



GUIDE:

How to Schedule More Jobs and Generate More Business



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MEETING
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Why Optimizing Scheduling is Critical to Your Business

Scheduling more jobs daily and generating additional business are two concepts that go hand in hand, especially when your organization is based in field service. Having an effective way to plan out your employees' schedules in advance enables your company to maximize its revenue and complete optimal numbers of jobs per day.

In addition to increasing profitability, optimized scheduling relieves stress for your field technicians and provides them with plenty of time to reach their next customer locations (which enhances punctuality and client satisfaction as well). With field service companies' business models being largely built around job scheduling, focusing on your customers' experiences and making the most of all your field tech's available time to complete requests has a direct impact on your overall profitability.



What is Job Scheduling?

Job scheduling describes the process with which you direct your field employees to new customer requests or assignments that come in.

Benefits of Strong Scheduling

Having a strong scheduling process adds benefits to your top- and bottom-line revenue. It enables you to reach as many customers as possible on a daily basis, but also allows for enough time to efficiently handle the tasks needing to be accomplished at each customer location (and not sacrifice service quality as a result).

Organizations in industries like construction, HVAC, plumbing, healthcare, electrical, and transportation are just a few of the verticals where strong scheduling can mean better overall business. Its additional benefits include happier, less stressed employees, fewer costs associated with unnecessary fuel burn using company vehicles (by reducing the number of trips needed back to the office), and less manual data entry for your office staff. By streamlining your operations with a digital platform for job scheduling, you'll have all the means needed to effectively handle both new and existing business. Platforms like these allow you to plan out or handle new service requests on demand in near real-time, adding increased versatility to your company.



Impact of Inefficient Scheduling

Inefficient scheduling impedes your revenue stream and ability to handle new client requests, because it doesn't allow you to maximize all the available time your employees have in a day to serve customers. It can also lead to confusion during service calls, if certain field techs are unsure of who is assigned to a new job that comes in.

Poor communication with customers stems from inefficient scheduling as well. If clients are unsure of when they can expect their service, or it's drastically delayed, you can expect unhappiness and low customer retention levels. All of these detriments actively serve as barriers to higher profitability for your field service company.

Three Tips to Improve Your Company's Scheduling Process and Drive More Business

Here are some fundamental strategies your company can implement to upgrade its job scheduling processes before, during, and after each service call.



How to Improve Scheduling **Before** a Service Call

Identify any workers with certain specializations or certifications prior to a service call to effectively route them to work orders requiring more advanced know-how, leaving your other employees available to handle on-the-fly requests that come in. Digitally planning out all daily assignments in advance also helps optimize your service employees' output and ability to serve customers.



How to Improve Scheduling **During** a Service Call

To speed up work and enhance job site efficiency, outline any tasks required for a service call in a checklist-style format, so managers can dynamically monitor the progress of each customer visit. Digitally queueing up the next customer visit for your employees and sending it to their mobile devices while they're on current service calls also allows them to efficiently move to it once complete.



How to Improve Scheduling **After** a Service Call

Once a service call is complete, having new jobs lined up already and sent to your field techs' mobile devices via a digital dispatching software enables them to easily move to a new service request without needing to drive to the office for further instruction first. However, it's important to allot enough time to for them to reach the new customer location when a service window is initially relayed to the client; and, as always, having strong office-to-field communication helps you ensure your employees have appropriate bandwidth.

How to Measure the Impact of Efficient Scheduling on Productivity and Profitability

As previously outlined, efficiently scheduling jobs helps your personnel truly capitalize on productivity. One of the most critical ways to schedule more jobs and efficiently manage your customers' work orders is by acquiring digital solutions for doing so.

Take this example of an HVAC employee, for instance. If an HVAC technician usually has to drive to and from the office to clock in and out before and after serving customers in the field each day, they may only average a completion of four total jobs per day. [With HomeGuide.com reporting that a typical HVAC repair job can cost anywhere between \\$125 to \\$459](#) (let's therefore call it an average repair cost of \$292), this total of



four completed jobs per day usually nets their company around \$1,168. However, if the HVAC company becomes equipped with a mobile time tracking software, the 30-45 minutes this particular technician spends daily driving back to the office could be reduced by allowing them to clock in and out immediately from a mobile device in the field. In doing this, they could be given extra time to potentially fit in one more customer visit per day, raising their daily revenue generated for the company from \$1,168 to \$1,460. And, if the organization has 10 total field techs, and all 10 of them used

the same time tracking solution (each now able to complete five jobs per day instead of four in a five-day work week), that could result in a weekly increase of \$14,600 for the company.

Besides just financial benefits like these, however, there are also internal culture positives to be had from the principle of efficient scheduling with an automated system. Seamless work order assignments

can help improve employee morale by reducing confusion and stress, enabling staff to enjoy their work more and feel empowered to stay at your organization longer.

Use this critical information to assist your organization with all of its needs related to job scheduling, efficiency, and profitability. Finding ways to improve service to customers and serve more of them is key to scaling your business model; allow our digital platform to help you do so today.

Learn more about how our platform can assist your company with streamlining its scheduling and ability to generate more business at www.actsoft.com/teamwherx.

Sources:

<https://homeguide.com/costs/hvac-repair-cost>
