



QueueMANAGER

Workflow Process Assistant

When dealing with radios repair shops, both large and small, where work tickets are constantly being created, managing the workflow process can become an overwhelming task. Without careful monitoring, some technicians may have work orders piling up on the shelf while others have nothing to do. This creates inefficiencies in both the shop management process and the repair process. Therefore, MCM created the Queue Manager Enhancement App.

The Queue Manager is designed to act as a workflow assistant by automatically assigning work tickets to specific technicians based on pre-determined criteria defined by the shop supervisor. By factoring in criteria such as technician expertise, availability, and/or job priority, the Queue Manager is able to determine how to assign the next work ticket in the queue. Each work ticket is then categorized into a specific “pool” based on work order status, tech assignment, scheduled work, etc., and the technicians assigned to that pool are notified. This automation relieves the supervisor of the time consuming task of monitoring and managing work order assignment by ensuring that the work load is distributed evenly across the repair shop.

CORE APP COMPATIBILITY

CommSHOP 360° Only

BASIC FUNCTIONALITY

- Automatically assign work tickets based on technician availability, status, or type of work being performed.
- Create multiple queues for managing different groups.
- Separate work tickets into custom defined lists or “pools” for easy viewing.
- Create as many pools as needed with custom color coding based on status.

WANT TO LEARN MORE?

If you are interested in learning more about this or any of our other Enhancement Applications, please contact us at (877) 626-6157 or visit us on the web at mcmtechnology.com.

