



New Workshop Scheduler

A comprehensive way to manage your workshop needs.

Introducing the new Workshop Scheduler, a web-based tool that gives you full visibility to manage your workshop engineer's workload. With full interaction with Gold Service, it provides you with better control over workshop processes.



Key benefits to using Workshop Scheduler



Better understand your workshop needs

With the multiple views on offer, you can easily see how long tasks are taking and what your engineers are working on. You can also assess the status of jobs, parts orders and more. Enhanced visibility will help you make informed decisions on your jobs and priorities.



Support your service department with the tools to succeed

Advanced filtering, rescheduling and different timelines allows you to find information in the quickest way possible. Filter by customer, item, model description, address, job status, invoice type and more!



Maximise your engineers' time and workload

Workshop Scheduler will allow you to understand what jobs engineers are working on and be able to better support their workload. Whether your engineer is taking time off for holiday, training or an illness, you can easily block out time without assigning them to a specific job. This will ensure that their available hours and days to work are accurate and up to date.



Provide reliable updates to your customer

You no longer need to estimate or wonder about the status of jobs. You'll have all the information in front of you to be able to provide the best support to your customers.

The new Workshop Scheduler comes with a variety of features that aim to enhance the way you work. This minimises duplicating effort, promotes intuitive working, and helps you save time on simple tasks.

Here is a list of key features:



Delete, Un-schedule and Re-schedule Jobs. Un-scheduled tasks are saved as a list until you are ready to schedule them again. Access the list by pressing CTRL + U.



Block Out Time for engineers without assigning them to a specific job. This can be used for holidays, sickness, training, and on call bookings.



Add Notes on Schedules that are available for others to view and keep the team informed.



View Scheduled vs Actual Time. Scheduled View shows all jobs as they have been scheduled and Actual View shows the actual time the engineers worked on each job.



View Parts Status by the colour of the chevron on the left-hand side of the job that indicates whether it is on order or available.



Copy and Paste Schedules easily to another day, time or engineer.



Extend, Shorten, or Move Tasks by simply dragging tasks out, in, or to another engineer to make changes quickly.



Clear and Copy Workdays for engineers without having to individually delete each task. Similarly, you can copy an engineer's hours to multiple engineers.



Search for Current and Invoiced Jobs on the search page.



Navigate Using Different Timelines to see jobs in a day, a work week, a full week, or a month.



View an Engineers Daily Agenda and easily see a list view of all the engineers' jobs in one day.



Multi-User Live Updates provide you with users live activity instantaneously such as when someone creates a new schedule.



Filter Data by customer, item model description, address, depot, department, job status, engineer, invoice type, priority codes and more. Bespoke filters can also be saved in your Favourites.



Quick View of the Schedule by hovering over the job shows the job number, date, make, description, parts status and job status. Clicking on the job will provide workshop, wholegood and customer details.



Allocate Engineers Time to set an engineer's available working hours. A warning notification will appear if you try to schedule a task outside their working hours.



Favourites Folder lets you add jobs and their corresponding schedules to your favourites list to access them quicker.

For more information visit
www.customer.ibcos.co.uk/workshop-scheduler