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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!

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Introduction

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

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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.
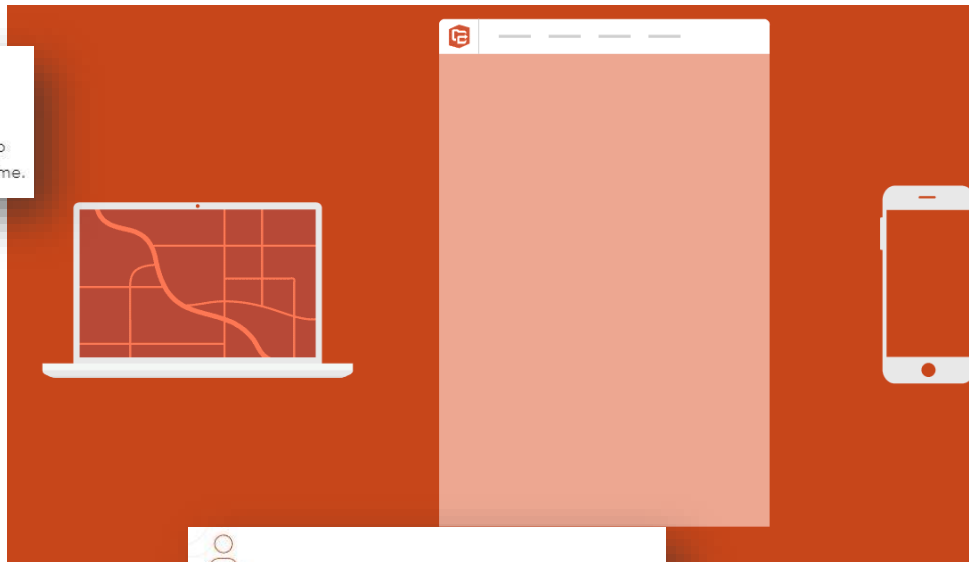
Mobile workers use an app to complete To Do lists and get work assignments on their mobile devices. Dispatchers get progress updates.
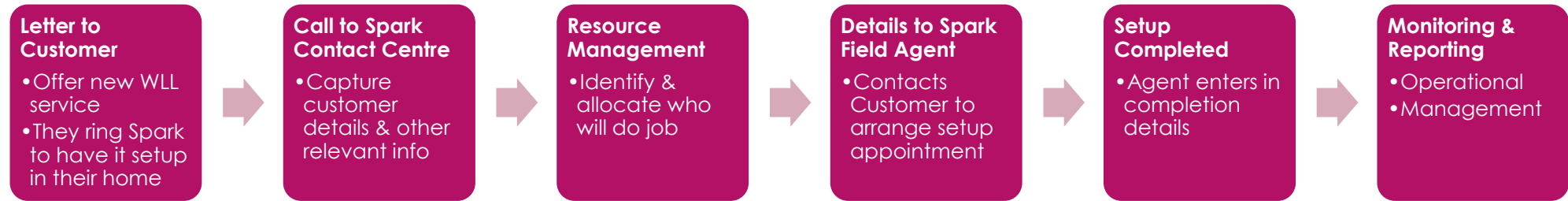
Dispatchers and mobile workers use the same Workforce project, created by the Project Owner. It defines the work type and worker roles.

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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

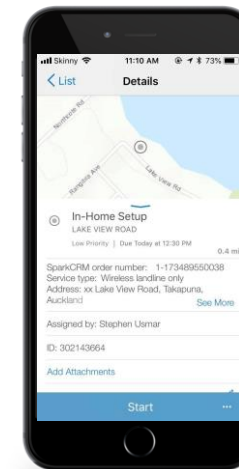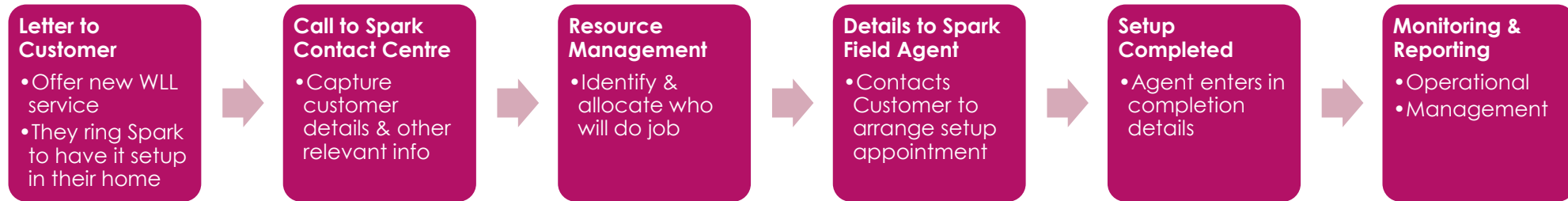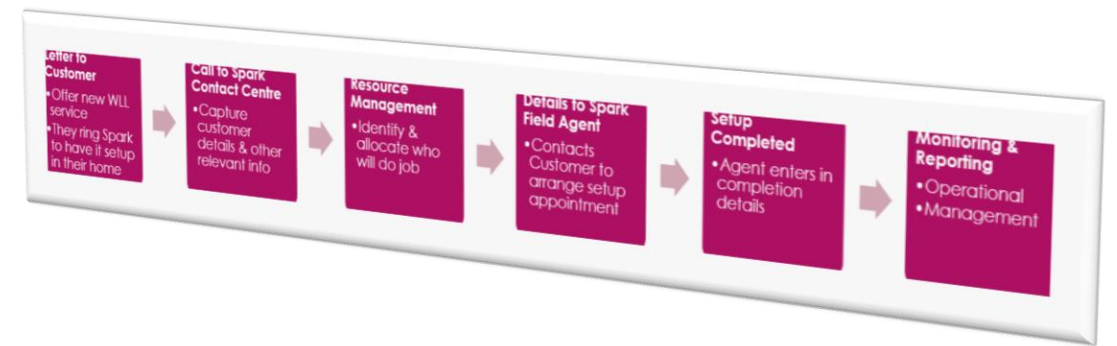- Volumes in the '000s so email wasn't going to work

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The Complete Process

Letter to Customer	Call to Spark Contact Centre	Resource Management	Details to Spark Field Agent	Setup Completed	Monitoring & Reporting
• Offer new WLL service • They ring Spark to have it setup in their home	• Capture customer details & other relevant info	• Identify & allocate who will do job	• Contacts Customer to arrange setup appointment	• Agent enters in completion details	• Operational • Management

"The Wireless Landline (WLL) Campaign"

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How OOTB Workforce Would Help

Letter to Customer
- Offer new WLL service
- They ring Spark to have it setup in their home

Call to Spark Contact Centre
- Capture customer details & other relevant info

Resource Management
- Identify & allocate who will do job

Details to Spark Field Agent
- Contacts Customer to arrange setup appointment

Setup Completed
- Agent enters in completion details

Monitoring & Reporting
- Operational
- Management

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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

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The Webform

Letter to Customer
- Offer new WLL service
- They ring Spark to have it setup in their home

Call to Spark Contact Centre
- Capture customer details & other relevant info

Resource Management
- Identify & allocate who will do job

Details to Spark Field Agent
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Monitoring & Reporting
- Operational
- Management

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The Webform

- API developed to populate Workforce directly

- Future Integration with SparkCRM so that webform can be removed

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Automated Dispatching

Letter to Customer
- Offer new WLL service
- They ring Spark to have it setup in their home

Call to Spark Contact Centre
- Capture customer details & other relevant info

Resource Management
- Identify & allocate who will do job

Details to Spark Field Agent
- Contacts Customer to arrange setup appointment

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Monitoring & Reporting
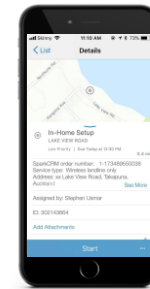- Operational
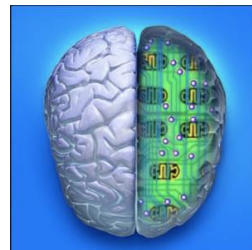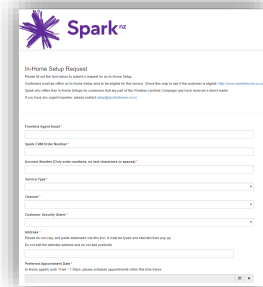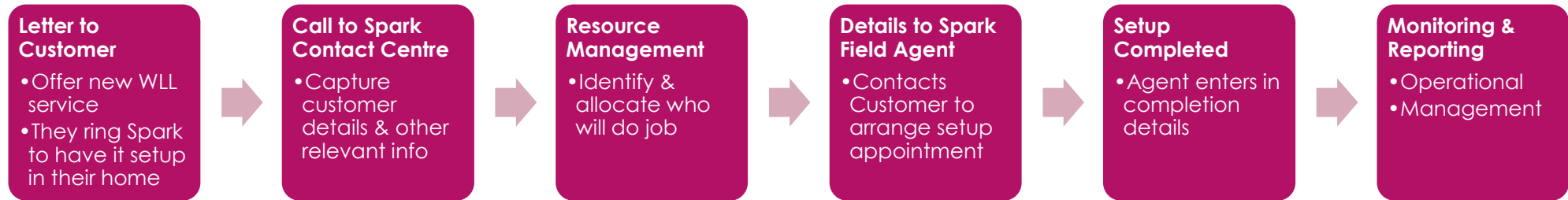- Management

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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

Letter to Customer
- Offer new WLL service
- They ring Spark to have it setup in their home

Call to Spark Contact Centre
- Capture customer details & other relevant info

Resource Management
- Identify & allocate who will do job

Details to Spark Field Agent
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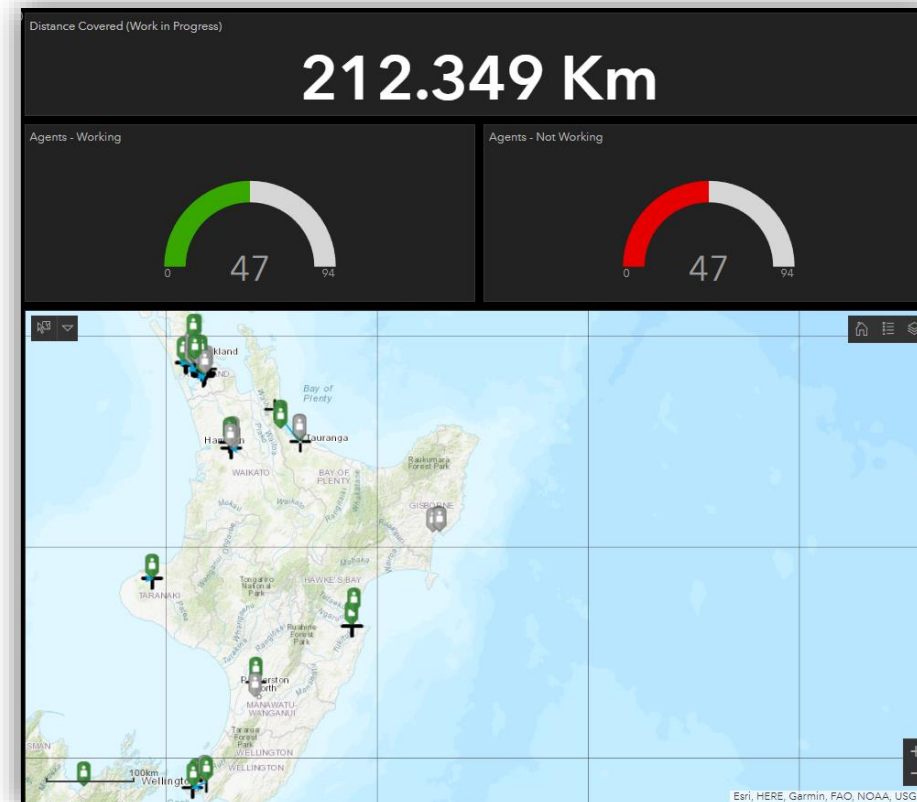
Monitoring & Reporting
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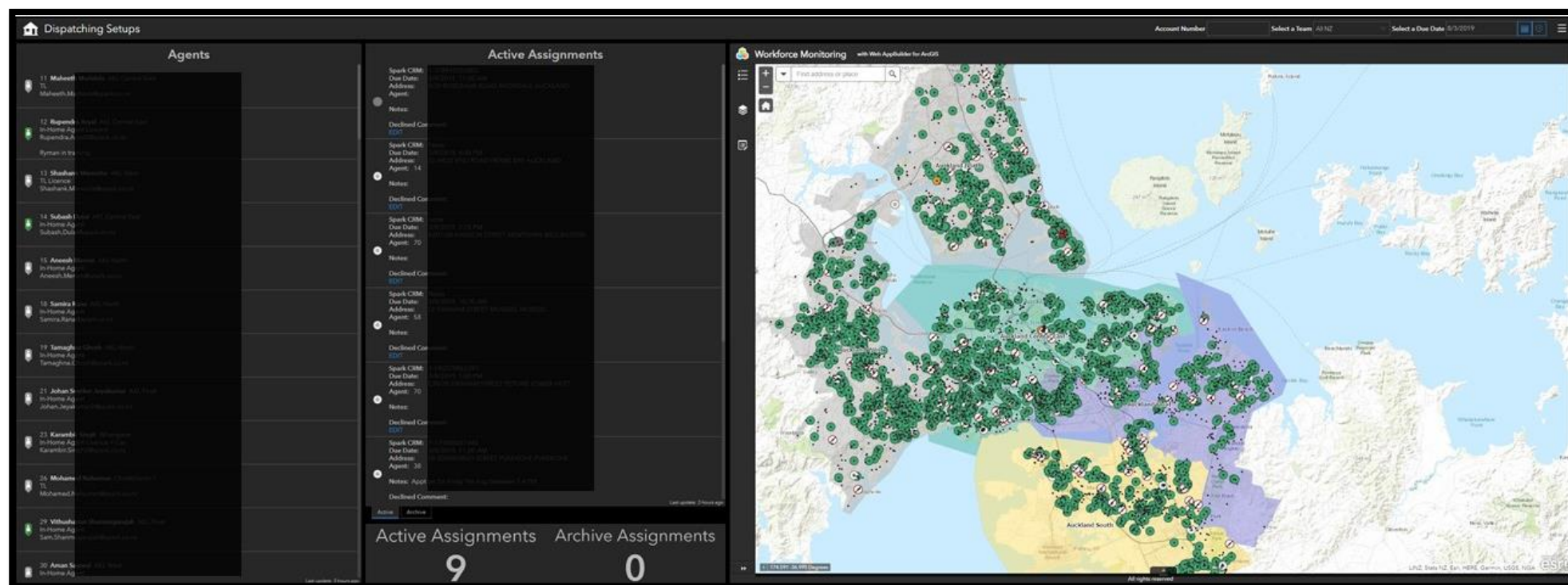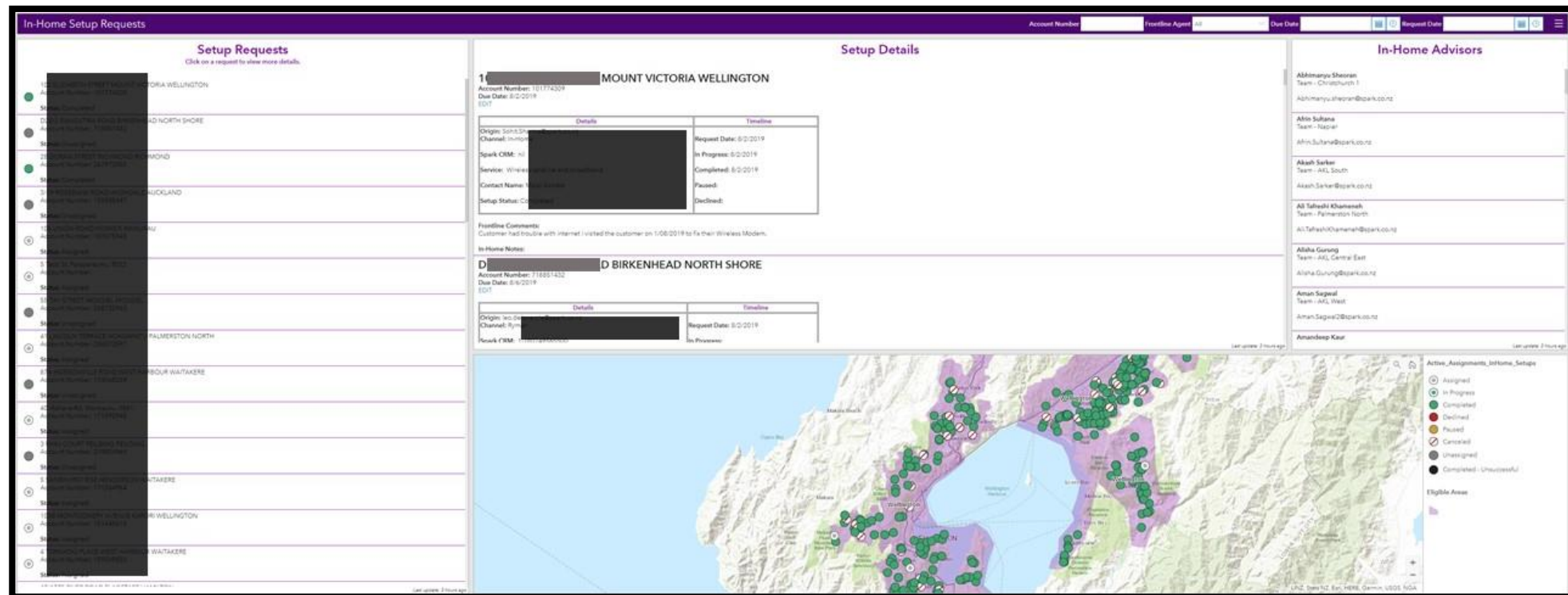- Management
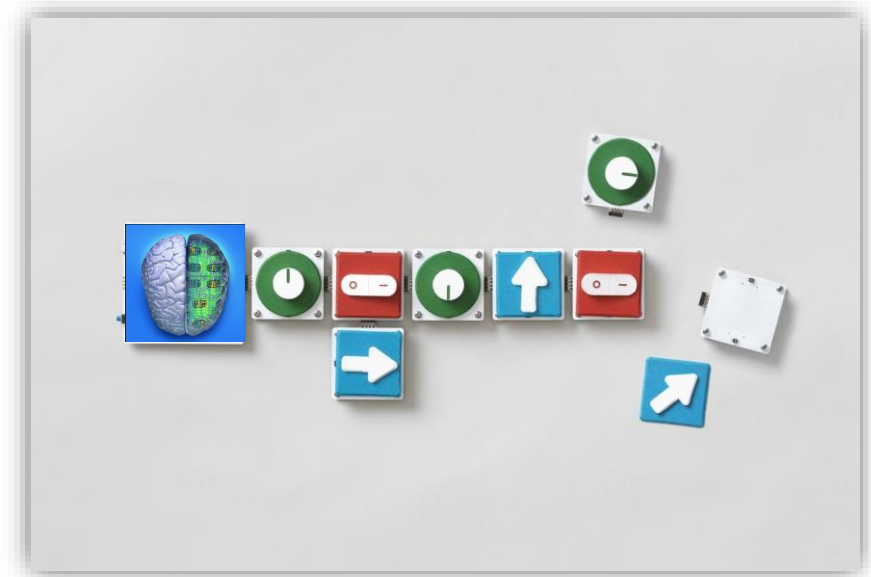
Monitoring and Reporting

- 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

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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.

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Questions from you?

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