and retrieval system designed to optimize the process of communicating schedule information to employees of dynamic work environments such as Trucking and Ready Mix operations. Using only a web browser, your dispatch personnel can quickly compose and publish a schedule of employees, locations, vehicles and start times. Once the schedule is published, an employee is able to call into the system from any phone to hear only their schedule as well as any employee announcements. Employee responses can be recorded and the system can even pose questions to your employees and capture their answers.

Row	Location	Type	Employee Name	Seniority	Hours	Vehicle	Emp Out	Veh Dwn	Trainee	Msgs	Sched Date	Start Time
1	Not Assigned	Driver	Brown, Lamont	11/24/2003	0.1	102 - Main Street Plant	✓	✓		0	03/25/2004	
2	Not Assigned	Driver	Crow, Jack		0.1	102 - Main Street Plant		✓	✓	0	03/25/2004	
3	Main Street Plant	Dispatcher	Gillespe, Deb		0.0	Not Assigned				0	03/25/2004	08:15
4	Main Street Plant	Batchman	Johnson, Phil		0.1	Not Assigned				0	03/25/2004	06:15
5	Main Street Plant	Driver	Lebourke, Ronnie - Sat		0.0	9999 - Unassigned				0	03/25/2004	04:15
6	Main Street Plant	Driver	Myers, John - Sat		0.0	110 - Main Street Plant				0	03/25/2004	
7	Main Street Plant	Driver	Peterson, Pumpkin		0.1	109 - Main Street Plant				0	03/25/2004	03:45
8	Main Street Plant	Driver	Walker, Jeb		0.0	108 - Main Street Plant				0	03/25/2004	11:22
9	Water Street Plant	Batchman	Daniels, Jon - Sat	03/15/2003	0.1	106 - Main Street Plant				0	03/25/2004	04:30
10	Water Street Plant	Driver	Hitt, James		0.2	105 - Main Street Plant				0	03/25/2004	06:35
11	Water Street Plant	Driver	Humpries, Isak		0.1	102 - Main Street Plant				0	03/25/2004	05:55
12	Water Street Plant	Driver	Larson, Rodger		0.1	117 - Water Street Plant				0	03/25/2004	07:18
13	Water Street Plant	Driver	Pena, Vic - Sat		0.1	116 - Water Street Plant				0	03/25/2004	04:15
14	Water Street Plant	Driver	Rasheed, Viktor		0.2	115 - Water Street Plant				0	03/25/2004	07:00
15	Water Street Plant	Driver	Santoro, Nicki		0.1	114 - Water Street Plant				0	03/25/2004	08:00
16	Water Street Plant	Dispatcher	Siple, Kim		0.1	113 - Water Street Plant				0	03/25/2004	10:00
17	Water Street Plant	Driver	Smith, Lance		0.2	9999 - Unassigned				0	03/25/2004	09:15

ScheduleCom has immediate, positive impact on dispatch operations:

- Dispatch personnel can quickly compose and publish schedules.
- Employees only hear their schedule and any specified messages or questions.
- Recording equipment, answering machines, voice mail systems, and stand-by personnel are eliminated.
- Management has the information it needs to optimize the scheduling process, solve problems, and improve customer service.

ScheduleCom is user friendly, easy to implement, loaded with features that will improve your bottom line!



ScheduleCom is proven to deliver the following benefits:

Productivity

ScheduleCom saves Considerable Dispatcher and Employee Time:

- Schedulers do not have to record a lengthy voice message naming each employee, location, vehicle, and start time. This information is assembled on-screen and published electronically.
- Schedule Defaults speed the creation of new schedules. Employee's vehicle assignment, location and start times are defaulted to a stored configuration. The new schedule can then be edited, refined, and published.
- Employees do not have to listen through all other employee's messages to get to their own, after logging in to the system, employees hear only their own vehicle assignment, starting location and start time.
- The system supports multiple phone ports reducing busy signals during peak access periods and speeding dissemination of the schedule data.
- Call in message support allows your employees to leave a recorded message regarding inability to work, etc.
- ScheduleCom supports automated messages and questions/answers to employees; send to all employees, groups, or individuals.

ScheduleCom Highlights

- Text to Speech schedule delivery
- Individual and group messaging
- Employee questions and answers
- Secure individual system access
- Schedule and retrieval tracking

Cost Savings

ScheduleCom reduces mistakes, re-work, and related expenses:

- Missed loads/work and driver labor costs are reduced by virtually eliminating schedule miscommunication, impropriety, and vehicle/employee outage impacts.
- Recording equipment, answering machines, voice mail systems, or stand-by scheduling personnel are eliminated.
- Web Browser interface allows ScheduleCom to be accessed from anywhere within your organization.

Security

ScheduleCom ensures critical information is kept private:

- Employees must log in with User ID and Password preventing unauthorized access to the system.
- Employees hear only their schedule, not those of their co-workers, eliminating potential labor issues, personal security problems, and related expenses.

Reporting/Accountability

ScheduleCom provides management with valuable information:

- All schedule history is maintained for reporting and research. Review a published schedule from any prior date.
- All employee access to schedule data is logged, confirming employee log-in and schedule playback.
- Comprehensive Reporting includes: Schedule Listings; Employee and Vehicle
- Outage Listings; Schedule Access Reporting and much more.



Technical Overview

ScheduleCom uses industry standard tools and platforms:

- MS ASP.NET Web-based Architecture
- MS SQL Server 2000
- MS Windows 2000 Server w/IIS

ScheduleCom leverages the latest text-to-speech technology available:

- Pronexus VBVoice

System Requirements

The following user supplied hardware and software is required:

- Server Hardware with MS Windows 2000 Professional/Server O.S.
- MS SQL Server 2000 Standard Edition
- Analog phone lines to match Package Ports

Package Overview

Basic - Supports up to 75 employees

The Basic package is suitable for businesses with a small employee base and limited scheduling requirements. Includes hardware and licenses for four analog telephony ports.

Professional - Supports up to 250 employees

The Professional package meets the needs of the multi-location business with more sophisticated scheduling needs. Includes hardware and licenses for eight analog telephony ports.

Enterprise - Supports up to 500 employees

The Enterprise package includes all modules and provides for the most demanding scheduling requirements. Multiple companies with different schedule needs are supported. Includes hardware and licenses for twelve analog telephony ports.

ScheduleCom is a modular system that can be tailored to your specific scheduling needs. Contact us about pricing for custom configurations to meet the needs of your business.

Package Notes

- Packages do not include P.C./Server hardware, Operating Systems or Database Licenses.
- Contact us regarding fully integrated systems.
- Product support is available at 20% of the purchase price per year

CenApps Technologies, Inc.

CenApps Technologies, Inc. was formed in 1998 specifically to provide Internet centric applications to the business community. Our experience in providing solutions that improve customer/employee relations and the bottom line have been proven in large-scale environments and in small/medium sized business alike.

