



Taskforce Field User Training

The Field Users course provides delegates with the knowledge and skills required to undertake Taskforce Field Operations and is concerned with the following critical areas:

- How do I log on to the Taskforce field client and undertake day-to-day operations?
- How are complete and incomplete task closures undertaken using Taskforce?
- How do I inform Taskforce and the Operations team of progress throughout the day?

Who should attend?

This course is designed for Taskforce field client users.

Duration and Delivery

The Field User course is a 1-day, hands-on course, delivered in a highly interactive style. Presentations, exercises and demonstrations are used to provide an effective and enjoyable learning environment. The course is generally delivered at a customer's premises, and requires normal training room facilities, including a whiteboard, flipchart, projector and screen.

Course Content

- Starting the Taskforce Field client and signing on
- Downloading tasks and memos
- Viewing a summary and detailed information about a task
- Entering customer and task information where required
- Allocating time to tasks
- Closing tasks as complete or incomplete
- Undertaking quick task returns
- Uploading task information to the Taskforce server
- Changing the current location and Estimated Come Back Time (ECBT)
- Signing off the Taskforce Field client

Training Outcomes

By attending the course, delegates will be equipped with the knowledge to:

- Log on to the Taskforce Field client, and
- Use it for field operations



Pre-requirements

A field client simulation module is required to deliver this course. Business processes must have been agreed and trained out to the Field users as a separate training session either prior to, or during, 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.