

Dynamic mapping



About Service Accent Dynamic mapping

Service Accent Dynamic Mapping allows you to locate your engineers on a user-friendly map; this can significantly aid you in the smooth running of your service department.

In its standard form, it enables you to view the location of engineers and customers based upon the jobs that are currently allocated to them. You can also view unallocated jobs so that you can better decide which engineer is best placed to attend. It is even possible to filter this view by engineer, date and job status.

However, Service Accent Mapping really comes into its own when used in conjunction with Service Accent Wireless. With engineers equipped with a GPS-enabled smartphone you can locate your engineers in near real-time and take advantage of a range of extended features including the ability to view your engineers travel history and speed of travel. When an urgent call comes in you will be able to see in an instant where your engineers currently are and thereby better assess who is best placed to attend the call.

You can even choose to have this map displayed prominently on a large screen within your call control centre so that everyone can see, at a glance, where your engineering resources are currently located.

Quick facts

How it works

Service Accent Dynamic Mapping uses the Google Maps engine to provide the mapping interface. Service Accent looks at your engineers, the jobs they are assigned to and the status of those jobs to estimate the current location of the engineer in relation to your customers.

When you add Service Accent Wireless, the device each engineer carries sends through the current GPS data on a regular basis. This data, which includes co-ordinates, actual time and speed, are updated in Service Accent so that the current engineer location is known precisely.

Additionally, the current GPS data is passed back to the Service Accent Dynamic Mapping website. This website, which updates automatically, shows the last known positions of all your engineers in near real-time. This allows you to keep this page open allowing your users to know where your engineers are at all times.

Finally, because the engineers GPS data is sent back to, and stored in Service Accent, the route taken by an engineer can be recreated for any date and time

What you will need

For the basic Service Accent Dynamic Mapping, nothing additional is required. If you want to track your engineers, Service Accent Wireless is necessary.

