

# Field Force Manager 3.2

## What You Need to Know

### Overview

Check out what's new with Field Force Manager! Beginning April 22, 2010 the Web Portal will automatically upgrade to version 3.2. The Web Portal upgrade is seamless to our FFM customer base and they can start using the new web portal features simply by logging into their account. This new web portal functionality helps users save time, increase productivity and reduce service related costs.



### Field Force Manager 3.2 Enhancements

This Quick Reference Guide reviews the top enhancements on the most recent version available:

- Industry Smart Setup Wizard
- Geofence on Maps
- GPS Collection
- Enhanced Ping Functionality
- Improved Job Scheduling and Dispatch

### Industry Smart Setup Wizard

#### Available on all versions of Field Force Manager

The Industry Smart Setup Wizard offers a powerful set of preconfigured features including forms, alerts, job types, reports and more. Administrators can easily customize existing or new portal configurations to meet their needs with industry-specific questions for portal configurations.

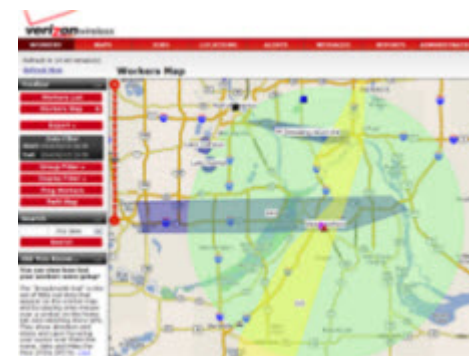
#### Industry Smart Verticals

Home Health Care	Disaster Recovery	Field Service	Security
Landscaping	Construction	Public Utility	

### Geofence on Maps

#### Available on all versions of Field Force Manager

This new feature allows web portal users to view their geofences on all maps. It will display the geographic boundaries they configured right on the map. This complements the existing functionality that shows an alert when a worker enters, leaves or performs a specific type of activity in or out of a geofence.



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### Enhanced GPS Collection

#### Available on all versions of Field Force Manager

In addition to the standard choices offered for GPS collection and data upload intervals, web portal users can now select from additional preference settings to further customize their FFM experience.

#### Standard settings offered during setup:

- Max Battery (default): 2 min GPS collection / 28 min Data upload
- Max performance: 2 min GPS collection / 14 min Data upload
- Less GPS: 5 min GPS collection / 15 min Data upload

#### Additional preference settings with version 3.2:

- GPS collection can be set in one minute increments beginning at one minute.
- Data upload interval can be set based on the number of GPS points collected, starting as low as one GPS point or any number higher.

For example, a taxi company can benefit from compiling data on traffic speeds and conditions. Compiling speed and current location data every minute can be used to maximize safety, drive efficiencies and worker utilization once average travel time is identified.

*Selection of frequent data upload will degrade battery performance.*

### Enhanced Ping Functionality

#### Available on all versions of Field Force Manager

#### Multi-Worker Ping

Web portal users can choose to "ping" or send location update requests to up to twenty worker simultaneously.

#### Auto Ping

Web portal users can send a continuous stream of 1 minute location updates for a ten minute period and allows rapid, on-demand location updates offering increased visibility into field worker location

### Improved Job Scheduling and Dispatch

#### Available on FFM Premium Features

Field Force Manager 3.2 offers some new and upgraded Web portal job scheduling and dispatch capabilities. These include:

#### Availability Calendar

The new availability Calendar within the Web portal gives dispatchers the ability to view all of the jobs that are scheduled in a particular day, and to which worker each is assigned. This helps dispatchers identify which workers have availability at what time. The Availability Calendar uses time slots to aid in the dispatch of jobs. They can be set as hourly increments by default or for longer periods of time. This feature color codes each time slot based upon worker availability and can be customized to identify time-off and worker job capacity.

Time slot color codes:

- Unavailable (Grey)
- Available (Yellow)
- Booked (Blue)
- Over Capacity (Red)

#### Worker Skill Set

To aid in the dispatch of the right worker to right job, the Web portal allows worker and jobs to have defined skill sets. Your company's dispatcher can define the skill sets for each worker and the skills required for each job. This information is used to help the dispatcher choose the best worker for each job.

#### Recommend Worker

For help from Field Force Manager in matching workers with jobs, the dispatcher can select the Recommend Worker button. The system will show a decision matrix for each workers and score each worker's applicability for the job based on their availability, capacity, number of assigned jobs and skills match.

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### Resources

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These resources address Field Force Manager in general, and not only the new 3.2 version:

#### Share with Customers

##### Pre Sales

- 2 minute Web Demo:  
[http://vzw.gearworks.com/assets/pub\\_pdfs/VerizonFFM\\_preso\\_js.html](http://vzw.gearworks.com/assets/pub_pdfs/VerizonFFM_preso_js.html)
- Verizon Wireless Field Force Manager Web Demo:  
<http://phones.verizonwireless.com/ffmdemo/>
- Live Webex Training sessions:  
[www.smarterwaytomobilize.com](http://www.smarterwaytomobilize.com)

##### Post Sales

- Getting Started with Field Force Manager:  
[http://support.fieldforcemanager.com/lessons/lesson1/launcher\\_01.html](http://support.fieldforcemanager.com/lessons/lesson1/launcher_01.html)
- Interactive How To Simulator:  
[http://support.vzw.com/swf/field\\_force\\_manager/demo.htm](http://support.vzw.com/swf/field_force_manager/demo.htm)
- eLearning Instruction Guide:  
<http://elearning.fieldforcemanager.com/?chapterid>
- Live Webex Training sessions:  
[www.smarterwaytotrain.com](http://www.smarterwaytotrain.com)

#### For Internal Use Only

- FFM Sales Tools: [http://www.xora.com/partners\\_verizon.php](http://www.xora.com/partners_verizon.php)
  - Register as requested
  - *or*
  - Use generic login:
    - Email: verizon
    - Password: powbam