



QUESTFIELD WORK CONFIRMATION

Automate Communication About Daily Schedules

The QUESTField Scheduler will send a notification to technicians and inspectors, directly to their device, when the day's schedule is ready asking them to confirm the work that they have been assigned. The confirmation will be seen in real-time in the QUESTField Scheduler time line such that the dispatcher can focus on any exceptions rather than contacting everyone individually.

The QUESTField Scheduler time line showing work order confirmation status

QUESTField 17:03
Field work schedule for 21 Nov
 Please review and confirm your schedule.

Field staff receive notifications on their device to confirm schedule

Work orders can be confirmed on the app's home page

Field staff receive push notifications if they are using the QUESTField app or an email if they are not. Clicking on the notification link will allow the user to confirm their work schedule for the day, informing the dispatcher that the schedule has been seen and agreed to.

The QUESTField Scheduler will prompt the dispatcher to re-notify field staff if a previously-confirmed work order has changed, greatly simplifying communication between the office and the field workforce.