

Firstname¹

Implementing **Workforce for ArcGIS** at Spark New Zealand

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Covered This Session –

The Workforce Journey at Spark New Zealand

- ▶ Introduction
- ▶ Workforce Out of the Box
- ▶ What Spark Needed
 - ▶ The Process Required
- ▶ How Workforce Would Help
- ▶ The Process & Supporting Apps
- ▶ Challenges Faced/Lessons Learnt
 - ▶ Would we do it again!

Introduction

- This is more a presentation on what we did implementing Workforce rather than how technically it was implemented.
 - Feel free to ask any tech questions at the end or catch us at the UC

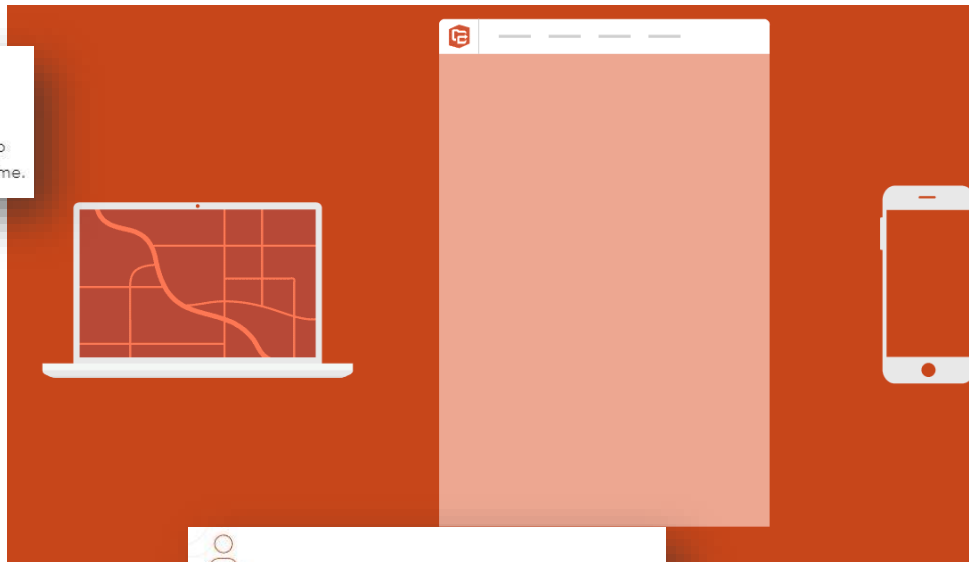


Workforce Out of the Box

- “Part of the Esri Geospatial Cloud, Workforce for ArcGIS is a mobile app solution that uses the power of location to coordinate your field workforce. It integrates work management to reduce reliance on paper and provides everyone with access to the authoritative data they need.”



Dispatchers use a web app to create assignments and send them to mobile workers while also tracking the location of workers in real time.



Mobile workers use an app to complete To Do lists and get work assignments on their mobile devices. Dispatchers get progress updates.



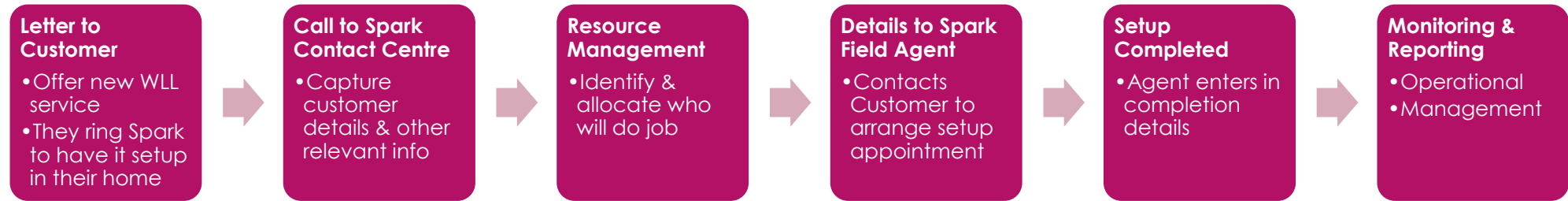
Dispatchers and mobile workers use the same Workforce project, created by the Project Owner. It defines the work type and worker roles.

What Spark Needed

- Offering a wireless landline service to replace existing copper services
- Customers request a Spark Agent to come to their home to setup device & new handsets
- Previously did this via email to the Team Leader who would manage staff directly around their other activities
- Volumes in the '000s so email wasn't going to work

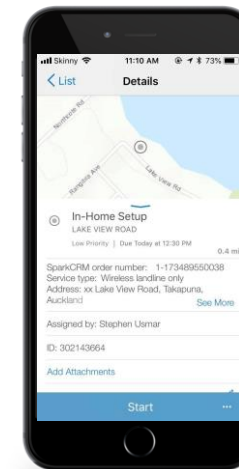
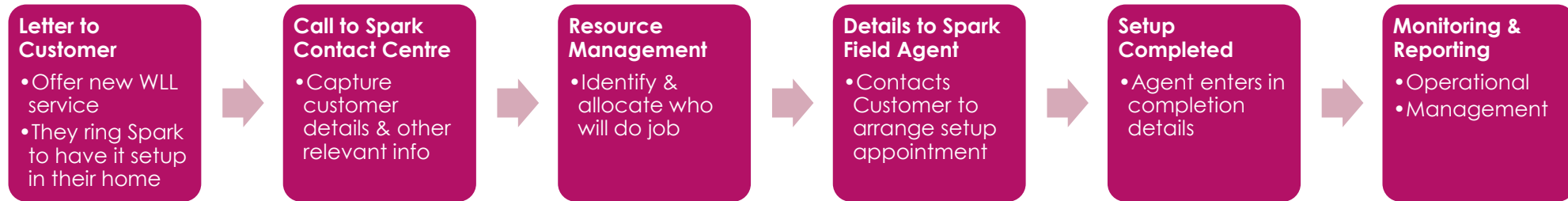


The Complete Process



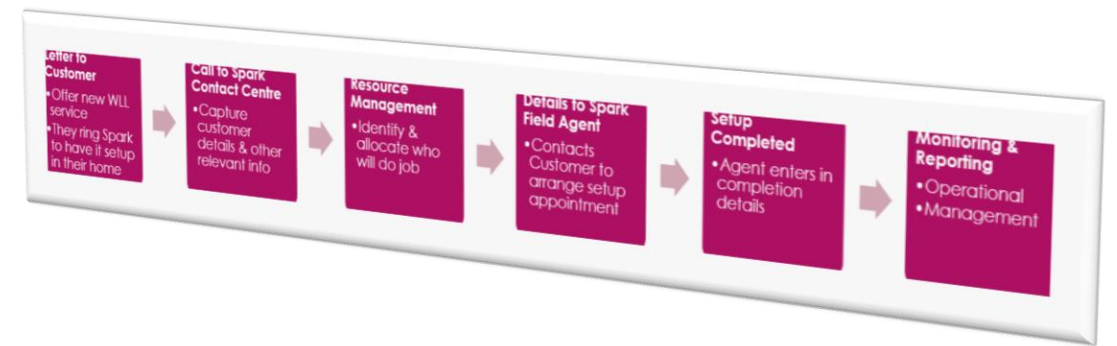
“The Wireless Landline (WLL) Campaign”

How OOTB Workforce Would Help

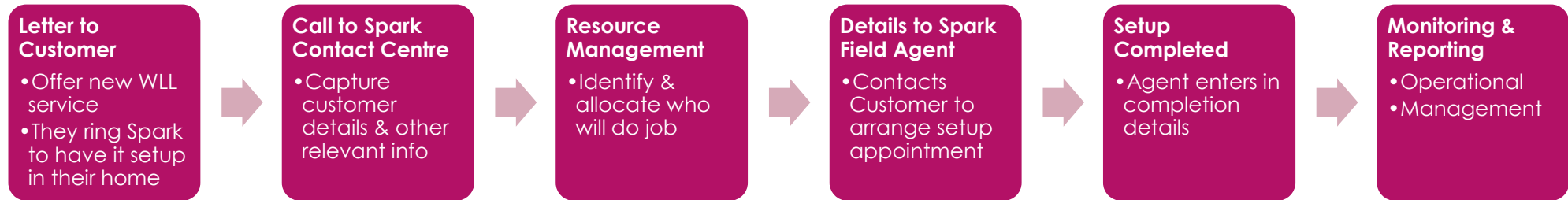


The Process & Supporting Apps

- With Workforce at the centre, what additional components were needed & developed?
- Webform for Contact Centre
- Automated Decision for Dispatching
- Dashboards
 - Operational
 - Management



The Webform



Spark

In-Home Setup Request

Please visit the Service Setup Request to request for an in-home setup.

Customers can only offer an in-home setup if they are a Spark customer. Please ensure you are logged in to the system. Once logged in, you will see the customer's details. The system will also show the Spark agent who is assigned to the customer. Please ensure you are logged in to the system. Once logged in, you will see the customer's details. The system will also show the Spark agent who is assigned to the customer.

First Name (Agent Name) *

Spark CRM User Name *

Account Number (Only enter numbers, no dash characters or spaces) *

Service Type *

Channel *

Customer Property Address *

Address *

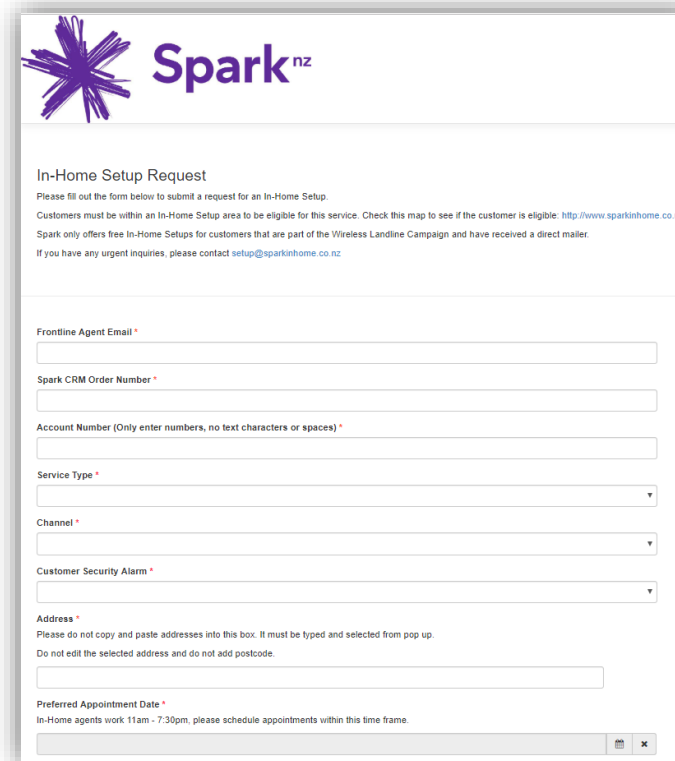
Please enter the full address including the house number, street name and postcode. The system will automatically suggest the correct address as you type.

Preferred Appointment Date *

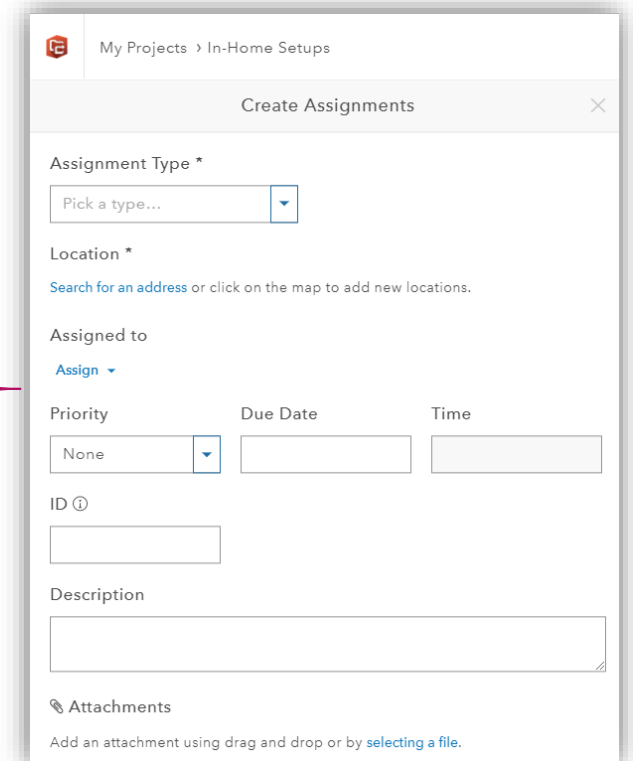
In home setup with 1 day 7 days other (other appointment dates for the house)

The Webform

- API developed to populate Workforce directly
- Future Integration with SparkCRM so that webform can be removed



The screenshot shows the Sparknz logo at the top left. Below it is the title "In-Home Setup Request" followed by a paragraph of instructions: "Please fill out the form below to submit a request for an In-Home Setup. Customers must be within an In-Home Setup area to be eligible for this service. Check this map to see if the customer is eligible: <http://www.sparkinhome.co.nz>. Spark only offers free In-Home Setups for customers that are part of the Wireless Landline Campaign and have received a direct mailer. If you have any urgent inquiries, please contact setup@sparkinhome.co.nz." Below this are several form fields: "Frontline Agent Email" (text input), "Spark CRM Order Number" (text input), "Account Number (Only enter numbers, no text characters or spaces)" (text input), "Service Type" (dropdown menu), "Channel" (dropdown menu), "Customer Security Alarm" (dropdown menu), "Address" (text input with a note: "Please do not copy and paste addresses into this box. It must be typed and selected from pop up. Do not edit the selected address and do not add postcode."), and "Preferred Appointment Date" (text input with a note: "In-Home agents work 11am - 7:30pm, please schedule appointments within this time frame."). At the bottom right of the form is a submit button with a magnifying glass icon.

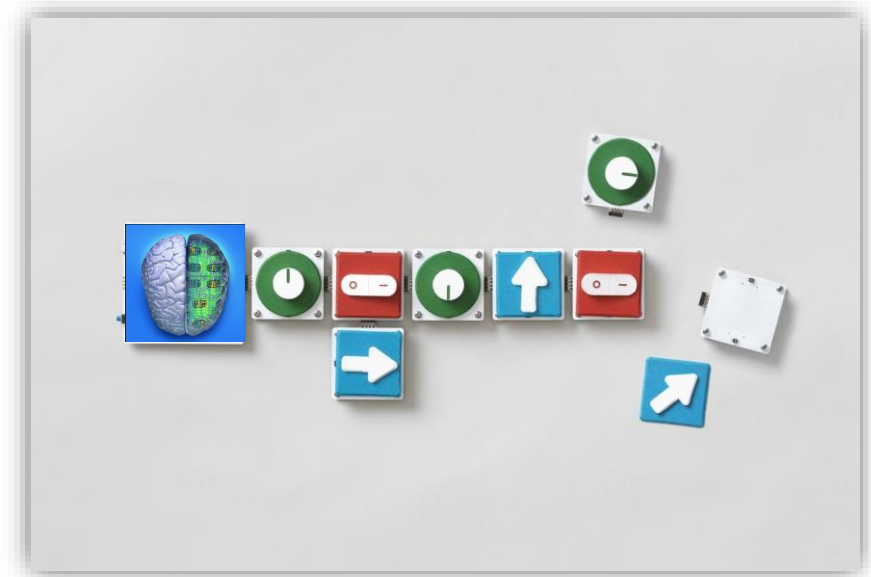


The screenshot shows a modal window titled "Create Assignments" with a close button (X) in the top right corner. The breadcrumb "My Projects > In-Home Setups" is at the top left. The form contains: "Assignment Type" (dropdown menu with "Pick a type..." text), "Location" (text input with a note: "Search for an address or click on the map to add new locations."), "Assigned to" (text input with an "Assign" button), "Priority" (dropdown menu with "None" selected), "Due Date" (text input), "Time" (text input), "ID" (text input with an information icon), "Description" (text area), and "Attachments" (text input with a note: "Add an attachment using drag and drop or by [selecting a file](#).").

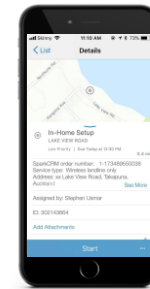
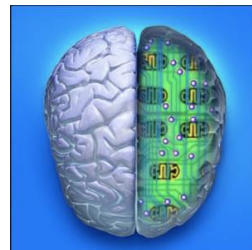
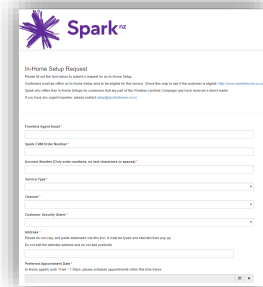
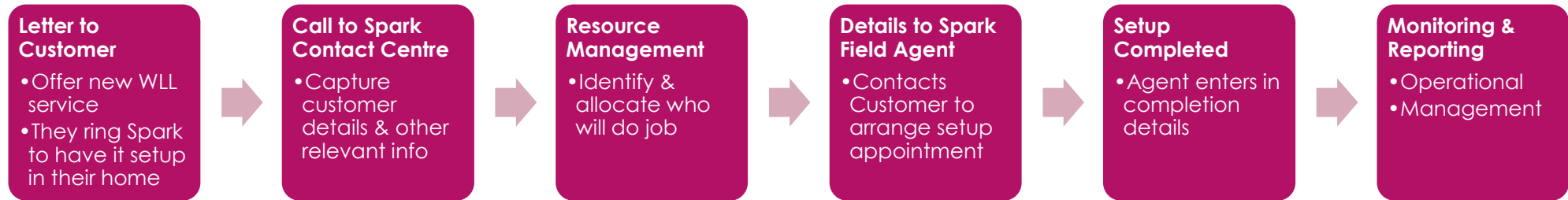
Automated Dispatching



- Started by receiving the populated Workforce assignments
- A Dispatcher would then figure out which team and then which field agent best suited
 - Car, skills, availability, location, etc
- Could only sustain this for a small volume of assignments
 - People vs Automation
- Go with Automated Dispatching



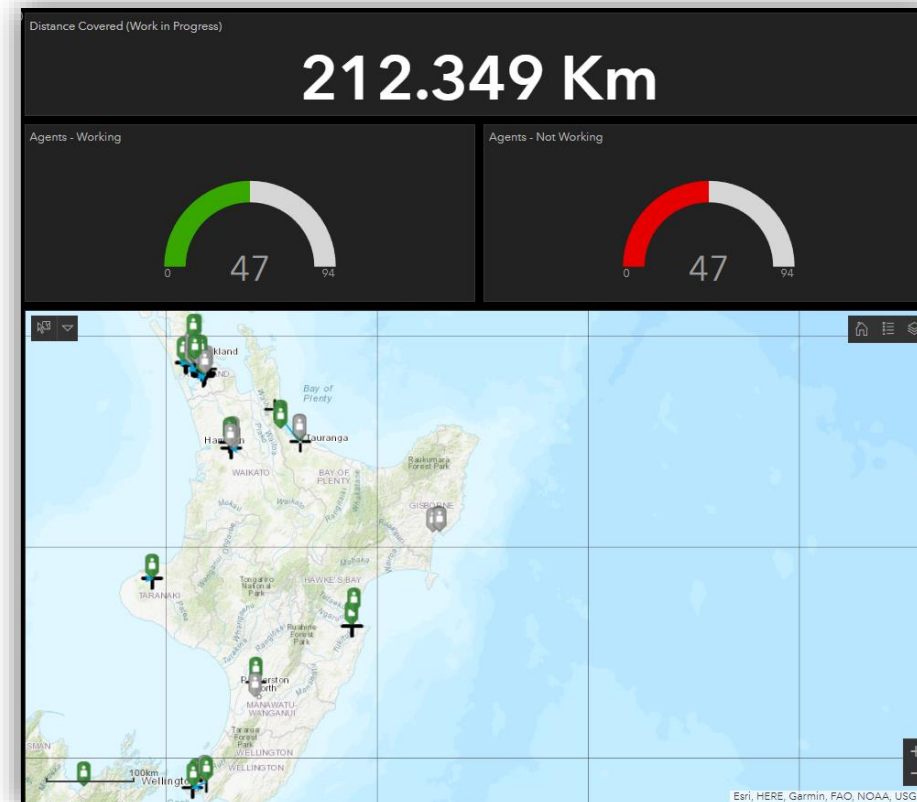
Monitoring and Reporting



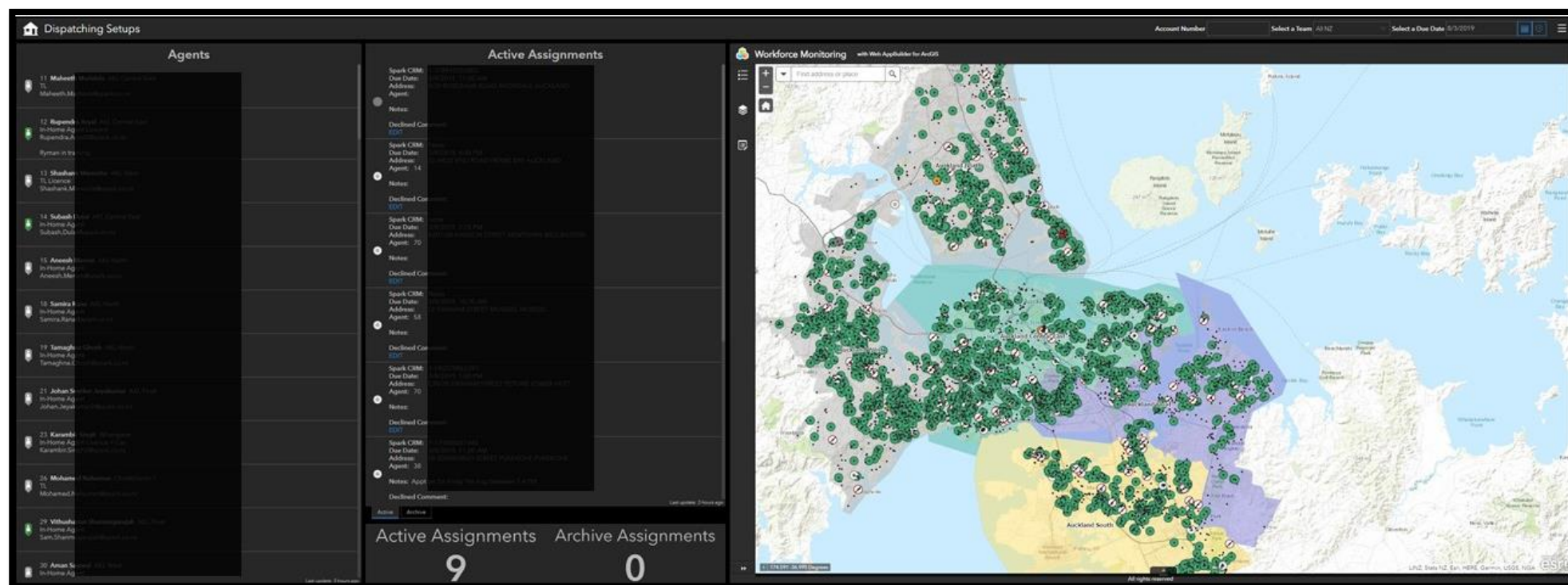
Monitoring and Reporting



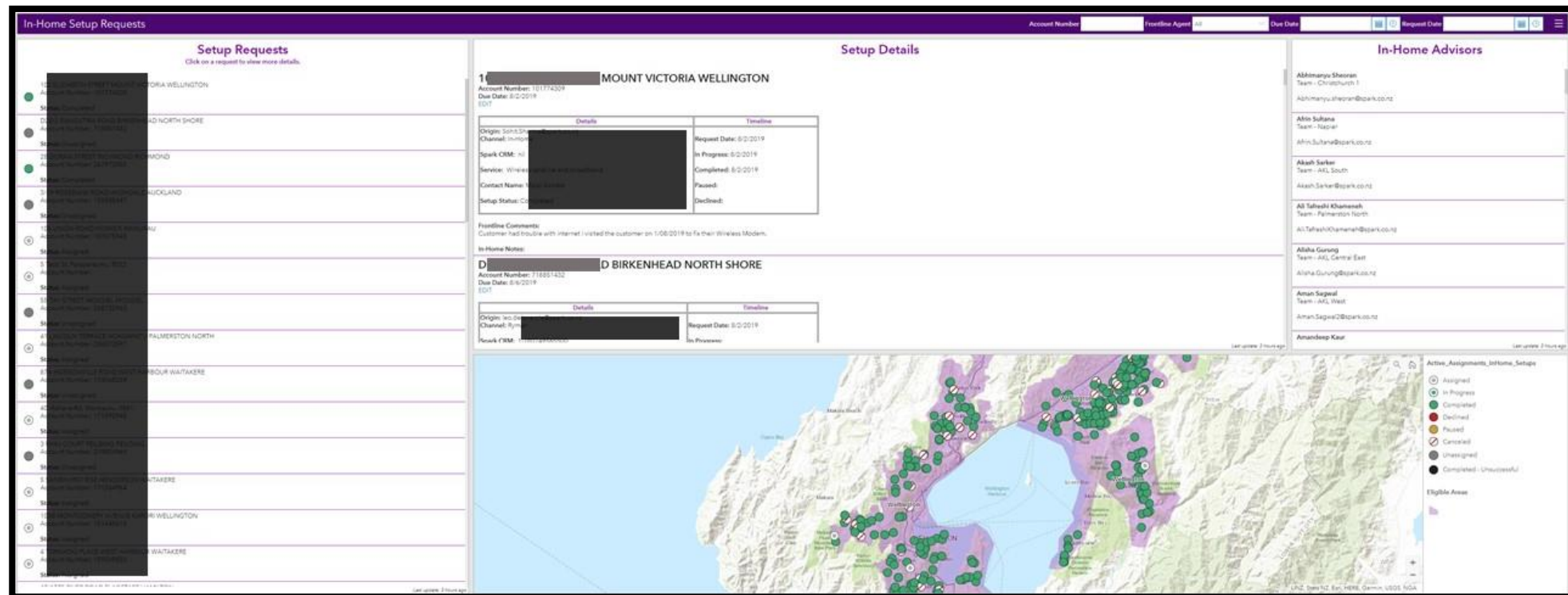
- Operational Dashboards
 - Operational
 - Management
 - Analytics and Reporting



Monitoring and Reporting



Monitoring and Reporting



Workforce and the Other Esri Field Apps

- How Workforce fits in with the other Esri Apps that Spark are using.



Collector for ArcGIS

Accurate data collection made easy



Workforce for ArcGIS

Smarter field workforce coordination at
your fingertips



Survey123 for ArcGIS

Smarter forms, smarter data collection



Operations Dashboard for ArcGIS

Make decisions at a glance



ArcGIS Online

Mapping & analysis: location intelligence
for everyone



ArcGIS Pro

Next-generation Desktop GIS

Challenges Faced/Lessons Learnt

- What we would have done differently now that we know what we do?
- Would we use Workforce for ArcGIS again now knowing what we do?
- We've deployed Workforce way beyond what Esri anticipated it would be used for.



Questions from you?

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