



Consument afspraken en integratie

Martijn Sol

**Plan
DAG**

**20
11**

Agenda

ORTEC

- Trends en doelstellingen
- Afspraken maken
- ORTEC Service Planning
- Integratie
- Resultaten, een klant case
- Referenties
- Roadmap
- Tot slot..

- Service, van kosten- naar een profit activiteit
- Consument verwacht nauwkeurigere tijdsafspraken
- Consument is steeds meer baas van z'n eigen agenda
- Consument verwacht minimaal aantal contactmomenten
- Juiste man op de juiste tijd met de juiste skills die de klus in 1 keer goed uitvoert
- Efficiency
- Sustainability



Afspraken maken



Uitgangssituatie

- Gescheiden functies (call center vs. Planner)
- Timing

Uitdaging

- Capaciteit bepaling
- Capaciteit bijsturing
- Invullen consument verwachtingen





Oplossing

- Richtlijnen voor beschikbare capaciteit
(bijvoorbeeld aantal opdrachten per regio per skill per tijdsblok)

Resultaat

- Planner lost de issue's op
- Mindere performance van buitendienst
- Niet waar maken van consument verwachtingen
- Extra communicatie moment voor consument





Uitgangssituatie

- Integratie van maken van afspraken en de service engineer planning

Uitdaging

- Nieuwe organisatie en werkwijze
- IT Integratie





Oplossing

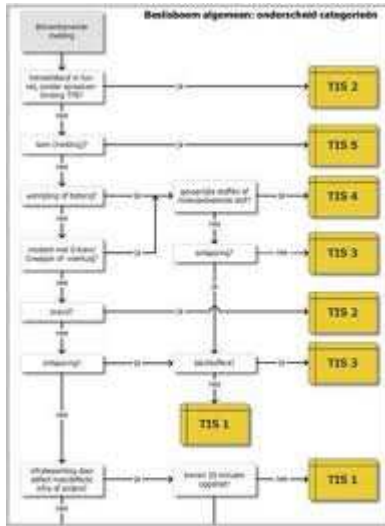
- Call center maakt afspraken op basis van reëel beschikbare capaciteit en al eerder gemaakte afspraken

Resultaat

- Met 1 contact moment wordt de afspraak gemaakt en bevestigd
- Veel nauwkeurig tijdvenster voor de consument
- Maximaal gebruik van werktijd service engineer
- Problemen worden voorkomen



Beslisboom / vragenpad



Service opdracht

Advanced Service Workorder# **44**
 Friday, December 11, 2009

Green, Frank
 (555) 555-0001

Physical Address: 12-1234 Pleasant Lane, Sudbury, AT 10245-9823
 Postal Address: 12-1234 Pleasant Lane, Sudbury, AT 10245-9823

Service Date: 9/13/2009 8:08:57 AM | Customer Reference #: | Invoice #: INV7878

Services Summary: Installation of UPS to station
 Unit Serviced: Brother IntelliFAX 1270w-75g76943

| Qty | Service Rate | Charge | Unit | Net | Tax A | Tax B | Line Total |
|-------------------|--------------|----------|------|-------------------|-------------------|---|------------|
| 1 | Service Rate | \$115.00 | Hour | \$115.00 | \$8.05 | \$8.05 | \$131.10 |
| 1 | Parts | \$129.15 | | \$129.15 | \$9.04 | \$9.04 | \$138.19 |
| Part Total | | | | Part Tax A | Part Tax B | Part Total For This Service Item | |
| | | | | \$0.00 | \$9.04 | \$138.19 | |

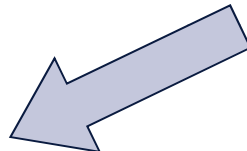
| Labor Tax total | | Labor Tax A | Labor Tax B | Labor Total For This Service Item | |
|-----------------|--------|-------------|-------------|-----------------------------------|--|
| \$115.00 | \$8.05 | \$8.05 | \$131.10 | | |

| Qty | Part | Price Per | Dist | Net | Tax A | Tax B | Line Total |
|-------------------|----------------------------------|-----------|------|-------------------|-------------------|---|------------|
| 1 | UPS150 - Back-UPS CS 650VA - APC | \$137.95 | 1% | \$129.15 | \$9.00 | \$9.04 | \$138.19 |
| Part Total | | | | Part Tax A | Part Tax B | Part Total For This Service Item | |
| | | | | \$0.00 | \$9.04 | \$138.19 | |

| Description of Misc Charge | Total Cost | Tax A | Tax B | Line Total |
|---|-----------------------|-----------------------|---|------------|
| Had to call UPS re personal call re stress lines trans done | \$5.00 | \$0.00 | \$0.00 | \$5.00 |
| Misc Exp Net total | Misc Exp Tax A | Misc Exp Tax B | Misc Exp Total For This Service Item | |
| \$5.00 | \$0.00 | \$0.00 | \$5.00 | |

| Net Labor | Net Travel | Net Parts | Net Misc | Net Loans | Total Tax A | Total Tax B | Worker Total |
|-----------|------------|-----------|----------|-----------|-------------|-------------|--------------|
| \$115.00 | \$0.00 | \$129.15 | \$5.00 | \$0.00 | \$8.06 | \$17.09 | \$269.29 |

Please pay full amount within 30 days. Question? Call (555)555-0001!



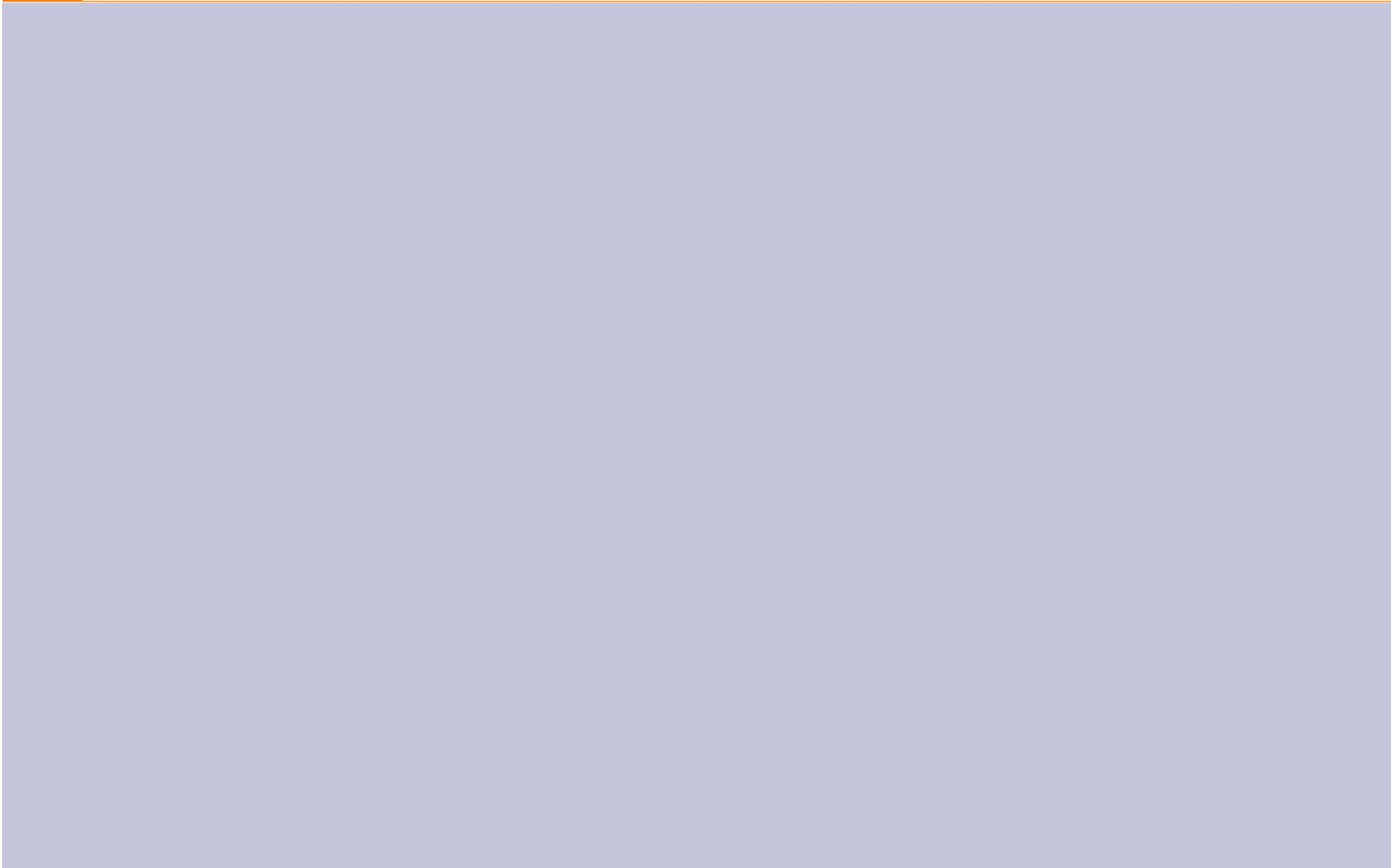
| Type | Start | Stop | Hybriduur | Afgep. van | Afgep. tot | Duur | SPN | Drage | Plank |
|--------------------|-------|-------|------------|------------|------------|------|------|-------|------------|
| Medewerker | 7:00 | 7:00 | 21-1-7:00 | 0 | 0.00 | 0 | 0.00 | 0 | ALBASSEDAM |
| Start dienst | 7:00 | 7:00 | 21-1-7:00 | 0 | 0.00 | 0 | 0.00 | 0 | ALBASSEDAM |
| Beëindig | 7:00 | 7:00 | 21-1-7:00 | 0 | 0.00 | 0 | 0.00 | 0 | ALBASSEDAM |
| Opdracht uitvoeren | 7:42 | 9:12 | 21-1-9:12 | 90 | 0.00 | 0 | 0.00 | 0 | PIJNACKER |
| Stop | 7:42 | 9:12 | 21-1-9:12 | 90 | 0.00 | 0 | 0.00 | 0 | PIJNACKER |
| | 9:12 | 9:12 | | | | | | | |
| | 9:52 | 11:02 | | 8:00 | 10:00 | | | | |
| | 9:52 | 11:02 | | | | | | | |
| Reizen | 11:22 | 12:13 | 21-1-9:56 | 44 | 53.49 | 0 | 0.00 | 0 | ALBASSEDAM |
| Beëindig | 11:22 | 12:13 | 21-1-9:56 | 44 | 53.49 | 0 | 0.00 | 0 | ALBASSEDAM |
| Ende dienst | 16:30 | 16:30 | 21-1-16:30 | 0 | 0.00 | 0 | 0.00 | 0 | ALBASSEDAM |
| Afwijden | 16:30 | 16:30 | 21-1-16:30 | 0 | 0.00 | 0 | 0.00 | 0 | ALBASSEDAM |

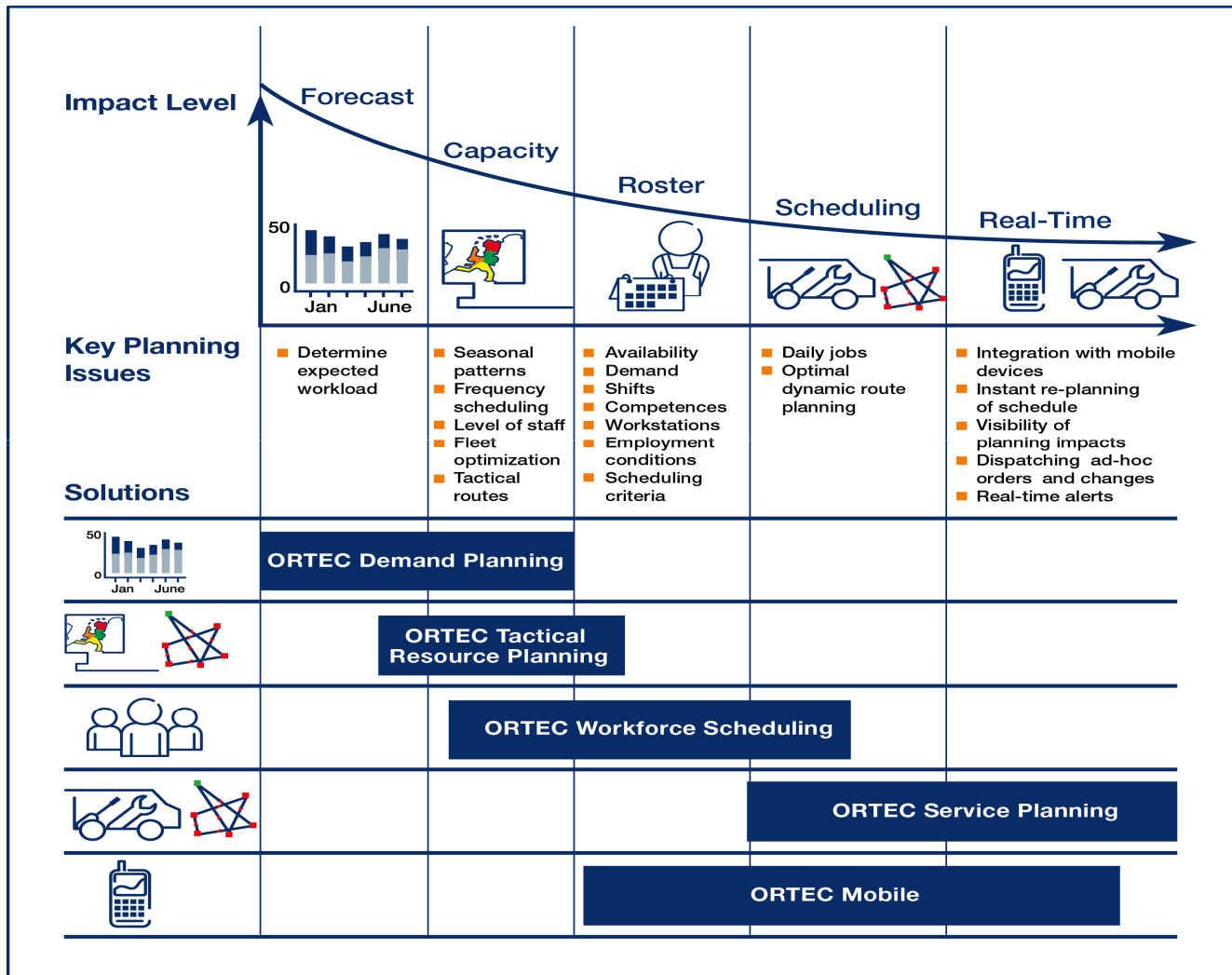
Afspraak maken

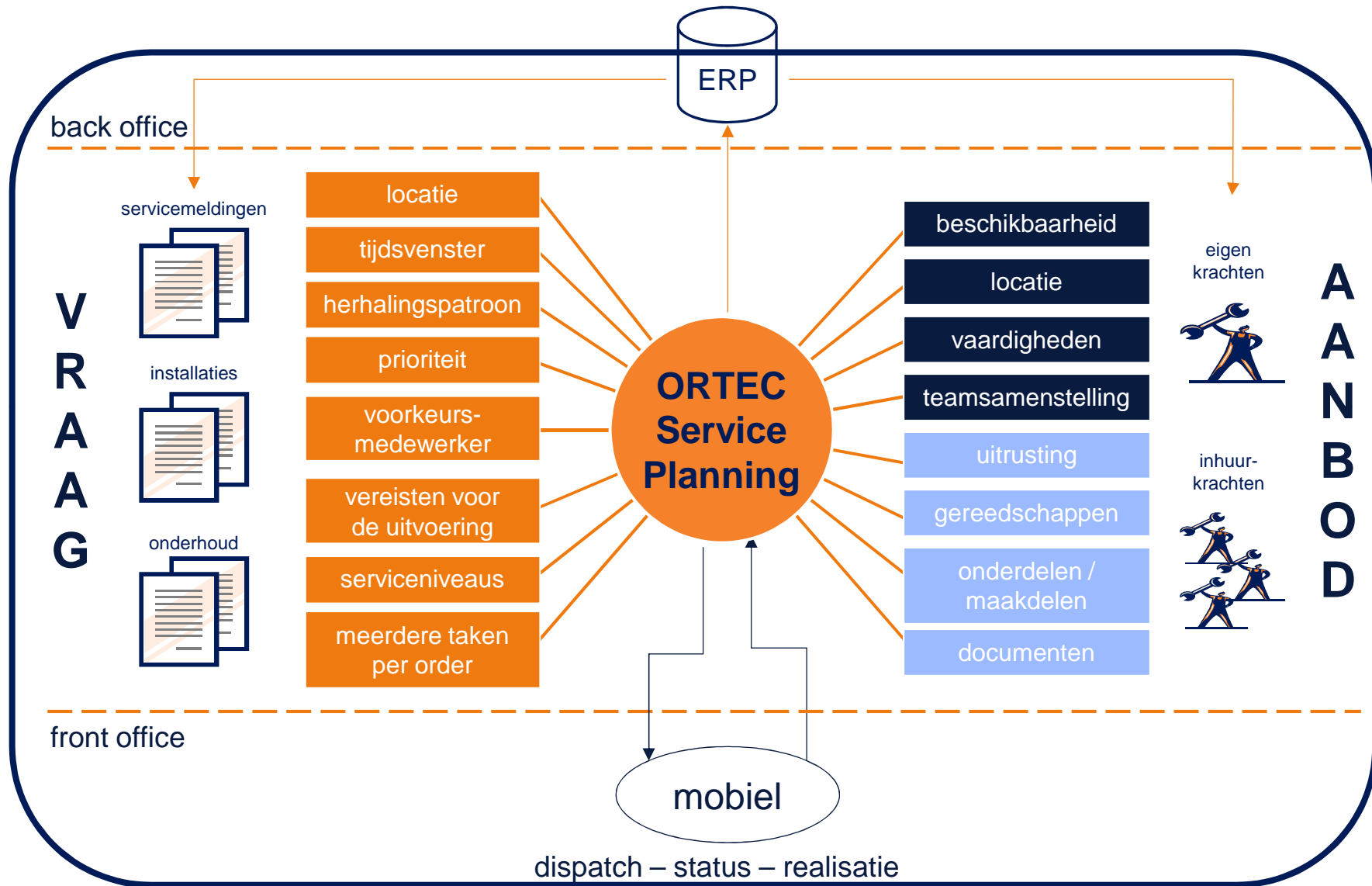
Voorstellen

Bevestiging

- Adres
- SLA
- Spoed (vandaag)
- Service duur
- Skills
- Voorkeursmedewerker
- Weekdagen
- Tijdsblokken
- Datum instellingen (vanaf, op, tot)







ORTEC Logistic Solutions

ORTEC Service Planning

File View Stop ScheduleTemplate Options Help

Shifts and Tasks | Map | Gantt Chart | Agenda | Messages | Data Control

Engineer Planboard

No filter active

3 Days | No capability filter | Department: No filter applied

| Engl... | City | Skills |
|----------------|-------------|--------------|
| Aalbers | KUURNE | Allround |
| Brink, van ... | ARNHEM | Allround, C |
| Doorn, van | MAASTRICHT | Allround |
| Heijden, va... | BREDA | Allround, Li |
| Huibers | GOUDA | Allround, C |
| Klok | AMSTERDAM | Allround, C |
| Koning, de | HOORN | Allround |
| Martens | VLAARDIN... | Certificaat |
| Middendorp | LELYSTAD | Allround, Ti |
| Overduin | ALBLASSE... | Certificaat |

Preventive maintenance: 0105
Bootsman en Van Eck
Rond Het 6
3701 HS ZEIST

Start: 12:39 19-1
Finish: 14:09 19-1
Duration: 90 min

| Monday 18 January 2010 | Tuesday 19 January 2010 | Wednesday 20 January 2010 | Thursday 21 January 2010 |
|------------------------|-------------------------|---------------------------|--------------------------|
| 6:00 12:00 18:00 | 0:00 6:00 12:00 18:00 | 0:00 6:00 12:00 18:00 | 0:00 6:00 12:00 18:00 |
| 3 6 9 12 15 18 21 | 0 3 6 9 12 15 18 21 | 0 3 6 9 12 15 18 21 | 0 |

Tasks

Filter: COPS

All Tasks | No capability filter

Drag a column header here to group by that column

| Ordernumber | Type | Customer | Street | Zipcode | City | Region | Duration | From... | From Time | Till Date | Till Time | Skill |
|-------------|----------------------|-----------|-------------|---------|-----------------|--------|----------|----------|-----------|-----------|-----------|-------|
| 0001 | Corrective Mainte... | Jansen BV | Wattstraat | 7461 AB | RIJSSSEN | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0002 | Corrective Mainte... | Jansen BV | Spaansland | 7543 BG | ENSCHDEDE | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0003 | Corrective Mainte... | Jansen BV | Wegtersweg | 7556 BR | HENGELLO | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0004 | Corrective Mainte... | Jansen BV | Spoardijk | 8711 CK | WORKUM | 8 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0005 | Corrective Mainte... | Jansen BV | Krimweg | 7741 KJ | COEVORDEN | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0006 | Corrective Mainte... | Jansen BV | Vaart NZ | 7833 HC | NIEUW AMSTERDAM | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |
| 0007 | Corrective Mainte... | Jansen BV | Dorpsstraat | 7025 AD | HALLE | 7 | 20 | 1-1-2010 | 8:00 | 31-3-2010 | 18:00 | Allro |

18246.55 | Planning costs: 18246.55 | Total distance: 6616.91 | Total duration: 7 d 23:26 | Tariff costs:

[default (default)] | [Timing Information]

ORTEC Service Planning



ORTEC Logistic Solutions

ORTEC Transport and Distribution

Bestand Overzicht: Planning Optimalisatie Rapporten Opties Help

Ritten

Alle Uitvoeringsrit Geen filter toegevoegd

| Z... | Sy... | Rit | Van | Start | Naar | Eind | Trailer |
|-------------------------------------|-------|-----|----------|-------------|----------|-------------|-------------|
| <input checked="" type="checkbox"/> | 551 | | Luzern | 30-09 08:00 | VOLENDAM | 01-10 12:48 | Bulk_005 |
| <input checked="" type="checkbox"/> | 777 | | Luzern | 30-09 06:00 | Luzern | 30-09 06:00 | |
| <input checked="" type="checkbox"/> | 778 | | Basel | 30-09 08:00 | Basel | 30-09 10:01 | |
| <input checked="" type="checkbox"/> | 799 | | Moutier | 01-04 11:30 | Moutier | 01-04 11:30 | Trailer_004 |
| <input checked="" type="checkbox"/> | 828 | | VOLENDAM | 01-10 12:48 | VOLENDAM | 01-10 12:48 | Bulk_005 |
| <input checked="" type="checkbox"/> | 832 | | VOLENDAM | 01-10 12:48 | VOLENDAM | 01-10 12:48 | Bulk_005 |
| <input checked="" type="checkbox"/> | 838 | | Luzern | 30-09 07:55 | Luzern | 30-09 08:52 | |

Manifest Map

Kaart

KPI dashboard

avg. revenue (x 100)

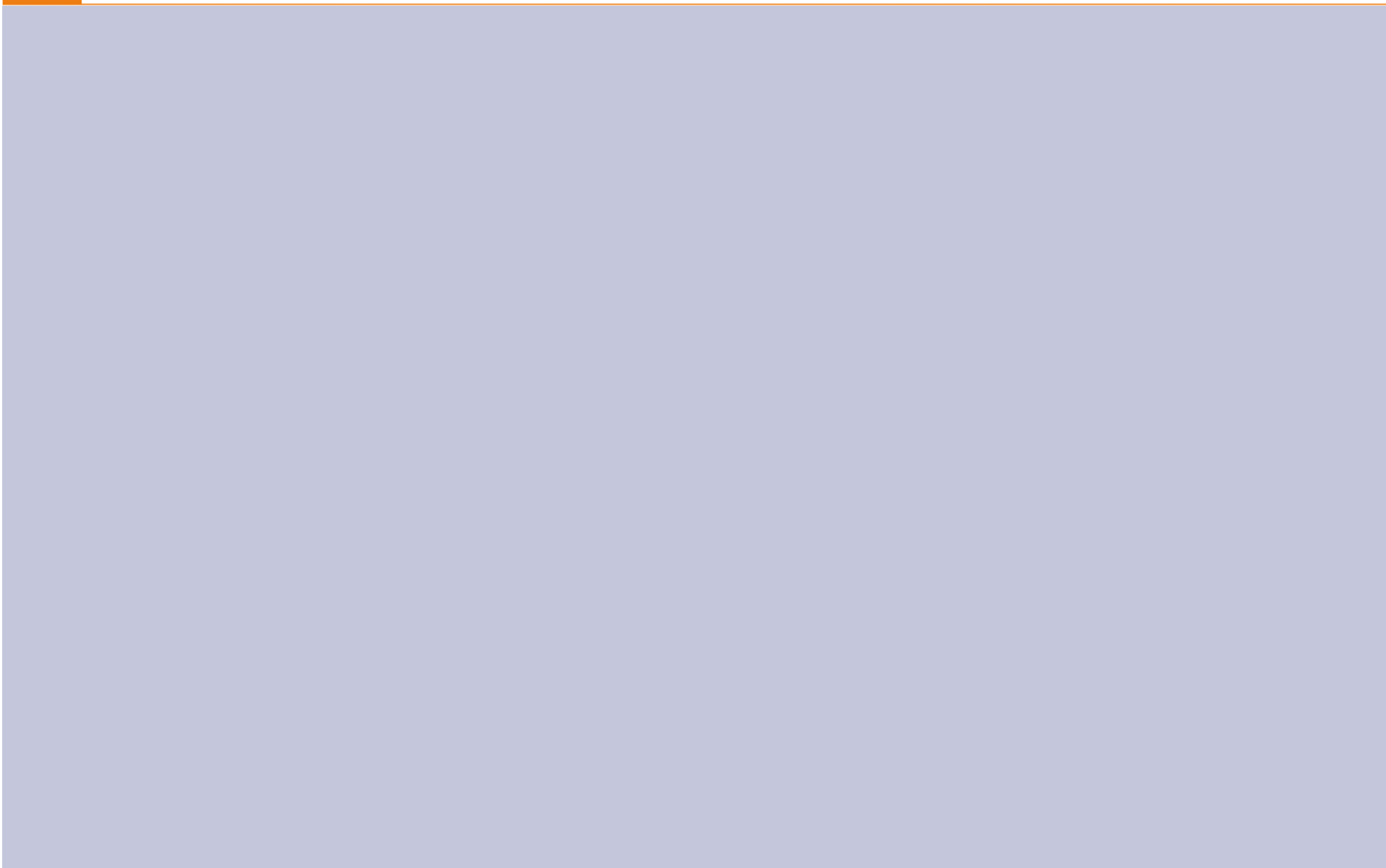
avg number of stops

total number of deliveries

| Order nr. | Rit Nr | Liter | Produkt | Van Plc | Van Pla... | V... | PickUp Tijd | Naar Pc | Naar Stad | N. | D till | P start | D Eind | Truck | Chauf |
|-----------|--------|----------|-----------------|---------|------------|------|-------------|---------|----------------|----|-------------|-------------|-------------|----------|--------|
| 000009 | | 2000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 1821 BZ | ALKMAAR | NL | 04-10 17:00 | | | | |
| 000010 | | 2000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 1821 BZ | ALKMAAR | NL | 04-10 17:00 | | | | |
| 100015 | | 2500.00 | Cooled suppl... | 6005 | Luzern | CH | 30-09 08:00 | 3052 | Zollikofen | CH | 30-09 17:00 | | | | |
| 900003 | 778 | 2500.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 5604 | Hendschiken AG | CH | 01-10 17:00 | 30-09 08:00 | 30-09 09:01 | | |
| 200006 | | 2600.00 | Rund_1 | | lochem | NL | 05-10 08:00 | | hapert | NL | 05-10 17:00 | | | | |
| 900005 | | 3000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 6343 | Risch | CH | 01-10 17:00 | | | | |
| 000002 | | 3000.00 | Gasoline | | Basel | CH | 30-09 08:00 | 1382 JZ | WEESP | NL | 04-10 17:00 | | | | |
| 000003 | | 3000.00 | Gasoline | | Basel | CH | 30-09 08:00 | 1382 JZ | WEESP | NL | 04-10 17:00 | | | | |
| 200157 | | 3000.00 | Chlorine Dio... | 1131 DL | VOLENDAM | NL | 05-10 08:00 | | zeewolde | NL | 06-10 17:00 | | | | |
| 200170 | | 3500.00 | Chlorine Dio... | 1131 DL | VOLENDAM | NL | 05-10 08:00 | | zeewolde | NL | 06-10 17:00 | | | | |
| 000004 | 551 | 4100.00 | Methylamyl ... | 6005 | Luzern | CH | 30-09 08:00 | 1382 JZ | WEESP | NL | 03-10 17:00 | 30-09 08:54 | 01-10 09:54 | BX-KM-03 | Miguel |
| 900002 | | 5000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 6343 | Risch | CH | 01-10 17:00 | | | | |
| 000005 | 551 | 6000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 1024 | Amsterdam | NL | 01-10 18:00 | 30-09 08:00 | 01-10 11:26 | BX-KM-03 | Miguel |
| 200024 | | 6000.00 | Varken_1 | 5071 | UDENHOUT | NL | 05-10 08:00 | | gemert | NL | 05-10 20:30 | | | | |
| 200119 | | 6000.00 | Rund_2 | | lochem | NL | 05-10 08:00 | | gemert | NL | 05-10 17:00 | | | | |
| 200003 | | 11000.00 | Varken_1 | | lochem | NL | 05-10 08:00 | 5692 | Eindhoven | NL | 05-10 17:00 | | | | |
| 900001 | | 18000.00 | Gasoline | 6005 | Luzern | CH | 30-09 08:00 | 6343 | Risch | CH | 01-10 17:00 | | | | |

490 89049.00

1675.57 183.37 Planning kosten: 1509.77 183.37 Totale afstand: 1822.39 132.74 Totale duur: 1 d 7:47 0 d 2:01 Tariefkosten: 712.7



Integratie in call center applicatie

- Lage acceptatiegraad, 1 applicatie dus geen intensieve product trainingen voor call center medewerkers (maximaal 3 extra schermen)

Integratie in website

- 24 * 7 mogelijkheid tot maken van afspraken:
 - consument bepaalt contact moment
 - geen extra kosten voor call center beschikbaarheid

Voorstel Voor Taken
✕

Instellingen

Vul de voorkeuren of eisen in met betrekking tot het voorstel

Taken:

Details van de taak (taken)

| Omschrijving | Duur | Med... | D... | E... |
|--------------------------------------|--------------|--------|------|------|
| Inspectie PARMENTIERSTRAAT HOOGVEEEN | 0 dagen 0:45 | (Geen) | Nee | Nee |

Duur:
 Voorkeur medewerker:

Voorstel methode:
 Maximum aantal voorstellen:

Voorkeur dagdeel:

- (0:00:00-23:59:00)
- (10:00-12:00)
- (12:00-14:00)
- (14:00-16:00)
- (16:00-18:00)

Voorkeur wegedag:

- Maandag
- Dinsdag
- Woensdag
- Donderdag
- Vrijdag
- Zaterdag
- Zondag

Extra data:

- Tijd
- Datum
- Datum type
- Aparte medewerkers
- Dagvullend
- Exclusief

Taak voorstel - Stap 2 van 3 Voorstel

Selecteer een voorstel

Opties

| Quality | Medewerker | Datum | Afspraak van | Afspraak tot | Delta KM |
|---------|------------|-----------|--------------|--------------|----------|
| 100.00 | Overduin | 21-1-2010 | 8:00 | 10:00 | 51.27 |
| 99.00 | Overduin | 21-1-2010 | 10:00 | 12:00 | 51.27 |
| 93.00 | Overduin | 21-1-2010 | 8:00 | 10:00 | 54.64 |
| 93.00 | Overduin | 21-1-2010 | 10:00 | 12:00 | 54.64 |
| 81.00 | Klok | 21-1-2010 | 10:00 | 12:00 | 62.95 |
| 76.00 | Martens | 20-1-2010 | 13:00 | 15:00 | 66.95 |
| 64.00 | Martens | 20-1-2010 | 10:00 | 12:00 | 80.06 |
| 61.00 | Klok | 20-1-2010 | 8:00 | 10:00 | 83.95 |
| 56.00 | Martens | 20-1-2010 | 8:00 | 10:00 | 90.28 |
| 55.00 | Martens | 21-1-2010 | 10:00 | 12:00 | 92.00 |

Details


| Type | Start | Einde | finishInstant | Afspr van | Afspr tot | Duur | KM | Straat | Plaats |
|--------------------|-------|-------|---------------|-----------|-----------|------|-------|--------------|--------------|
| Aanmelden | 7:00 | 7:00 | 21-1 7:00 | | | 0 | 0.00 | Ruysdaellaan | ALBLASSERDAM |
| Start dienst | 7:00 | 7:00 | 21-1 7:00 | | | 0 | 0.00 | Ruysdaellaan | ALBLASSERDAM |
| Reizen | 7:00 | 7:42 | 21-1 7:42 | | | 42 | 35.80 | Boezemweg | PIJNACKER |
| Opdracht uitvoeren | 7:42 | 9:12 | 21-1 9:12 | | | 90 | 0.00 | Boezemweg | PIJNACKER |
| stop | 7:42 | 9:12 | 21-1 9:12 | | | 90 | 0.00 | Boezemweg | PIJNACKER |
| | 9:12 | 9:52 | | | | | 33.81 | | |
| | 9:52 | 11:22 | | 8:00 | 10:00 | | 0.00 | | |
| | 9:52 | 11:22 | | | | | 0.00 | | |
| Reizen | 11:22 | 12:13 | 21-1 9:56 | | | 44 | 53.49 | Ruysdaellaan | ALBLASSERDAM |
| Beschikbaar | 12:13 | 16:30 | 21-1 16:30 | | | 394 | 0.00 | Ruysdaellaan | ALBLASSERDAM |
| Einde dienst | 16:30 | 16:30 | 21-1 16:30 | | | 0 | 0.00 | Ruysdaellaan | ALBLASSERDAM |
| Afmelden | 16:30 | 16:30 | 21-1 16:30 | | | 0 | 0.00 | Ruysdaellaan | ALBLASSERDAM |

Taak fixeren

Annuleren < Vorige Volgende > Einde

Voorstellen Navision


| % | Afspraakdatum en tijd | van | tot | W... | L... | Omschrijving | Resources |
|-----|---------------------------------|-------|-------|------|------|--|--------------|
| 100 | vrijdag 0 februari 2008 0:40 | 0:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Saldi |
| 94 | donderdag 7 februari 2008 13:00 | 12:30 | 14:30 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Butter |
| 99 | donderdag 7 februari 2008 0:10 | 0:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | van der Veer |
| 99 | donderdag 7 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Micola |
| 99 | donderdag 7 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | de Hoogh |
| 99 | donderdag 7 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Huispas |
| 99 | donderdag 7 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | van der Pol |
| 99 | vrijdag 8 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Butter |
| 99 | vrijdag 8 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | Micola |
| 99 | vrijdag 8 februari 2008 8:18 | 8:00 | 13:00 | ☺ | ☑ | REP.V.00050-EE-00: Loodgieters BADHUISWEG 99 | de Hoogh |

TASK PROPOSAL (DEMO)

- 1. Request client details
- 2. Confirm client details
- 3. Request task proposals**
- 4. Choose task proposal
- 5. Finish

Proposal options

| Preferred Daypart | Preferred Weekday |
|---|--|
| <input type="checkbox"/> 08:00:00-10:00:00 | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> 10:00:00-12:00:00 | <input checked="" type="checkbox"/> Monday |
| <input checked="" type="checkbox"/> 12:00:00-14:00:00 | <input type="checkbox"/> Tuesday |
| <input checked="" type="checkbox"/> 14:00:00-16:00:00 | <input type="checkbox"/> Wednesday |
| <input type="checkbox"/> 16:00:00-18:00:00 | <input type="checkbox"/> Thursday |
| | <input type="checkbox"/> Friday |
| | <input type="checkbox"/> Saturday |

TASK PROPOSAL (DEMO)

1. Request client details
2. Confirm client details
3. Request task proposals
- 4. Choose task proposal**
5. Finish

today 1/18/2010 - 1/22/2010 Day Week Month Timeline

| | Mon, 18 | Tue, 19 | Wed, 20 | Thu, 21 | Fri, 22 |
|---------|----------------------|----------------------|----------------------|---------|---------|
| all day | | | | | |
| 8am | | Resource: Koning, de | Resource: Koning, de | | |
| 9am | | | | | |
| 10am | Resource: Middendorp | Resource: Klok | | | |
| 11am | | | | | |
| 12pm | | | | | |
| 1pm | Resource: Middendorp | Resource: Klok | Resource: Koning, de | | |
| 2pm | | | | | |
| 3pm | | | | | |
| 4pm | | | | | |
| 5pm | | | | | |

Show 24 hours...

Selected appointment: Resource: Klok

Previous Next



TASK PROPOSAL (DEMO)

1. Request client details
2. Confirm client details
3. Request task proposals
4. Choose task proposal
- 5. Finish**

Appointment Details

Task is planned successfully

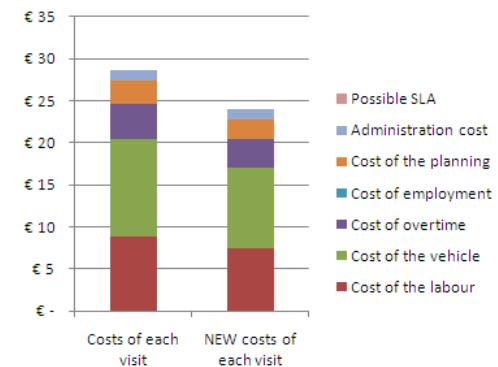
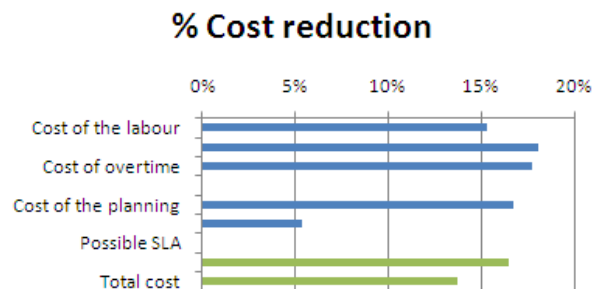
| | |
|-----------------|----------------------------------|
| Address | Schepenveld 15, 3891 ZK ZEEWOLDE |
| Resource | Koning, de |
| Task | Correctief Onderhoud |
| From | donderdag 21 januari 2010, 10:00 |
| Till | donderdag 21 januari 2010, 12:00 |

Previous

Finish

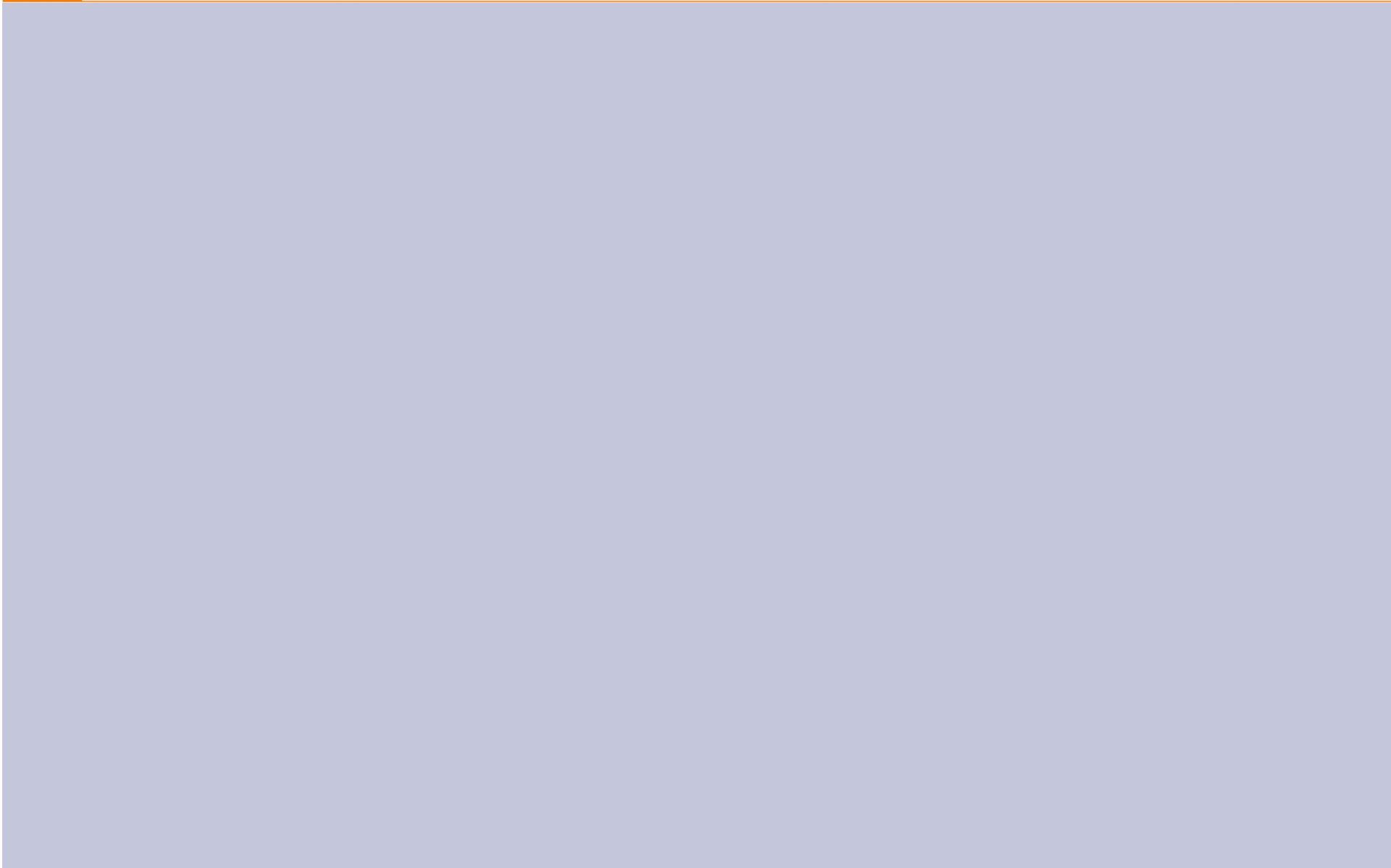


- KPI, Afstand / stop - 22% (= -75.000 Kg CO2)
- Gekwalificeerde medewerker +25% (nu 97%)
- Afspraken binnen SLA + 5%
- Bezoek binnen SLA + 10 %
- Mogelijkheid tijdsafspraken in kortere blokken aan te bieden
- Afspraken maken veel sneller en eenvoudiger met minder tools (uitgefaseerd: agenda systeem, google maps en postcode afstanden matrix)



Referenties





- Completere oplossing met beslisboom (partner)
- Revenue management

| | M | D | W | D | V |
|-------------|---|---|----|----|----|
| 08:00-10:00 | | | 15 | | 15 |
| 10:00-12:00 | 0 | | | | |
| 12:00-14:00 | | 0 | | | |
| 14:00-16:00 | | | | 10 | |
| 16:00-20:00 | | | | | 15 |



Tot Slot



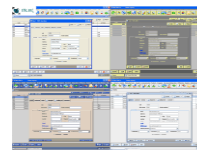
Wat gaat u doen?

Het Oude plannen

| Task ID | Task Name | Status | Start Date | End Date |
|---------|-----------|-------------|------------|------------|
| 1010 | Task 1 | Not Started | 2007-01-01 | 2007-01-01 |
| 1020 | Task 2 | In Progress | 2007-01-02 | 2007-01-02 |
| 1030 | Task 3 | Completed | 2007-01-03 | 2007-01-03 |
| 1040 | Task 4 | Not Started | 2007-01-04 | 2007-01-04 |
| 1050 | Task 5 | In Progress | 2007-01-05 | 2007-01-05 |
| 1060 | Task 6 | Completed | 2007-01-06 | 2007-01-06 |
| 1070 | Task 7 | Not Started | 2007-01-07 | 2007-01-07 |
| 1080 | Task 8 | In Progress | 2007-01-08 | 2007-01-08 |
| 1090 | Task 9 | Completed | 2007-01-09 | 2007-01-09 |
| 1100 | Task 10 | Not Started | 2007-01-10 | 2007-01-10 |



Het Nieuwe plannen



ORTEC TASK PROPOSAL (DEMO)

1. Request start details
2. Confirm start details
3. Request task proposals
4. Choose task proposal
5. Finish

Proposal options

| Preferred Daypart | Preferred Weekday |
|--|--|
| <input type="checkbox"/> 08:00-10:00:00 | <input type="checkbox"/> Sunday |
| <input type="checkbox"/> 10:00-12:00:00 | <input checked="" type="checkbox"/> Monday |
| <input checked="" type="checkbox"/> 12:00-14:00:00 | <input type="checkbox"/> Tuesday |
| <input checked="" type="checkbox"/> 14:00-16:00:00 | <input type="checkbox"/> Wednesday |
| <input type="checkbox"/> 16:00-18:00:00 | <input type="checkbox"/> Thursday |
| | <input type="checkbox"/> Friday |
| | <input type="checkbox"/> Saturday |

Buttons: Previous, Next

ORTEC TASK PROPOSAL (DEMO)

1. Request start details
2. Confirm start details
3. Request task proposals
4. Choose task proposal
5. Finish

Task Proposal Calendar (Dec 2007):

| Day | Task 1 | Task 2 | Task 3 |
|-----------|--------|--------|--------|
| Monday | Task 1 | Task 2 | Task 3 |
| Tuesday | Task 1 | Task 2 | Task 3 |
| Wednesday | Task 1 | Task 2 | Task 3 |
| Thursday | Task 1 | Task 2 | Task 3 |
| Friday | Task 1 | Task 2 | Task 3 |
| Saturday | Task 1 | Task 2 | Task 3 |
| Sunday | Task 1 | Task 2 | Task 3 |

Buttons: Previous, Next