



Dispatcher Assistant

Monitors live operations, interprets exceptions, and evaluates SLA risk and engineer feasibility to protect SLAs. Recommends safe, explainable reallocation options with dispatcher control before issues escalate.



IFS Loops

The Challenge Today

Dispatch teams operate in a constant state of disruption. Delays, cancellations, overruns, and last-minute customer changes force dispatchers into reactive firefighting. SLA risks are often identified too late, schedules are manually reshuffled mid-day, and communication across customers, engineers, and systems becomes fragmented. The result is unstable schedules, missed commitments, and overwhelmed dispatch teams.

How it Works?

The Dispatcher Assistant digital worker continuously monitors live schedules and execution signals in PSO, interprets customer and system-driven exceptions, and assesses their impact on time-to-breach, SLA exposure, and capacity. When disruption occurs, it analyzes resource-safe, feasible response options, supports customer appointment renegotiation, and routes high-impact or low-confidence decisions to dispatchers with ranked, explainable options that are revalidated and logged before commit to maintain oversight and auditability.

Reduce manual exception handling



No more manually checking schedules, recalculating ETAs, or reshuffling jobs during the day.

Protect SLAs proactively



Exceptions and risk signals are identified early, while corrective options are still available.

Reduce dispatcher back-and-forth



Cuts repetitive calls, emails, and messages between customers, engineers and dispatch.

Standardize exception decisions



All disruptions follow a consistent, explainable flow aligned with PSO logic.

Full traceability enabled



Every exception, recommendation, and schedule change is tracked and auditable end to end, with clear visibility.

Exception routing built-in



Low-risk actions can auto proceed; high-impact decisions are escalated to dispatchers with ranked options.

Integrations

Email



Collaboration



Enterprise Applications



Documents



Knowledge



Agentic Skills



Customer Exception Parsing & Intent Detection



Appointment Renegotiation & Customer Communication



Engineer & Resource Reallocation Analysis

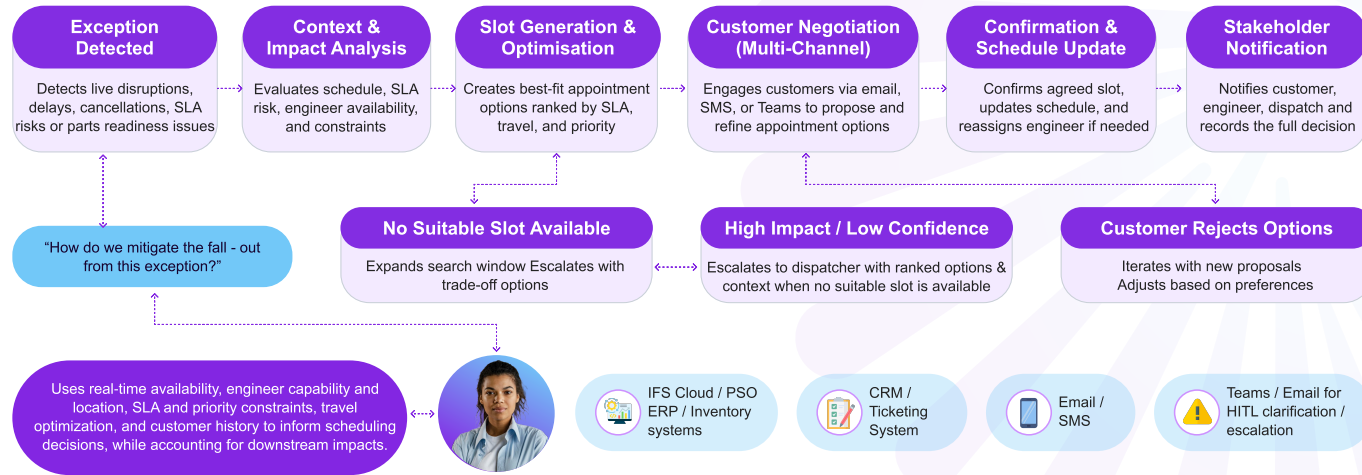


Schedule Exception Explanation & Dispatcher Support



Parts Availability Awareness






Smarter Dispatch Assistance



Key Problems Solved

- ✓ Reduces manual exception handling and mid-day schedule reshuffling
- ✓ Identifies SLA risk early, while corrective options still exist
- ✓ Eliminates fragmented customer, dispatcher, and engineer communication
- ✓ Explains PSO decisions clearly to support dispatcher confidence
- ✓ Stabilizes in-day execution during disruption
- ✓ Prevents cascading disruption across multiple customers when schedules change

Business Value & Impact

 <p>Faster execution</p> <p>Early exception detection reduces in-day chaos and decision delays.</p>	 <p>Reduced dispatcher load</p> <p>Reduced manual reshuffling and customer back-and-forth.</p>	 <p>Stronger SLA protection</p> <p>Proactive intervention improves on-time performance.</p>	 <p>More stable schedules</p> <p>Fewer cascading changes across customers and engineers.</p>	 <p>Better customer experience</p> <p>Faster rebooking with clearer, more responsive communication.</p>
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