@ROAD®

Taskforce Foundation Training

The Foundation course provides an introduction to Taskforce functionality and provides a basis for all other training. It is designed for people who have little or no knowledge of Taskforce or field service delivery. Through attending this course, delegates will focus on critical questions, such as:

- What issues does Taskforce address and how does it provide business benefits?

- How does the Taskforce scheduling and dispatch system work?

- How do the components of Taskforce interact to provide a fully optimised and integrated solution?

- How is Taskforce implemented and what are the key changes to expect?

Who should attend?

As the name suggests, the Foundation course is designed to provide a sound basis of Taskforce understanding. It is a pre-requirement of several other courses and is ideal for Customer and partner project teams, Implementation, sales and support teams and anyone who needs a fast-track understanding of the Taskforce application.

Course Content

- Business benefits of Taskforce

- Definitions and terminology

- The Taskforce end-to-end process

- Taskforce Infrastructure

- The Intelligent Appointer

- How the Dynamic Scheduler works

- Jeopardy Management

- Operations Tools

- The Optimising Allocator

- Using the Field application

- A day on the life of a Taskforce schedule

- Data requirements

- Taskforce MIS

- Taskforce Configuration

- The implementation plan (generic model) and some change management considerations

Training Outcomes

After the course, delegates will be able to:

- Describe the Taskforce product and its business benefits at a high level.

- Describe the components of Taskforce and their interaction to provide a fully automated solution

- Understand the main configuration potential of the system

- Understand the impact of Taskforce on a customer's day-to-day operation

- Describe the Taskforce implementation model

Duration and Delivery

The Foundation course is an intensive one-day course, delivered in a highly interactive style. Presentations, exercises and demonstrations are used to provide an effective and enjoyable learning environment. The course is portable and can be delivered at @Road premises, or at a location of the customer's choosing.

Pre-requirements

There are no pre-requirements for this course.

Booking

To book a place on this course, please contact your account manager, or the @Road training team on +44 (0)1473 696300.

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