

DATASHEET

TaskOne – Work Force Management

FIELD STAFF AND NOC SYNCHRONISATION

TaskOne is the comprehensive task management and trouble ticketing solution that coordinates the field activities with those of the Network Operation Center (NOC). It features a reliable and accurate interface that presents all project task lists, trouble tickets and issue escalation. Field engineers receive immediate tasks to their mobile devices that provides management visibility to effectively schedule tasks.









WORK FLOW MANAGEMENT

TaskOne empowers work groups to create and save their workflow templates. These templates register all tasks as a MOP for field resources or work groups to follow. Work flow processing and measuring the performance of the task allows groups to effectively complete tasks faster with a transparent open communication approach.

MY GROUP PERFORMANCE IMPROVEMENTS

Typically, the performance of a group, company or individual is known after the fact when tasks are completed or have failed. TaskOne uses an intelligent algorithm that measures the performance against the set KPI targets. If a task is straying off target, then immediate alerts are sounded and highlighted in reports and in the dashboard.

KEY FEATURES

-  Easy Ticket or Task Creation
-  Dashboard Measurements of Groups & Individual Performance
-  Upload & Transfer Documentation for Approval or Action
-  Advanced Communication Features to Drive Task Processes
-  Geolocation of Work Staff Against Field Tasks
-  Assigning and Tracking Work Flows
-  Customer Portals to Request Actions or Status of Tasks
-  TASK Analytics and Historical Data Correlation

“ TaskOne will change the way in which companies measure their own performance to improve efficiencies ”

Chairman United Telecom – CEO and Chairman Lorcan Harney



BENEFITS

Internal Group Management

Receive and assign tasks to group personnel. TaskOne will enable the management of teams more effectively to improve work force efficiencies.

Vendor Performance Analysis

Visibility into Vendor performance to improve lead-times process work tasks

Task Fast Tracking

SMS, PC and email notifications drive tasks from the beginning to closure. Tasks are fast tracked using reminders and apps.

Know your rock stars

Using TaskOne, department managers can quickly identify the work load and the current performance of his or her teams. Recording performance results with regular reviews can improve awareness of staff performance.