

S06 – SIMPLer Scheduling, Dispatch and Sales SIMPLer Scheduling Users Guide

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1 Introduction

Google Calendar is a web based calendaring tool, which may be accessed from PCs, hand-held smart phones or PDAs. Two of Google Calendar's most powerful features are the ability to share calendars between accounts, thereby creating group calendars, and integration with Google Maps. This document will demonstrate how the ability to share calendars may be used to schedule the work for field technicians who are carrying out installs and repairs.

Full details of Google Calendar, including its many features, may be viewed by going to <https://support.google.com/calendar/answer/2465776?hl=en>

For the purpose of this document we will simulate two Installer Areas called communities, called community1 and community2, and four field technicians called installer1, installer2, installer3 and installer4. Two of the field technicians, installer1 and installer2, only work in community1, while installer 4 only works in community2. Installer3 may be scheduled for work in either community1 or community2.

NOTE: The term “community” should not be confused with “community code”. For the purposes of this document, community refers to the primary territory covered by a team of installers and will typically include a number of COMMUNITY CODES.

NOTE: COMMUNITY CODES are used to assist the DISPATCHER to ensure that jobs are scheduled in an optimal geographical order. Outstanding installer tasks can be sorted based on COMMUNITY CODES within SIMPLer.

Six Google Calendar accounts have been created for this demonstration – one for each of the communities and one for each of the field technicians. The account names are as follows:

- community1@2spam.com
- community2@2spam.com
- installer1@2spam.com
- installer2@2spam.com
- installer3@2spam.com
- installer4@2spam.com

The password for each of these accounts has been defaulted to “foobar123”. **Note:** When logging in to one of these accounts it is necessary to use the full account name, including the @2spam.com suffix.

Typically CSRs / Dispatch will use the community accounts to view and schedule jobs for field technicians. By logging into one of the community accounts, they will immediately see all of the jobs that are currently scheduled for that community, may modify and/or re-assign jobs, look for free slots to schedule new jobs, etc.

The field technicians will login to their own accounts, and will only see the jobs that have been assigned to them. They may also set-up notifications and may have daily agendas emailed to them first thing each morning.

To access Google Calendar, go to <https://www.google.com/calendar> and login where indicated using one of the accounts listed above.

Google SIGN UP

Calendar

Organize your schedule and share events with friends

With Google's free online calendar, it's easy to keep track of life's important events all in one place.

- Share your schedule**
Let your family and friends see your calendar, and view schedules that others have shared with you.
- Get your calendar on the go**
Access your calendar from your phone using its built-in calendar or mobile browser.
- Never forget another event**
Get event reminders via email or have text messages sent right to your mobile phone.

[Learn more about Google Calendar >](#)

Sign in Google

Email

Password

Stay signed in

[Can't access your account?](#)

Figure 1-1 Google Calendar login page

1.2 SIMPLer / Calendar Sync – Pre-Requisites

In order for SIMPLer to communicate with your calendars, the following steps must be taken:

1. Setup a scheduling "parent" calendar in Google Calendar: e.g *installcal@gmail.com*
2. Setup installer calendar accounts for different install teams:

team1@gmail.com

team2@gmail.com

Note: Installer calendars don't need to be setup from email addresses. If creating a "custom" calendar you would use the "Calendar ID". The Calendar ID can be found under the "Calendars" tab in the "Calendar Settings" for Google Calendar. Select the calendar from the list and scroll to the "Calendar Address" section to find the Calendar ID.

3. Share the installer calendars with the parent calendar. Giving the parent calendar the right to edit the installer calendars.
4. Add the parent calendar to SIMPLer (*settings->Google Calendars*). You must then activate the calendar, as described at the following link: <http://wiki.azotel.com/simpler-features/frequently-asked-questions/googlecalendaractivation> **Contact Azotel to enable the Calendaring integration if you do not have access to step 6 and 7.**
5. Check the settings under the Settings – Installer Zones page, to ensure the calendar is set up correctly.
6. Navigate to Settings – Cron Jobs, and add the cron job for “google calendar” to set up how often the synchronization will take place.
7. Add installers to SIMPLer (*maintenance->installers->"Add"*). Be sure when adding the installer to add the proper Google Calendar account (e.g. *team1@gmail.com*)

2 CSR / DISPATCH Operations

2.1 Default Views

When a job needs to be scheduled in a community, the CSR / DISPATCH person will login to the Google Calendar associated with that community. By default a view like the one below (Fig. 2.1-1) will appear [Note some sample data has been inserted for the week of 16-22 June 2013 – select this week in the calendar on the left hand side in order to see the sample data]:

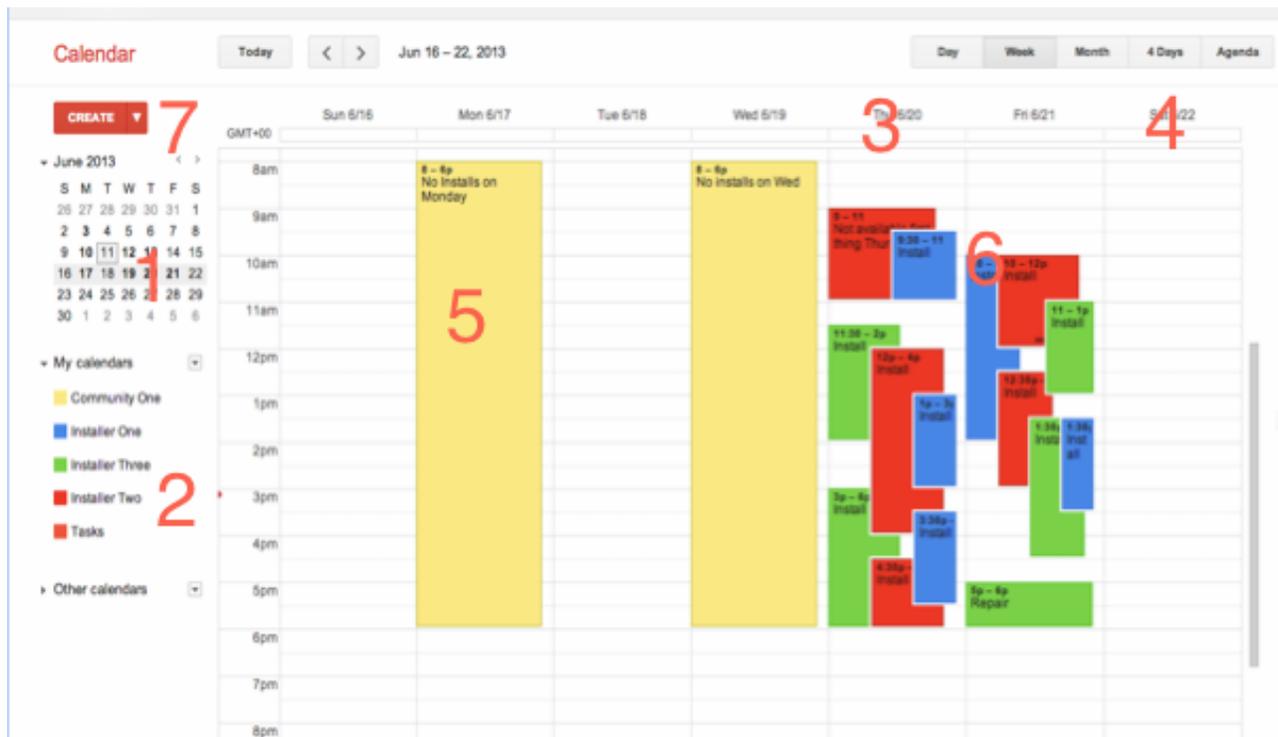


Figure 2.1-1 Default Community Google Calendar view

Fig 2.1-1 shows a typical Community calendar view. A number of areas (1 to 7) are highlighted in Fig2.1-1 which are explained as follows:

- [1] Main calendar to select the range of dates to be displayed. Clicking on an individual date will cause the corresponding Day/Week/Month to be displayed – depending on the current view. Dragging over a range of dates will cause those dates to be displayed – in this way any range of dates desired may be displayed.
- [2] The panel to the bottom left controls which calendars and shared calendars are to be displayed. Clicking on a calendars name (e.g. Installer One) will toggle the display of that calendar on/off. These can be used to de-clutter the display when looking for an available slot for an install. The drop down menu (arrow) to the right of the calendar name may be used for several options, including assigning a colour

to that calendar's entries – using a different colour for each shared calendar makes it easier to identify the jobs which have been assigned to each field technician.

- [3] Clicking on a date at the top of the calendar on the right will cause just that day's jobs to be displayed. This "Day View" makes it easier to identify free slots for jobs. See figure 2.1-2 below for a sample.
- [4] Likewise clicking on "4 Days" gives a view spanning 4 days – this again may be more useful for identifying free slots than the default week view. See figure 2.1-3.
- [5] "All Day" events may be created on the community calendar to indicate days when installs are not to be scheduled, for example due to national holidays, dates when field technicians are assigned to other areas, etc. By creating these events, it will be obvious to CSRs that they should not schedule jobs for these days. For example in the figure above, it has been indicated that for this community installs should not happen on Mondays and Wednesdays.
- [6] This area shows the jobs that have been assigned to this community's field technicians. Clicking on an event will bring up that event's details, allowing them to be modified, re-assigned to another field technician, etc. Events may also be dragged to reschedule them.
- [7] New jobs may be created by clicking on one of these links, or by clicking/dragging on any free space on the calendar display on the right hand side.

Clicking on a date [3] will just show events for that day, making it easier to identify free spaces where jobs may be scheduled. For example below, on Thursday 20 Jun, Installer One (blue) is free from 11am to 1pm, and Installer Three (green) is free until 11.30am:

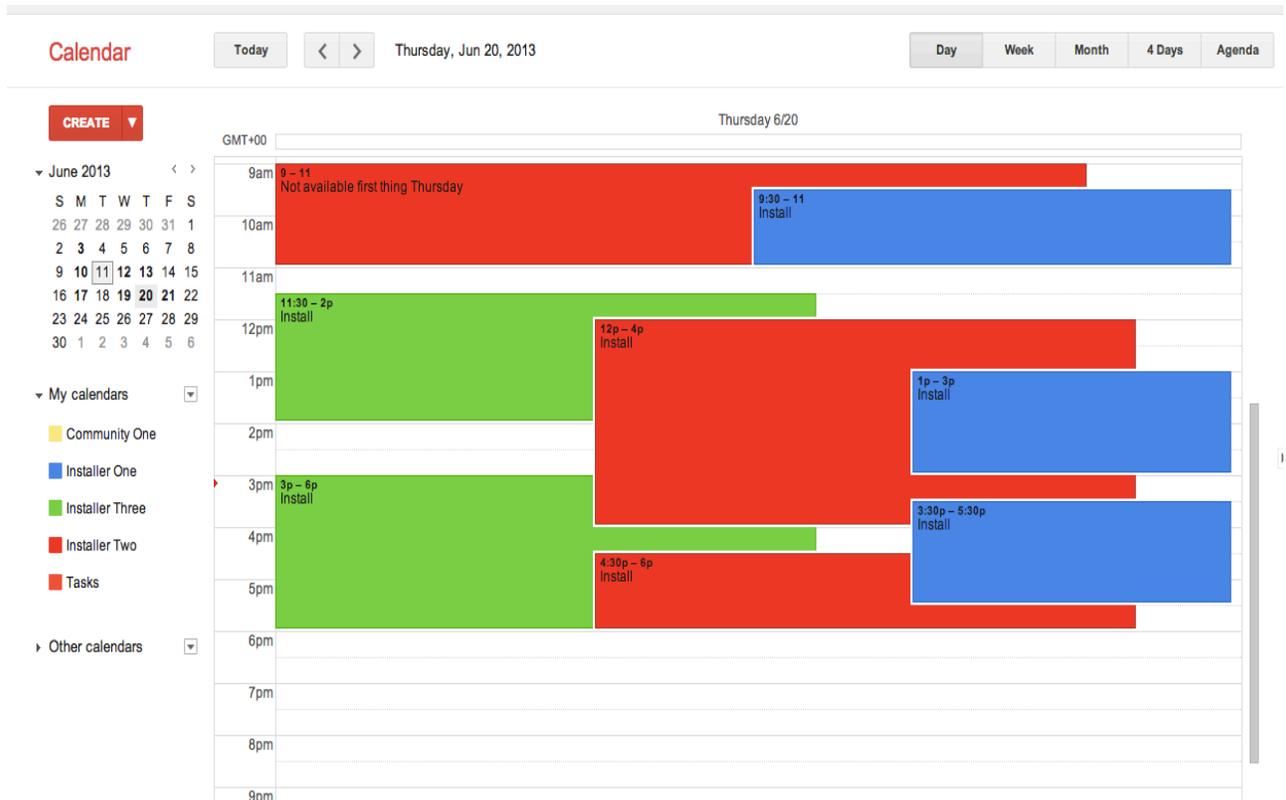


Figure 2.1-2 Day View

Likewise clicking on “4 Days” [4] will bring up a view spanning 4 days, in which it is easier to identify free slots than on the default week view:

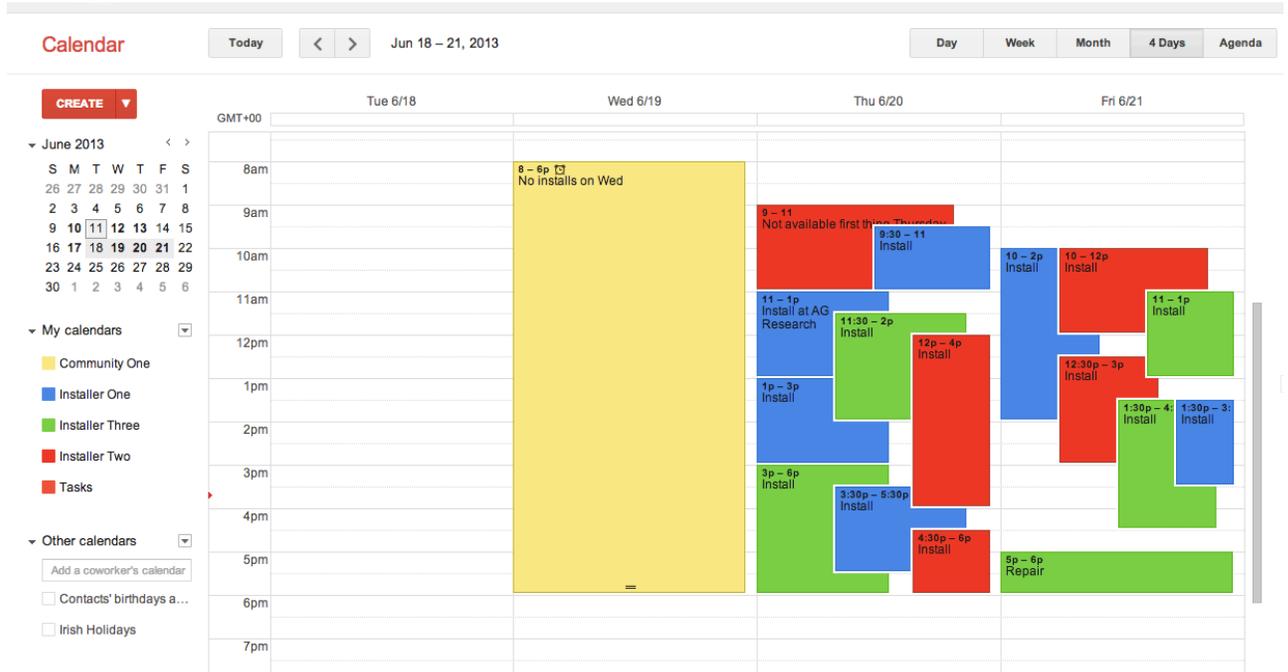


Figure 2.1-3 4 Days view

To only display one calendar, for example to schedule a job for a particular field engineer, you can either switch off the other calendars individually by clicking on the calendar names in the bottom left hand panel, or else you can use the drop down menu to the right of the calendar to select only that calendar – see Figure 2.1-4 below:

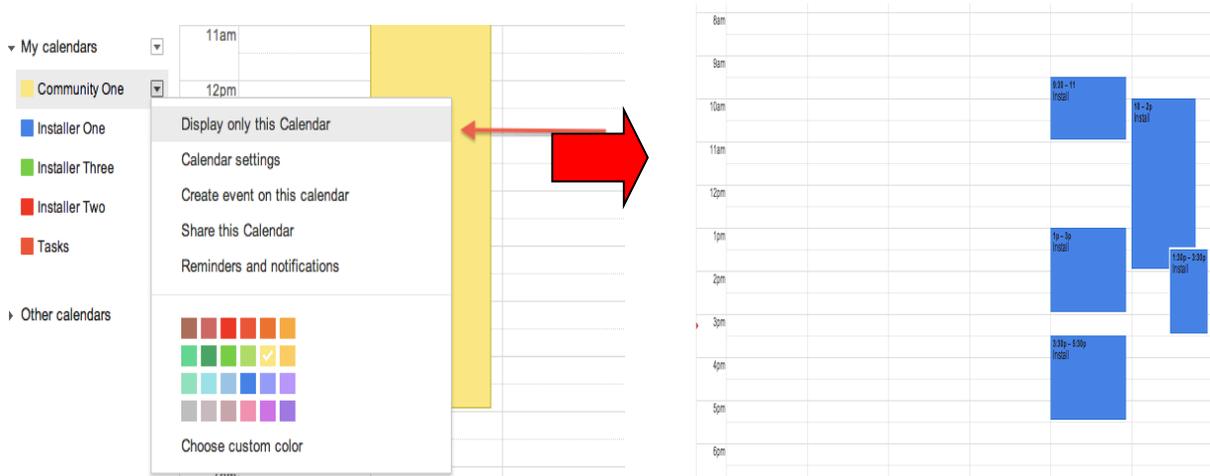


Figure 2.1-4 Selecting one calendar

To view all calendars again, simply click on the calendar names to switch them back on.

2.2 Scheduling a job

The following are the steps DISPATCH should carry out to schedule a job (install, repair, etc) for a customer in a particular community:

1. Login to SIMPLer of the associated Zone:

In the case of scheduling an INSTALL, at the time when you are adding the customer to SIMPLer, the customer should be added in a “waiting for install” status. You will see a “schedule install” button on the customer record. If you click on the button, a pop up box will appear asking you to copy and paste certain information from the box into your calendar. Once the information has been copied, click the “Go To Calendar” button. This will simply open the Google calendar link **in whichever google calendar you already have open**. So you must make sure to have logged into the dispatch calendar first thing in the morning to have this work seamlessly. Click on the date/time desired and paste the information into the title field.

2. Click on the “edit event details >>” link in the pop-up bubble. At this point, within the event you can choose your installer calendar instead of dispatch.

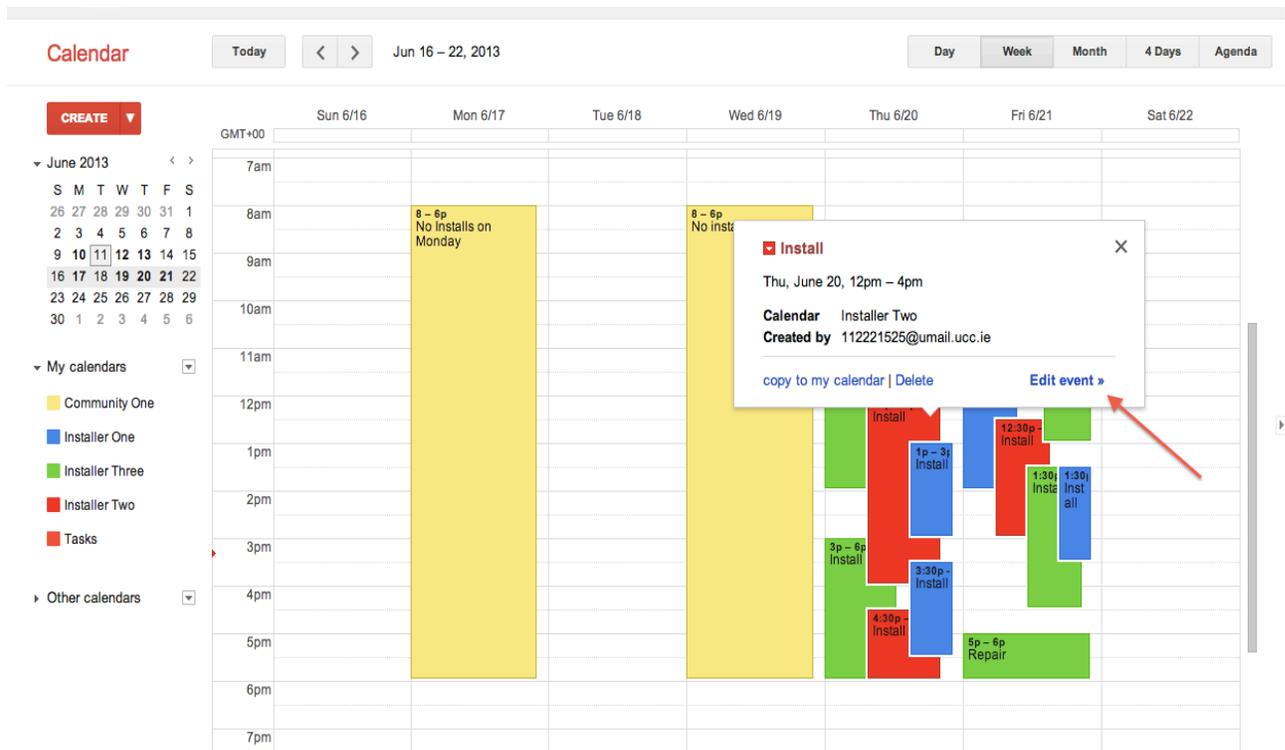


Figure 2.2-1 Creating a new job

3. Note that you can also access and enter information to the calendar manually, rather than following step [1], in this case, the following information is needed: (see Figure 2.2-2 below)

[1] The job title **MUST** contain the customer [nickname] in SQUARE brackets. This is the key that will cause any synchronization from SIMPLer to the calendar to take place. Any other information can be included in the title as long as the nickname is present, in square brackets.

[2] (Optional): Enter a summary of the job – this will appear on the calendar and will be included in the daily agenda emailed to the field technician. The Customer Issue (CI) for the corresponding item in SIMPLer should be entered here also. This will allow field technician to quickly cross-reference these jobs to the nightly Installation Email that SIMPLer sends out.

[3] Verify the date and time of the install, and make any alterations/corrections if necessary.

- [4] (Optional): Enter the address of the customer – by entering the address the field technician will be able to use Google Maps to view the customer’s location, and to get driving instructions to the site.
- [5] Select the field technician that this job is to be assigned to from the drop down list.
- [6] (Optional) Enter any information the field technician may need to contact the customer – any information entered here will appear in the daily agenda which will be emailed to the field technician each day. If the customer details have already been logged in SIMPLer, a hyper link to SIMPLer may be entered here by opening the customer details in SIMPLer, copying the address (URL) and pasting it here. This will allow the field technician to quickly view all of the customer details by simply clicking on the hyper link. Similarly if this job relates to a maintenance issue in SIMPLer (e.g. repair/replace/remove, etc), a hyper link to the corresponding SIMPLer Customer Issue should be cut and pasted here.
- [7] Click “Save” at the top of the form.

The screenshot shows a web form for creating a new job. At the top, there are navigation buttons: a back arrow, a red 'SAVE' button, 'Discard changes', 'Delete', and a 'More Actions' dropdown menu. Below this is a section for the event title and timing. The title field contains 'Install at AG Research' and is marked with a red '1'. The date and time fields show '6/20/2013' at '12:00pm' to '4:00pm' on '6/20/2013', with a 'Time zone' dropdown, and this entire section is marked with a red '2'. There are checkboxes for 'All day' and 'Repeat...'. Below that are 'Event details' and 'Find a time' buttons. The 'Where' field contains the address '225 Charlotte Street NS BP1 6J7' and is marked with a red '3'. The 'Calendar' dropdown is set to 'Installer One' and is marked with a red '4'. The 'Created by' field shows the email '112221525@umail.ucc.ie'. The 'Description' field contains the text 'Contact Joe Bloggs @555-1212' and 'Nickname: jblogss01', and is marked with a red '5'. At the bottom, there is an 'Attachment' section with an 'Add attachment' link, an 'Event color' section with a row of color swatches (red is selected), and a 'Reminders' section with 'No reminders set' and an 'Add a reminder' link.

Figure 2.2-2 New job details

The new event will immediately appear in the community calendar view, and will appear after a short delay on the field technician’s calendar.

Updated Process:

There will be an automated sync running hourly between SIMPLer and Google Calendar where the following information will be passed back/forth:

- 1) Time, date and assigned installer will sync from the Calendar over to SIMPLer installer tracking.
- 2) The customer address, GPS coordinates, notes, maintenance ticket details and links to records, work orders etc will be passed from SIMPLer to Google Calendar.
- 3) The sync is set to run hourly and will only sync information for the next week. Dates in the future will sync nearer the time. If the sync is required immediately, the CSR can go to the TOOLS section in SIMPLer and push the “Update Calendar Now” command and the sync will happen immediately.

The sync will take place only for tickets with the installer tracking box checked. The only ticket types that will not sync are azotel, azotel-feature, accounts and administration. The customer [nickname] must be present in the event title for it to work.

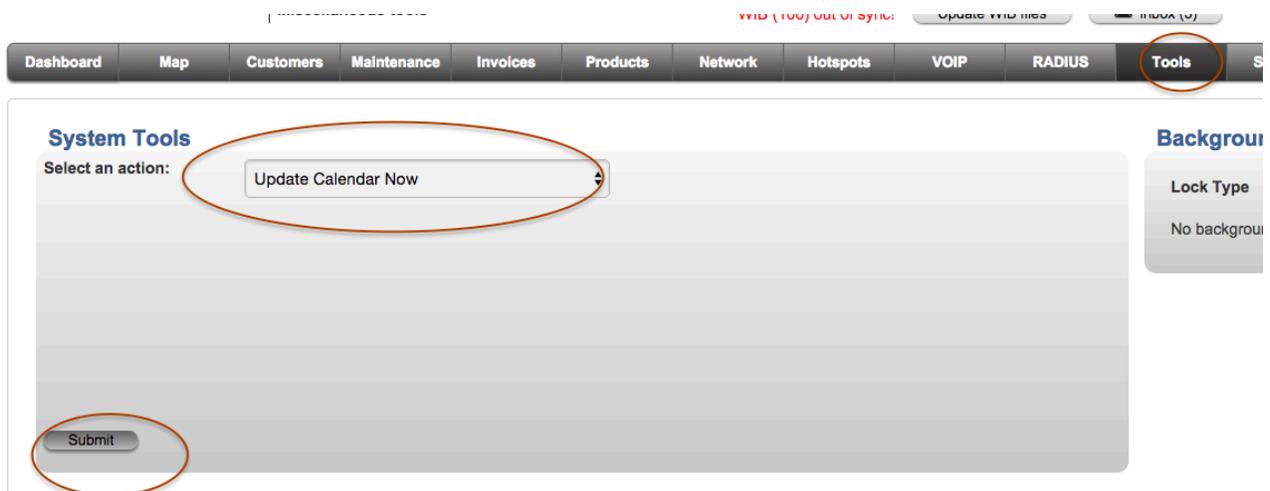


Figure 2.2-2=3 Google Calendar Sync

2.3 Updating/modifying a job

If any of the details entered for a job are incorrect, or need to be modified, the CSR or DISPATCH person can click on the event to display a form similar to Figure 2.2-2. After updating the event details, click Save.

Note that it is possible to re-assign the job to a different field technician by selecting a different “calendar” from the drop down list [4].

To re-schedule an event, it is not necessary to open the event – instead it may be “dragged” on the calendar view to the new date/time as required.

2.4 Deleting a job

To delete an event, open the event and click Delete.

2.5 Searching

Events may be located quickly by using the Search Box at the top of the page.

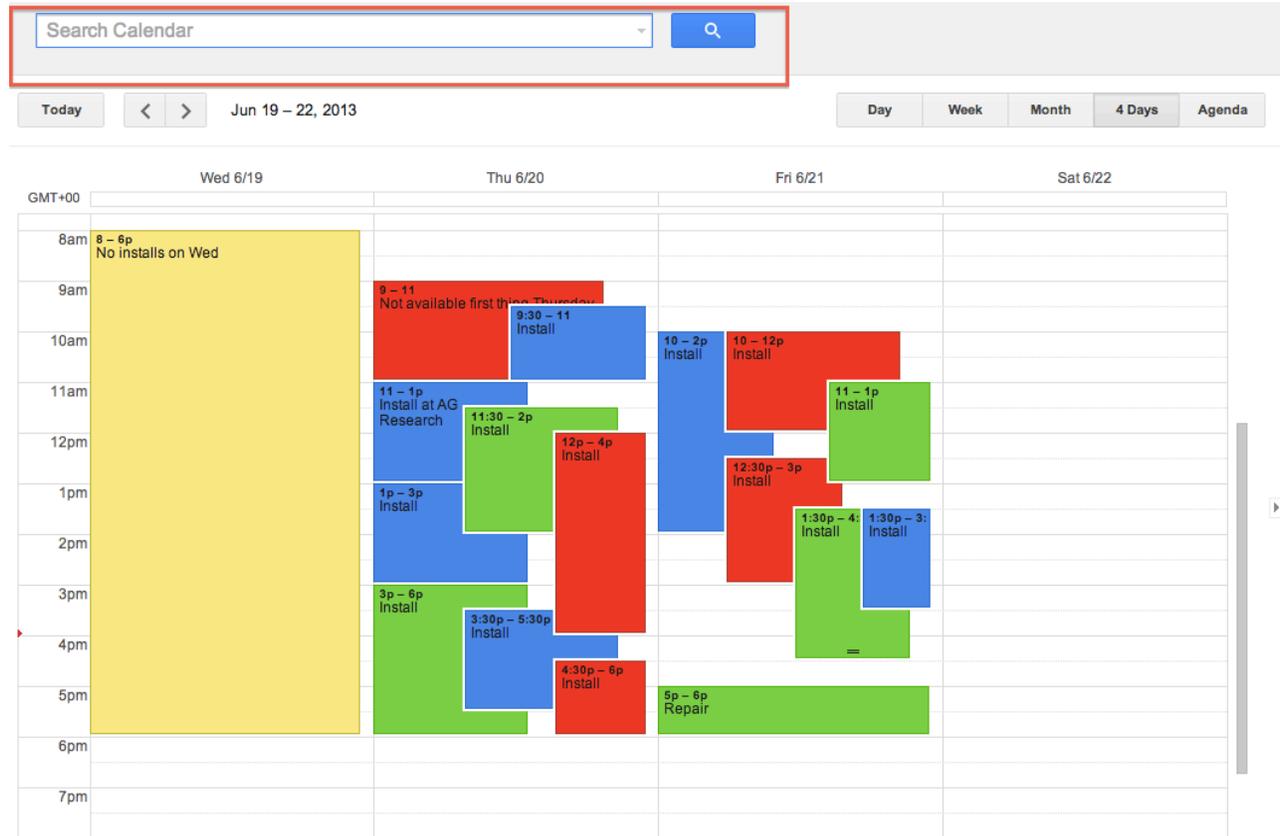


Figure 2.5-1 Searching for events

Enter any text from the event – e.g. phone number, postcode, address, customer name, etc. – in the box and click “Search”. This will display any matching events in the results.

Clicking on a result will bring up more information on that event.

AG Research

← 1 result for AG Research

Thu Jun 20 11:00am – 1:00pm **Install at AG Research** - 225 Charlotte Street, NS B1P 6J7

Where 225 Charlotte Street, NS B1P 6J7 [map](#)

Calendar Installer One

Created by 112221525@umail.ucc.ie

Color

[copy to my calendar](#) | [Delete](#) [Edit event >](#)

▶

Figure 2.5-2 Expanded search results

3 Field Technician Operations

3.1 Accessing / displaying jobs

Field technicians will login to Google Calendar in the same way as CSRs, but will use their own login details – see section 1. When logged in, a calendar showing just their jobs will be displayed. Clicking on “Day” will zoom in on the current day, showing details of jobs scheduled for that day.

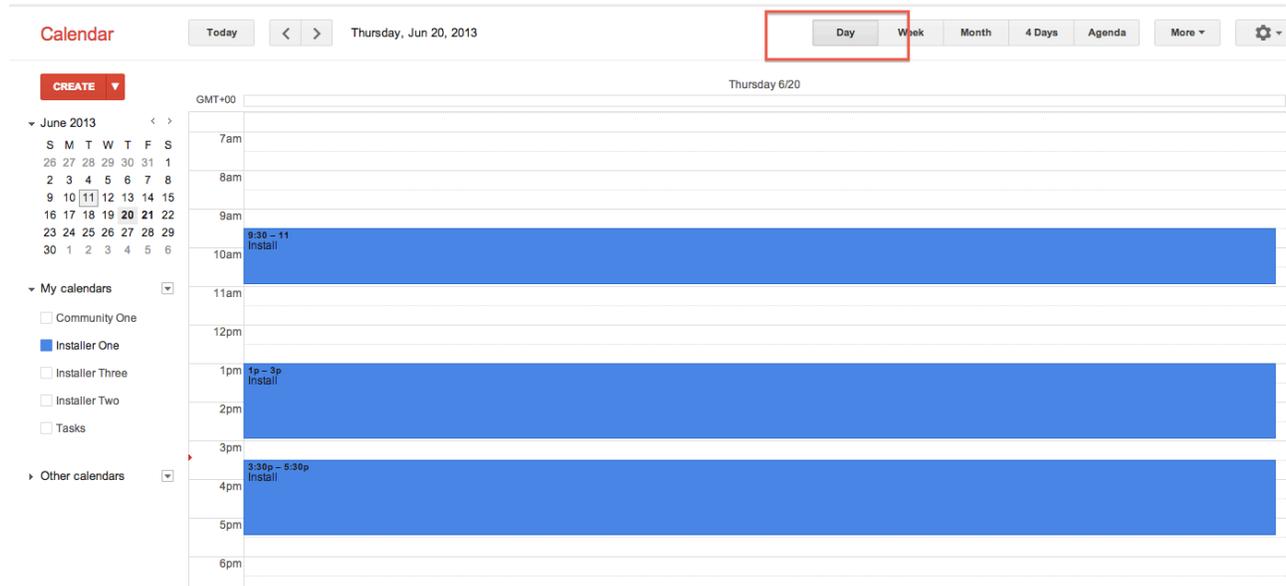


Figure 3.1-1 Default Day view

Clicking on an event will bring up a detailed display for that job:

←
SAVE
Discard changes
Delete
More Actions ▾

Install at AG Research

6/20/2013 11:00am to 1:00pm 6/20/2013 [Time zone](#)

All day Repeat...

Event details [Find a time](#)

Where
[map](#)

Calendar

Created by Paul Andrew Brennan

Description

Attachment [Add attachment](#)

Event color

Reminders No reminders set
[Add a reminder](#)

Add: Guests | Rooms, etc.

Add

Guests can

modify event

invite others

see guest list

Show me as Available Busy

Privacy Default Public Private

[Learn more about privacy in public events](#)

Figure 3.1-2 Job details

The “map” link [1] will bring up a Google Map of the location of the job, allowing the field technician to get driving instructions if required.

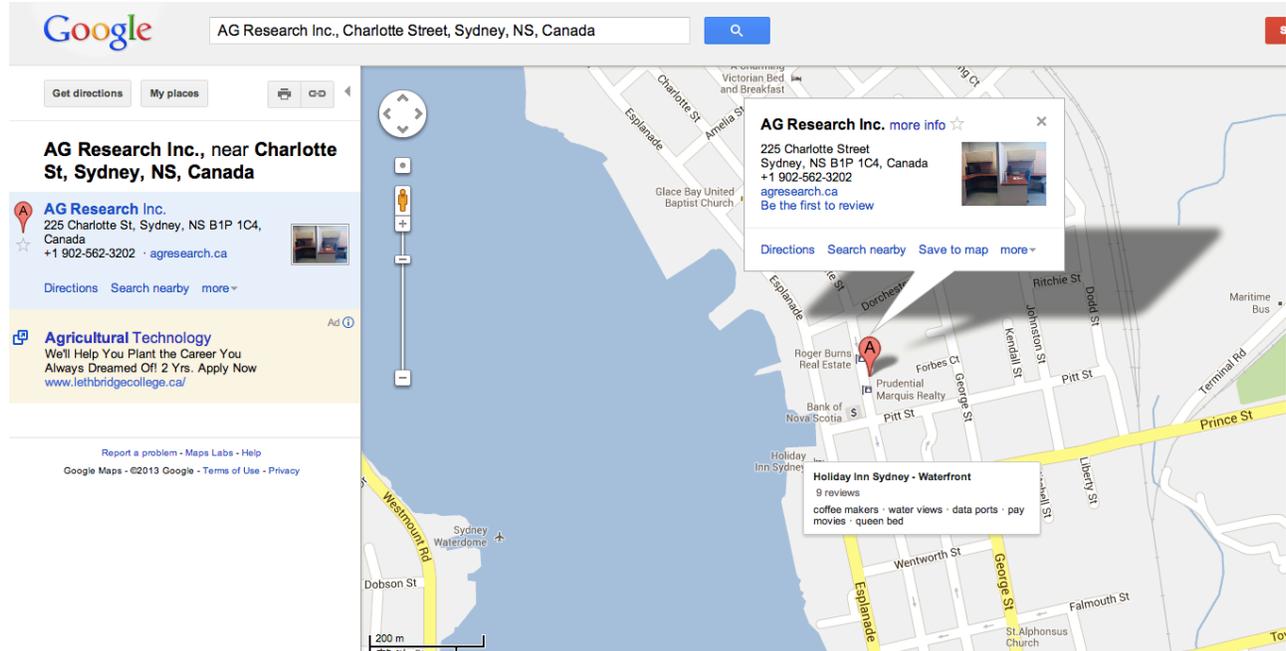


Figure 3.1-3 Google Map showing location of the job

3.2 Notifications

Google Calendar can be configured to send notifications of upcoming events to the field technicians, via email, pop-up messages and via SMS messages (depending on the service provider used).

To manage notifications, click on “Reminders and Notifications” :

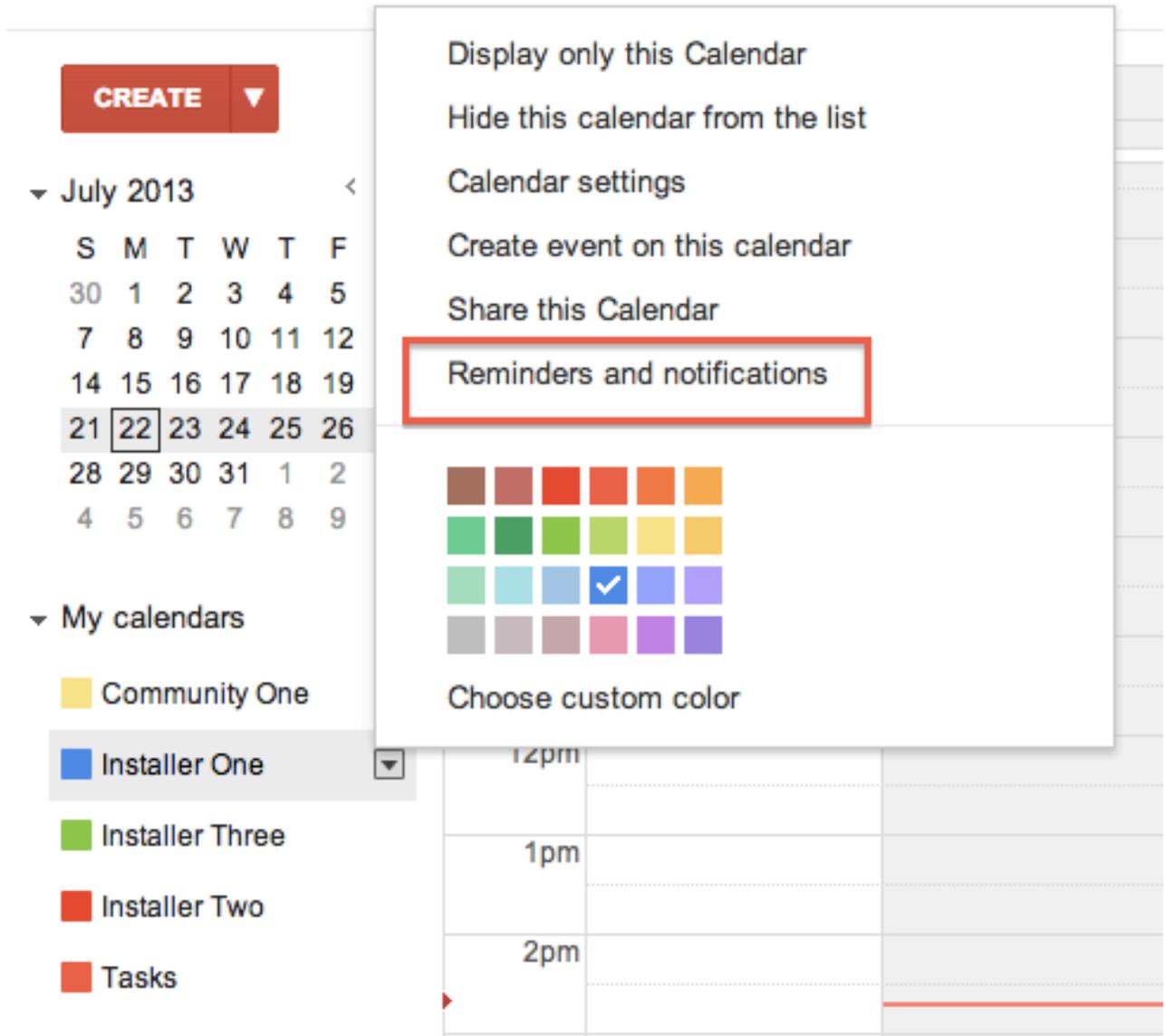


Figure 3.2-1 Accessing notifications

The notification details page will be displayed as shown below:

Installer One Details

[Calendar Details](#) [Share this Calendar](#) **Reminders and notifications**

[← Back to calendar](#)

Event reminders: [?](#) No reminders set [Add a reminder](#)
Unless otherwise specified by the individual event.

Choose how you would like to be notified: [?](#)

	Email	SMS
New events: Receive a notification when someone sends you an invitation to an event.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Changed events: Receive a notification when someone sends an update about a changed event.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Canceled events: Receive a notification when someone sends an update about a cancelled event.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Event responses: Receive a notification when guests respond to an event for which you can see the guest list.	<input type="checkbox"/>	<input type="checkbox"/>
Daily agenda: Receive an email with your agenda every day at 5am in your current time zone.	<input checked="" type="checkbox"/>	

 [Set up your mobile phone to receive notifications](#)

[← Back to calendar](#)

Figure 3.2-2 Notification details page

The default reminder can be configured to send an email to the field technician at a specified period before the event. Note that the Pop-up option will only work if the field technician is logged into Google Calendar at the time that the notification is due – therefore in general it is better to use the email option rather than the Pop-up option.

SMS notifications may be enabled by clicking on the link at [2] and following the displayed instructions.

The type of notifications to receive and how to receive them may be selected at [3] – the SMS option will become available if SMS notification setup was successful.

If selected, the “Daily agenda” option [4] will result in an email being sent early each morning giving details of the jobs that are scheduled for that day. The field technician can use this, along with the daily notification emails sent from SIMPLer, to plan their days work.

3.3 Agenda

If “Daily Agenda” is enabled (see section 3.2), Google Calendar will email the field technician an agenda at approximately 5am each morning. An example agenda can be seen below in fig. 3.3-1 – note that you can click on each item in order to open it up in Google Calendar to view the full details.

Calendar Today < > Monday, Jun 17, 2013

CREATE Expand All Collapse All

▼ June 2013 < >

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

▼ My calendars

- Community One
- Installer One
- Installer Three
- Installer Two
- Tasks

► Other calendars

Date	Time	Action
Mon Jun 17	8:00am – 6:00pm	⊕ No Installs on Monday
Wed Jun 19	8:00am – 6:00pm	⊕ No Installs on Wed
Thu Jun 20	9:00am – 11:00am	⊕ Not available first thing Thursday
	9:30am – 11:00am	⊕ Install
	11:00am – 1:00pm	⊕ Install at AG Research - 225 Charlotte Street, NS B1P
	11:30am – 2:00pm	⊕ Install
	12:00pm – 4:00pm	⊕ Install
	1:00pm – 3:00pm	⊕ Install
	3:00pm – 6:00pm	⊕ Install
	3:30pm – 5:30pm	⊕ Install
	4:30pm – 6:00pm	⊕ Install
Fri Jun 21	10:00am – 12:00pm	⊕ Install
	10:00am – 2:00pm	⊕ Install
	11:00am – 1:00pm	⊕ Install
	12:30pm – 3:00pm	⊕ Install
	1:30pm – 3:30pm	⊕ Install
	1:30pm – 4:30pm	⊕ Install
	5:00pm – 6:00pm	⊕ Repair

Showing events until 6/21/2013. [Look for more](#)

Figure 3.3-1 Sample Daily Agenda email

3.4 Smart Phone / PDA access

Google Calendar may also be accessed in the field, from smart phones or PDAs, by going to the usual URL (<http://www.google.com/calendar>) and logging in. A simplified daily schedule is displayed, as shown below. The field technician can click on links on the page to get more information on the event and display maps, etc.

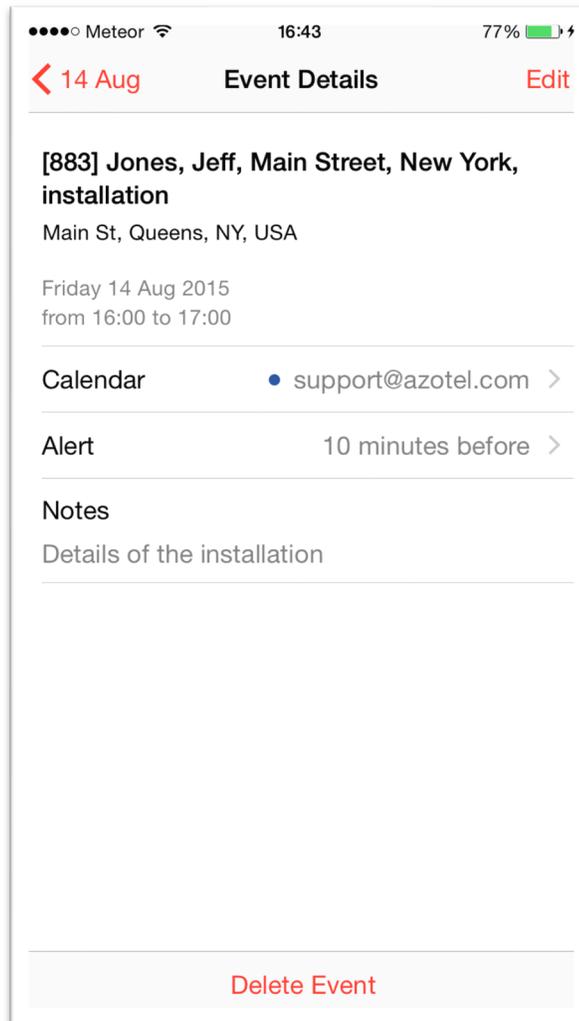


Figure 3.4-1 Accessing Google Calendar from a smart phone

3.5 Field engineer covering multiple communities

If a field engineer serves more than one community, their calendar may be shared with each of the communities (see section 4 for details on how to add a field engineer’s calendar to a community). In this way, CSRs serving each community may add jobs for this field engineer. The field engineer’s jobs will appear in each of the community calendars, and also on the field engineer’s own calendar.

In the example above, field engineer “installer3” serves both community1 and community2. The figures below show how this field engineer’s jobs (in green) appear in both community calendars and in their own calendar.

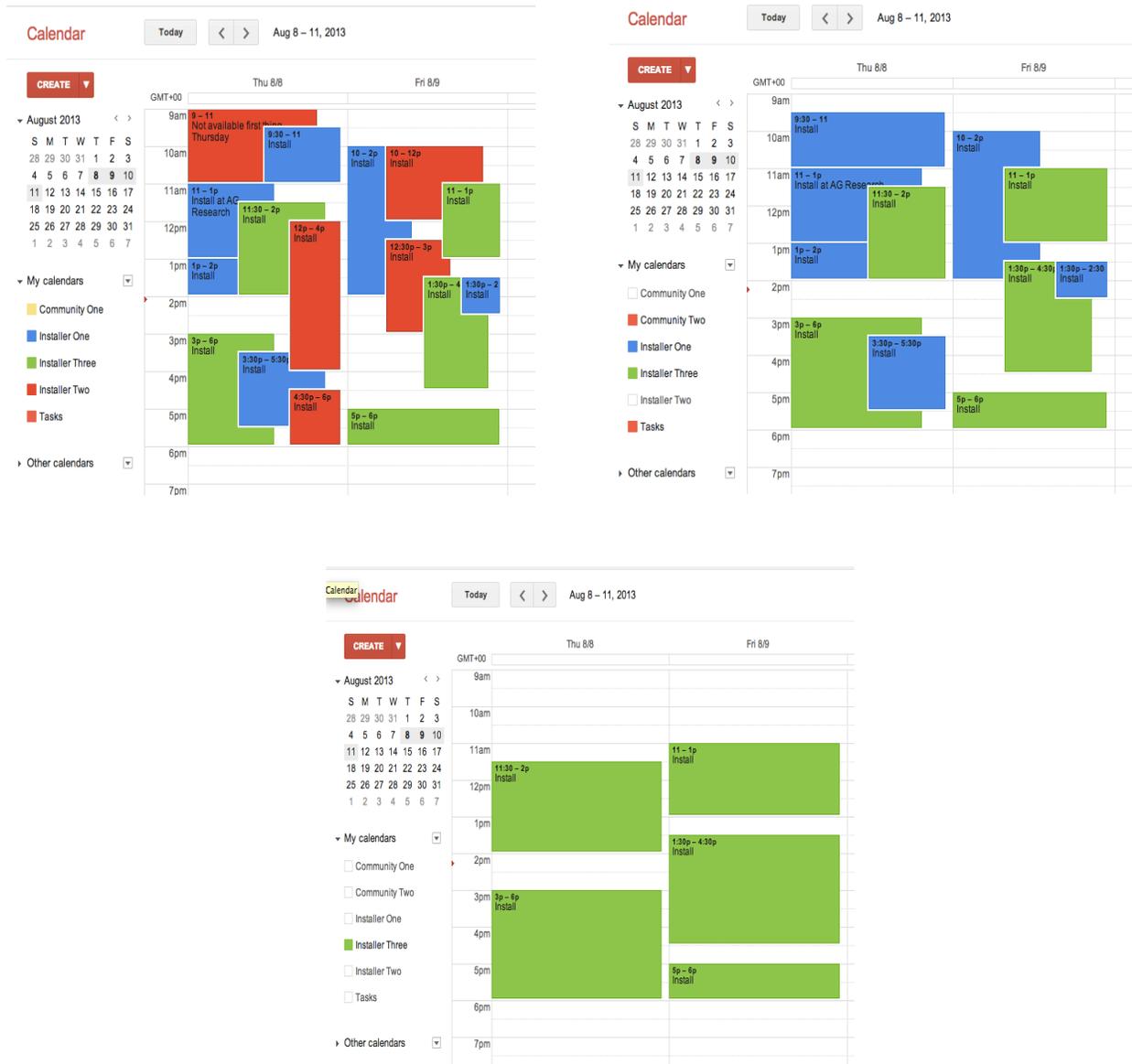


Figure 3.5-1 Example of field engineer serving more than one community

Azotel recommend that operators adopt a naming convention for each community – perhaps using a grid reference – and assign a unique prefix to each community. The same prefixes should then be applied to the field technician accounts. In this way a CSR will quickly be able to identify which community a field technician is local to, which will help with deciding which field technician jobs should be allocated to.

4 Adding Field Technicians

This section will outline the steps needed to add a new field technician to the shared Google Calendars.

PART A – Google Calendar setup

1. Each Field Technician will require their own email address. Typically, the Operator will wish to assign an email address from their own company email system.
2. Go to <http://calendar.google.com> and click on the “Create an account >>” button on the bottom right of the page to create a new account – follow the instructions provided by Google.

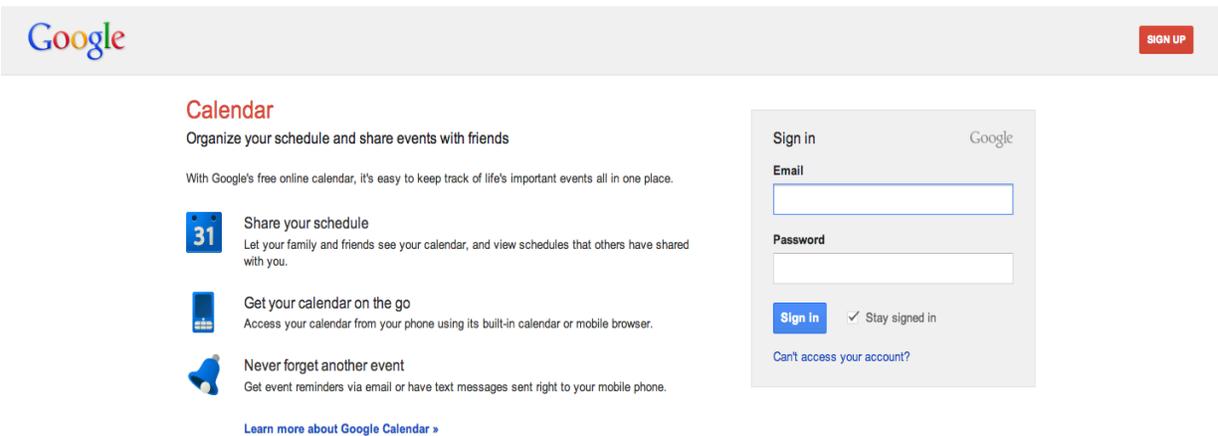


Figure 4-1 Google Calendar – Login Screen

3. Validate new Google Calendar Account: In order to activate the account, you will need to either ask the installer to read their email and click on the “confirmation” link that will be included in an email from Google Calendar OR login to the new installers email account and click on the “confirmation” link on their behalf.
4. Setup SHARING within the new Google Calendar account:

NOTE: You will use the full email address as the UserId/Email in order to login - see top right of Fig 4-1 above.

Once logged in:

Click on [1]→ Calendars Settings [2] and then “Share this calendar” [3] – Fig 4-2 and 4.3 below.

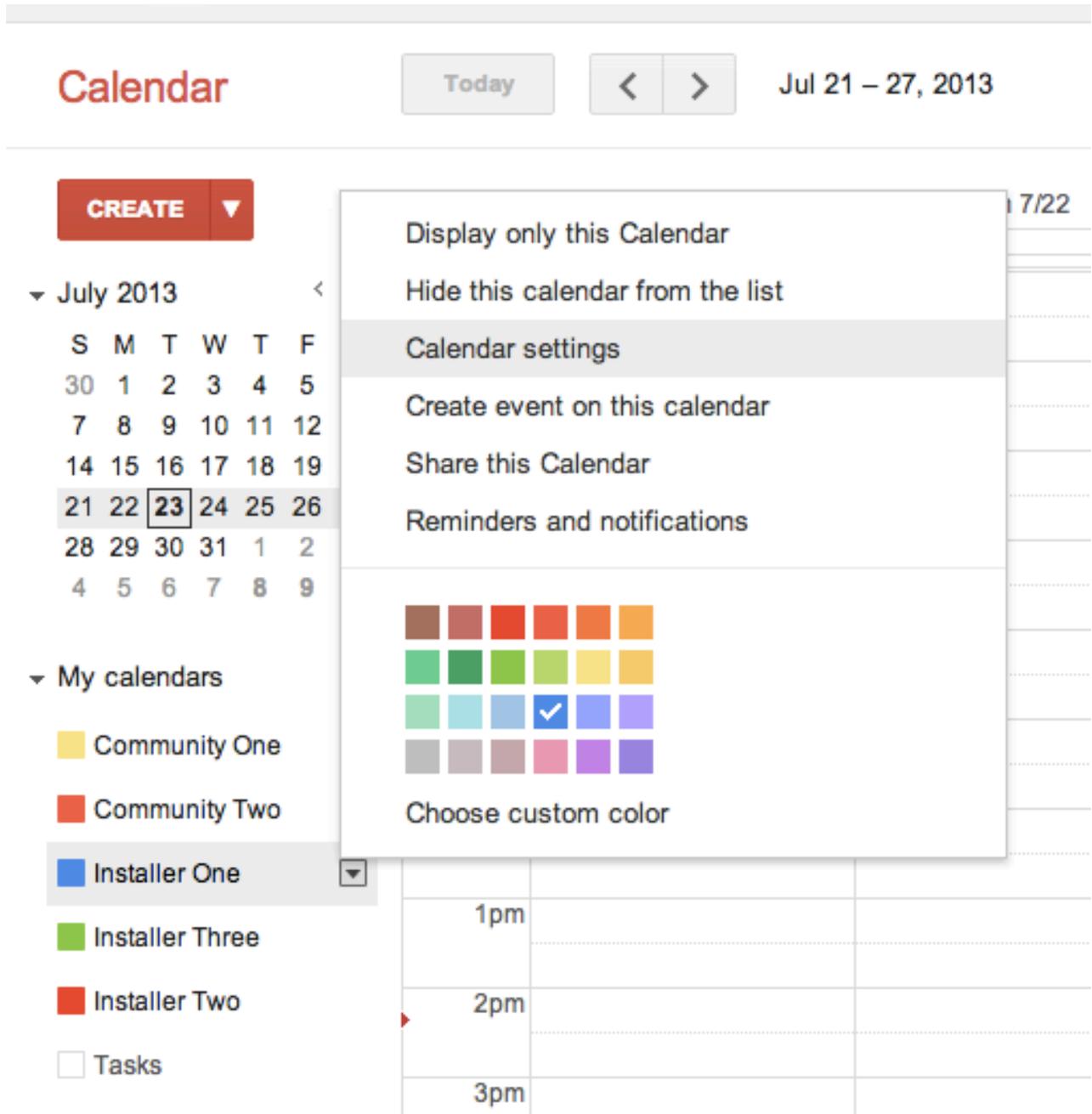


Figure 4-2 Google Calendar Settings – Share this Calendar

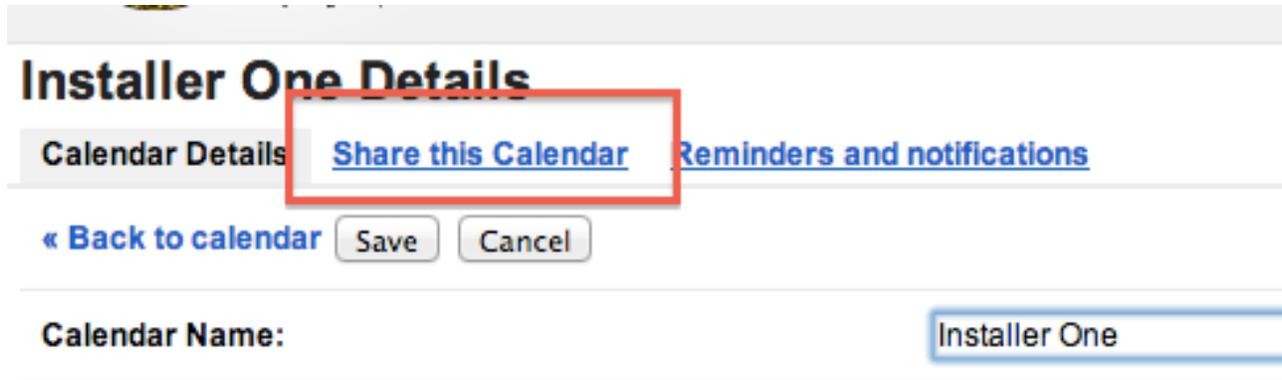


Figure 4-3 Share this Calendar

5. Enter the email address of the “Installation Area” calendar in [1] and select “Make changes to events” [2] under Permission Settings – Fig 4-3 below.

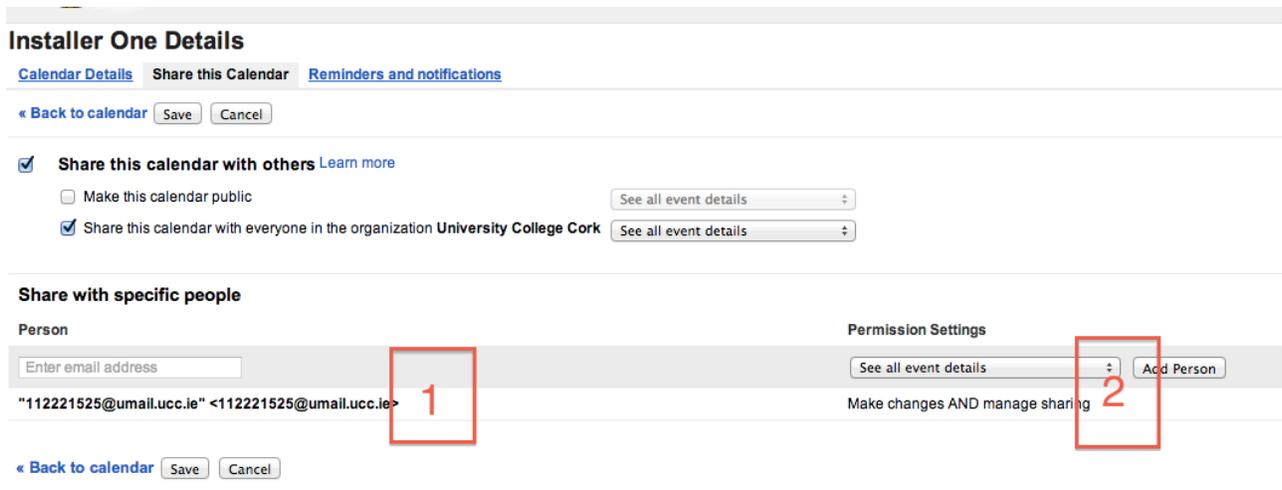


Figure 4-4 Google Calendar – Share with Installation Area Calendar

6. Click “Save”.
7. If the Field Technician is to cover multiple Installation Areas, then repeat steps 4 to 5 for each additional Installation Area.

Part B – SIMPLer setup

8. Login to each of the zones [1] in turn and go to Maintenance -> Installers and click “Add” [2] – Fig 4-4 below. Enter the installers name, a nickname for them and the usual email address in the “Email” AND “Google Calendar” fields. You can ignore the “Username” field. Click “Add”

The screenshot shows the Azotel web application interface. At the top left, the logo 'azotel' is displayed with 'WISP: Test' and 'login: justyna' next to it. A large red '1' is positioned to the right of the login information. Below the logo, the text 'outside Installers' is visible. In the top right corner, there is a 'Recently Viewed Customers' search box and a 'SIMPLer' logo. A navigation menu at the top includes 'Dashboard', 'Map', 'Customers', 'Invoices', 'Products', 'Network', 'Hotspots', 'Radius', 'Tools', 'Settings', and 'Logout'. A search bar is located on the right side of the menu.

The main content area is titled 'Installers' and shows 'Results 1 - 20 of 20'. A search box is present above the table. The table has columns for 'Id', 'Nickname', 'Name', 'Phone', 'Email', 'Username', and 'Google Calendar'. A red '2' is placed over the 'Netties' row in the table. At the bottom of the table, there are 'Back' and 'Add' buttons. The copyright notice 'copyright © Azotel Technologies Ltd. 2004 - 2011' is at the very bottom.

Id	Nickname	Name	Phone	Email	Username	Google Calendar
1	Diaz	Sammie Diaz	434-585-5088	SammieRDiaz@pookmail.com	Diaz	
2	Richards	Julie Richards	831-393-7943	JulieARichards@dodgit.com	Richards	
3	Browne	Jonathon Browne	503-343-5543	JonathonABrowne@mailinator.com	Browne	
4	Hill	Robert Hill	501-372-5455	RobertRHill@trashymail.com	Hill	
5	Truelove	Bobby Truelove	302-371-6337	BobbyKTruelove@mailinator.com	Truelove	
6	Spencer	Harriet Spencer	574-583-1765	HarrietJSpencer@pookmail.com	Spencer	
7	Nova	Israel Nova	212-685-8217	IsraelNova@trashymail.com	Nova	
8	Bautista	Herlinda Bautista	580-710-8614	HerlindaJBautista@mailinator.com	Bautista	
9	Meldrum	Barbara Meldrum	620-243-4690	BarbaraLMeldrum@trashymail.com	Meldrum	
10	Gaul	Rachelle Gaul	405-573-4193	RachelleEGaul@spambob.com	Gaul	
11	Tucker	Dale Tucker	270-835-3147	DaleNTucker@spambob.com	Tucker	
12	Webb	Josephine Webb	918-454-0486	JosephineJWebb@mailinator.com	Webb	
13	Hoke	Anne Hoke	262-689-6668	AnneJHoke@pookmail.com	Hoke	
14	Ruiz	Leslie Ruiz	973-749-0141	LeslieDRuiz@spambob.com	Ruiz	
15	Macdonald	Roger Macdonald	940-784-2821	RogerRMacdonald@dodgit.com	Macdonald	
16	Jackson	Debra Jackson	212-738-5376	DebraTJackson@spambob.com	Jackson	
17	Gibson	Richard Gibson	978-422-1997	RichardDGibson@pookmail.com	Gibson	
18	Gaynor	Keith Gaynor	303-516-0363	KeithVGaynor@trashymail.com	Gaynor	
19	Netties	Betty Netties	601-621-0759	BettyJNetties@dodgit.com	Netties	
20	Lewis	Mable Lewis	215-638-8123	MableRLewis@mailinator.com	Lewis	

Figure 4-5 Google Calendar – Share with Installation Area Calendar

Annex A: References

A.1 Link References

- [L1] <http://www.azotel.com/>
Azotel homepage.
- [L2] <http://www.google.com/calendar>
Access to Google Calendar
- [L3] <http://www.google.com/support/calendar/?hl=en>
Google Calendar Help Centre

Annex B: Abbreviations / Definitions

- CI** SIMPLer Customer Issue – tracking number used in SIMPLer for all customer issues
- CSR** Customer Service Representative
- DISPATCH** Coordinates work of Field Engineers / Installers
- PDA** Personal Digital Assistant – e.g. Blackberry, Palm Pilot, iPaq, etc.

Annex C: Change history

Change history				
Date	Author	Subject/Comment	Old	New
06/08/08	sj	Original	N/A	001
08/08/08	sj	Updated after review	001	002
17/08/08	oharej	Updates based on Seaside process	002	003
06/03/09	Oharej	Updated Section 4 to document adding of new Field Technicians	003	004
23/01/10	Oharej	WISPer → SIMPLer	004	005
24/11/11	Justyna	Updated screenshots	005	006
13/06/13	paul	Changed doc's title, copyright and correct year, doc num on all pages	006	100
23/07/13	paul	Updated screenshots	100	101
12/08/15	Emma	Updated screenshot for smartphone	101	102
28/08/15	emma	Updates to the calendar to include any improvements to the process	102	103
03/11/15	emma	Updated to Section 1.2	103	104
04/04/16	emma	Reviewed	104	105