

iSMS® Job Dispatcher

Book IT

Instant Business Results with BookIT iSMS® Cloud Services



Automate alerts, notifications and assigning of tasks to resolve incidents with BookIT's iSMS® Job Dispatcher. Using iSMS® to communicate with your workforce helps you ensure that your most valuable resources are where you need them, when you need them.

Benefits are numerous:

- Improve operating efficiency and profitability
- Quickly initiate actions required to resolve incidents
- Inform affected parties of incidents and provide status updates
- Real time monitoring and analysis of task completion (completed, delayed, non-executed)
- Minimize calls and free up valuable staff time
- Fill vacant jobs in minutes
- Avoid interrupting busy work schedules; Your staff and all concerned parties can read and respond to text messages when it is convenient for them
- Your staff can confirm, reschedule, or cancel jobs in a matter of seconds (with multiple choice responses)

Execute accurately

Incidents must be assigned the correct priority and executed accurately. iSMS® Job Dispatcher has an easy-to-use web interface that enables you to send alerts, or notifications, schedule resources, and assign actions to resolve the incident. Multiple choice options allow your staff to confirm or escalate tasks and schedules by replying with just one letter (e.g. reply with A to confirm). With the approval, your workforce commits to the schedule. You will ensure that your most valuable resources are where you need them, when you need them and make sure all business owners and management are informed.

Free valuable time of your workforce

The traditional way to communicate with your workforce, business owners and management is by calling or emailing them. This occupies your staff's valuable time as you can make only one call at the time. All persons are probably not available and cannot answer your call. With iSMS® Job Dispatcher you can send a poll to ten contacts and ask who could take the important task immediately. iSMS® Job Dispatcher receives all responses and accepts the first one. Any additional responders will receive a message politely informing them that the task has been assigned. It simply couldn't be any easier.

Key Advantages

Works in every mobile phone, with every operator, even if the customer is travelling abroad

- Easy to use – customer answers with only one button
- Unique solution that every mobile phone user is capable to understand
- Free of complicated and hard to remember codes and passwords
- Reliable – identifies users automatically
- Quick answers – typically users answer quickly to iSMS®
- Effortless – unlike phone calls, customers can answer text messages almost anywhere and anytime and when it is suitable for them; in a meeting, on a bus, while waiting in line...
- Text messages have 95% read rate
- Customer satisfaction is demonstrated by high response rates and user adoption

Book IT

BookIT is a software and services company specialized in technologies that enable easy-to-use mobile business services and applications. The focus is on transaction based services with interactive dialogues between mobile users and business systems.

BookIT's goal, together with it's partners, is to shape the future of mobile business transaction market by continuously developing intelligent technologies, services and applications.

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