

RESOURCE SCHEDULER

www.crm-solutions.com.au

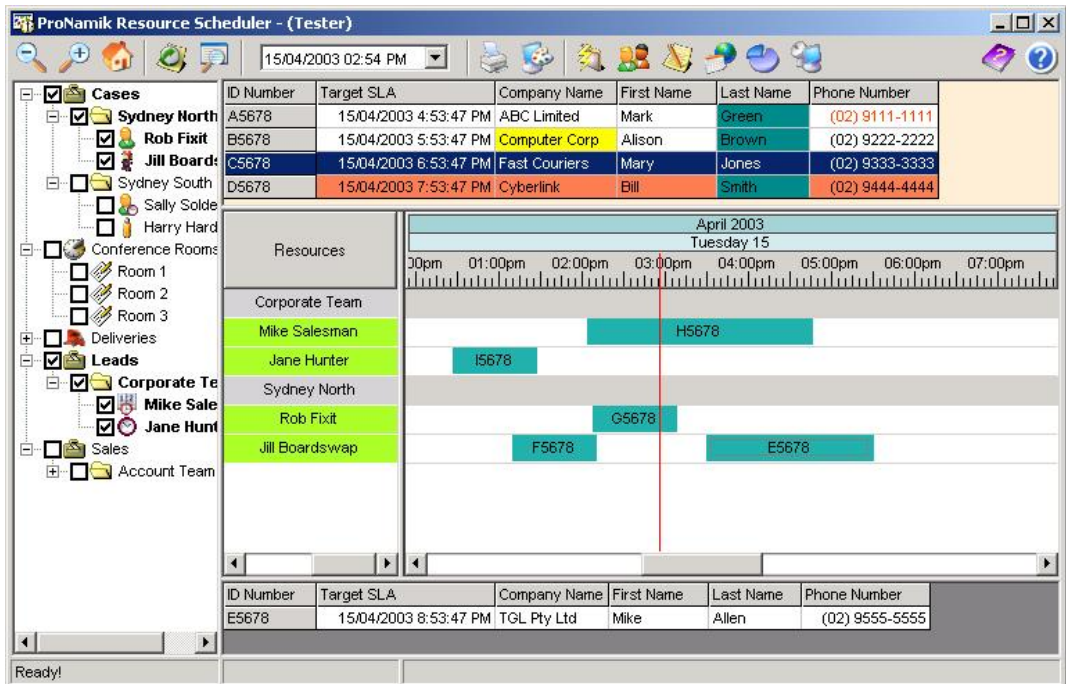
◆ Proactively manage your SLA's Dynamically

◆ Take Control of your Resource Productivity

◆ Use your existing Customer & Business Information

◆ Quick & Easy Integration into your existing Applications

- ✓ **Standalone or Multi-User**
- ✓ **Simple & Fully Customisable**
- ✓ **Easy to Use - Just Drag and Drop !**



Where's the operational challenge to your Business?

- Assigning a Case to an Engineer
- Booking a suite for a Guest
- Scheduling a Works Order for Production
- Dispatching a Delivery Run to a Vehicle
- Allocating an Opportunity to a Sales Person

The ProNamik Resource Scheduler can help you with these tasks and many more!



Affordable Commitment,
Not Expensive Promises...

**Affordable Commitment,
Not Expensive Promises...**

- Print
- Options
- SLA Manager
- Resource Manager
- Skills Based Routing (Future)
- Travel Route Planner (Future)
- Metrics Analysis
- About & Licence Manager
- Help

"These people know what they're doing"

Unassigned Tasks
Customisable Columns

Drag and Drop Task onto Resource to assign

Select Date / Time

Selectable Tree view of Teams and Resources

Find
Refresh
Home
Zoom

"The Attitude of CRM Solutions is to deliver more than is expected"

"The quality of code / work we've received has always been superior to any other"

"We never felt we were at the mercy of the consultants"

"We trust them"

"As part of the 'Top 10' SQL Query tuning project, the daily Database transaction rate has reduced by 786 million per DAY"

"They have never been further than a phone call away, and at any time"

"It is rare to engage with a team of Consultants who know our business, delivered on time and at a rate below many others in the same business"

ProNamik Resource Scheduler - (Tester)

Target SLA: 10/04/2003 10:00 AM

| ID Number | Target SLA | Company Name | First Name | Last Name | Phone Number |
|-----------|-----------------------|--------------|------------|-----------|----------------|
| A5678 | 10/04/2003 3:53:29 PM | Company 1 | Firstname1 | Lastname1 | (02) 9111-1111 |
| B5678 | 10/04/2003 4:53:29 PM | Company 2 | Firstname2 | Lastname2 | (02) 9222-2222 |
| C5678 | 10/04/2003 5:53:29 PM | Company 3 | Firstname3 | Lastname3 | (02) 9333-3333 |
| D5678 | 10/04/2003 6:53:29 PM | Company 4 | Firstname4 | Lastname4 | (02) 9444-4444 |

Resources

- Sydney North
- Rob Fixit
- Jill Boardswap
- Sydney South
- Sally Solder
- Harry Harddrive

Tasks

- Training
- F5678 (4:30:00 PM to 6:30:00 PM)
- H5678
- I5678
- E5678

Available Teams and Resources

- Conference Rooms: Room 1, Room 2, Room 3
- Deliveries
- North Run
- Product Sales
- Service Part
- Upgrades
- Leads
- Corporate Team
- Mike Salesman
- Jane Hunter
- Sales
- Account Team
- Peter Presales
- Tina Techsupport

Task with ID. Colour reflects Status eg SLA imminent

Adjustable view of Time Frames and Scale

SLA Blown - Status change = Colour Change

Cursor over Task shows details

Unavailable Status (on 'Training')

Displays selected tasks
Columns are customisable

Assigned Tasks
Start Time and Duration are adjustable

Current Time

CRM Solutions Pty Ltd
 PO Box 138
 Castle Hill, NSW 1765
 ABN 85 089 138 223

Phone: (02) 8824 7299
 Fax: (02) 8824 7266
 Email: info@crmsolutions.com.au
 Internet: www.crmsolutions.com.au