



Service Planning Assistant

Improves the quality and readiness of service schedules by enriching job data, supporting plan awareness, and exposing scheduling intelligence where teams work.



IFS Loops

The Challenge Today

Service organizations rely on scheduling engines to optimize technician utilization and meet SLAs. However, the quality of schedules is only as good as the data and assumptions fed into those engines. Incomplete job context, changing demand patterns, and limited visibility into future capacity gaps force planners and service managers into reactive firefighting. The result is missed commitments, inefficient utilization, and ongoing manual intervention to keep schedules on track.

How it Works?

The Service Planning Assistant Digital Worker operates between upstream service intake systems and downstream scheduling and optimization engines to improve schedule quality without replacing existing scheduling logic. It enriches job and appointment data, improves data completeness and confidence before optimization, and surfaces actionable scheduling intelligence so teams can plan proactively and respond quickly to change.

Reduce manual work

No more searching stock, entering part data, or updating reservations by hand.



Prevent duplicate orders

System checks catch repeats, incorrect parts and invalid requests.



Reduce back-office churn

Cuts phone calls, emails and clarifications between techs and planners.



Real-time request visibility

Every request is tracked with clear part, equipment and site context.



Standardize processes

All sites follow the same intake flow with no local variations.



Exception routing built-in

Issues with availability or missing data go straight to a planner.



Full traceability enabled

Every request, change, MPR/MMR and approval is auditable end to end.



Integrations

Email



Collaboration



Enterprise Applications



Knowledge



Documents



Agentic Skills



Predictive Demand Forecasting



Schedule Optimization

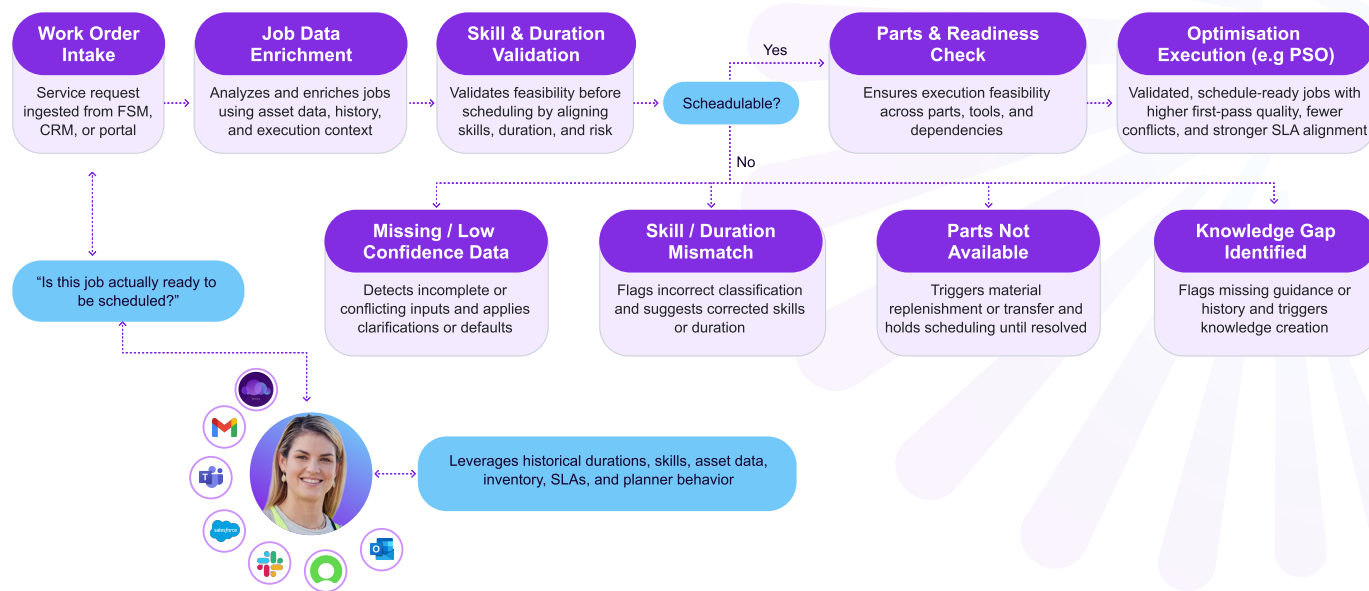


Conversational Modeling



Capacity Planning

Smarter Service Planning



Key Problems Solved

- ✓ Reduces reactive schedule changes caused by incomplete or low-quality job data.
- ✓ Improves schedule reliability by enriching inputs ahead of optimization runs.
- ✓ Helps service teams anticipate demand spikes and capacity shortfalls earlier.
- ✓ Minimises manual replanning by making future impacts visible in advance.
- ✓ Enables proactive decision-making instead of day-of-service firefighting.

Business Value & Impact



Improved SLA adherence

Better job data leads to more reliable commitments.



Workforce utilization

Capacity risks and schedule impacts are seen earlier.



Reduced disruptions

Fewer last minute schedule changes and escalations.



Better planning confidence

Planning decisions are supported with clearer context.



Scalable operations

Works across service volumes, regions, and workforce sizes.

Browse more Digital Workers.

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