

Dispatching Grid

Schedule for

	Vehicle 60	Vehicle 70
11:45 AM		
12:00 PM		
12:15 PM		
12:30 PM		
12:45 PM		
1:00 PM	Click Name	Rita Downey, Chair 47 Matthews Street, Binghamton, NY 13905
1:15 PM	Downey, Rita (R)	118 Hill Avenue, Endicott, NY 13760
1:30 PM		
1:45 PM		
2:00 PM		
2:15 PM		

With DME's new Instant Messaging (IM) functionality, Dispatchers and Drivers can communicate directly through our mobile functionality.

All correspondence between Driver and Dispatcher is time stamped and saved permanently under "Driver Management." IM records can be referenced, viewed and printed for any time interval.

To IM a Driver, simply click the Customer's name on the Dispatching Grid.

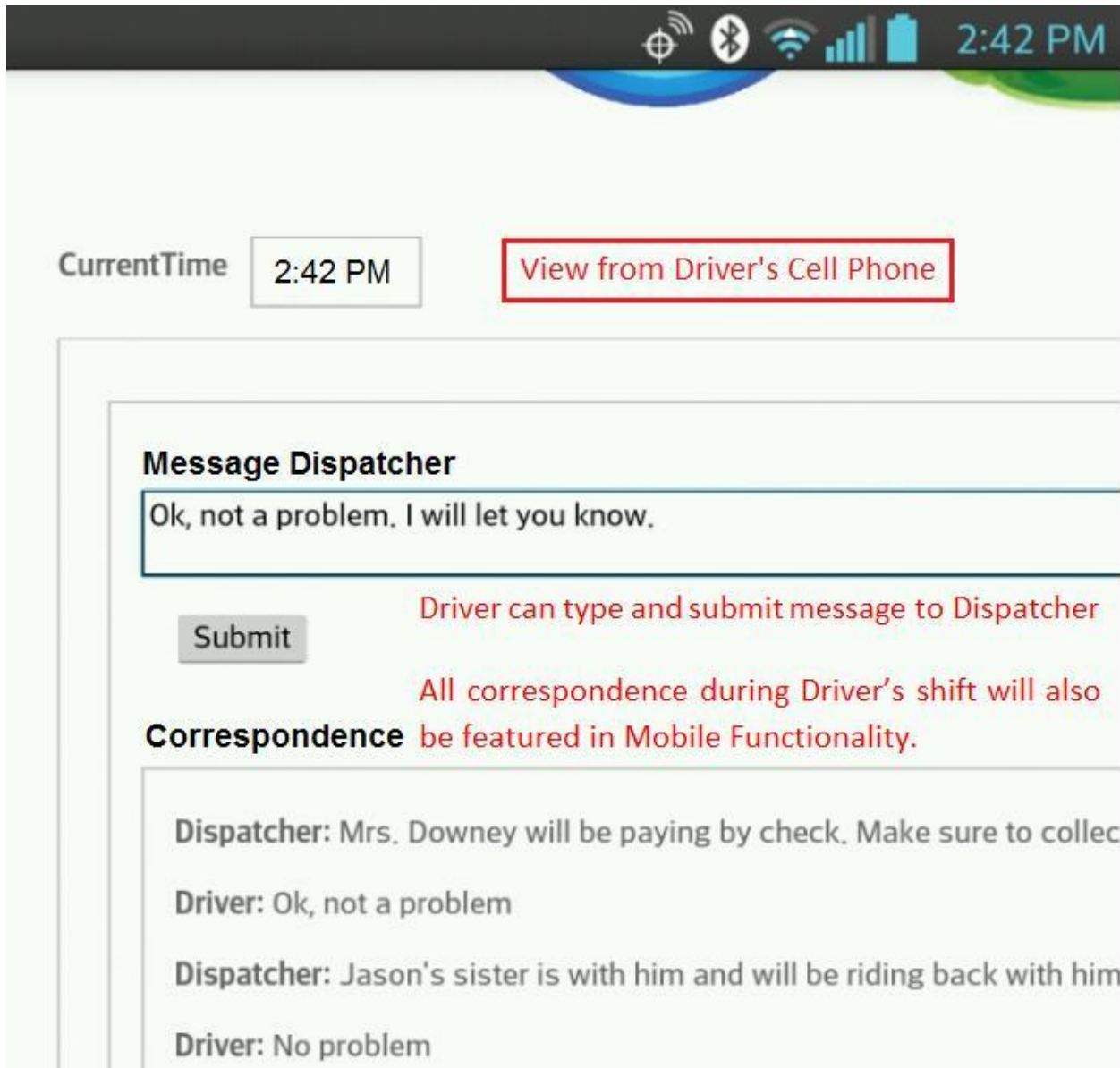
The screenshot shows a browser window with the URL <http://dmlive.com/Dispatching>. The interface includes a navigation menu with 'Schedule', 'Trips', 'Customers', 'Drivers', 'Vehicles', and 'Statistics'. The 'Dispatching Grid' is visible in the background, with 'Downey, Rita (R)' selected. A popup window titled 'Driver : Edwards, Brad' displays the following message history:

- Driver: Which apartment is this? I cant find it on the mailbox. 3/15/2014 8:12:13 AM
- Dispatcher: Go around back. It is the second door from the left. 3/15/2014 8:15:16 AM
- Driver: Ok, got it. I see which one youre talking about. 3/15/2014 8:16:04 AM
- Dispatcher: Good. Let me know if you have any more questions 3/15/2014 8:23:06 AM
- Driver: This is a test to make sure you are still thete. 3/15/2014 8:29:28 AM
- Dispatcher: Yes, I'm still here. Do your job! 3/15/2014 8:30:36 AM
- Dispatcher: Make sure you use the back door. Jason said his front door is broken 3/15/2014 8:46:30 AM
- Driver: Got it. No problem. 3/15/2014 8:48:26 AM
- Dispatcher: Jason also asked if you can help assist him with carrying his two bags into the vehicles 3/15/2014 8:51:16 AM
- Driver: No problem 3/15/2014 8:51:26 AM
- Dispatcher: Jason's sister is with him and will be riding back with him 3/15/2014 8:56:48 AM
- Driver: Ok, not a problem 3/15/2014 8:57:09 AM

Below the messages is a 'Reply' section with the text: 'Mrs. Downey will be paying by check. Make sure to collect payment.' and a 'Send' button.

When Dispatcher clicks on the Customer's name, a popup window will appear featuring the Driver's name featuring all previous correspondence during the Driver's shift.

Dispatcher can type message from keyboard and press "Send" to convey message to Driver.



When Drivers send Instant Messages to Dispatch, a popup window will appear in the bottom right corner of the Dispatcher's computer featuring the Driver's name, their message, and, if necessary, prompt the Dispatcher to respond.



**Driver Login Registration**

From:  To:

**Filter** **Print** ?

Date	Start Time	End Time
03-15-2014	8:03AM	3:01 PM

**Instant Messaging History**

From:  To:

**Filter** **Print** ?

**Driver:** Which apartment is this? I cant find it on the mailbox. 3/15/2014 8:12:13 AM  
**Dispatcher:** Go around back. It is the second door from the left. 3/15/2014 8:15:16 AM  
**Driver:** Ok, got it. I see which one youre talking about. 3/15/2014 8:16:04 AM  
**Dispatcher:** Good. Let me know if you have any more questions 3/15/2014 8:23:06 AM  
**Dispatcher:** Make sure you use the back door. Jason said his front door is broken 3/15/2014 8:46:30 AM  
**Driver:** Got it. No problem. 3/15/2014 8:48:26 AM  
**Dispatcher:** Jason also asked if you can help assist him with carrying his two bags into the vehicles 3/15/2014 8:51:16 AM  
**Driver:** No problem 3/15/2014 8:51:36 AM  
**Dispatcher:** Jason's sister is with him and will be riding back with him 3/15/2014 8:56:46 AM  
**Driver:** Ok, not a problem 3/15/2014 8:57:09 AM  
**Dispatcher:** Mrs. Downey will be paying by check. Make sure to collect payment. 3/15/2014 2:40:50 PM  
**Driver:** Ok, not a problem. I will let you know. 3/15/2014 2:42:29 PM  
**Driver:** Mrs. Rita's check # is 4507, \$88 3/15/2014 2:47:05 PM

Under "Driver Management," users can reference the login and logout time of specific Drivers via Mobile Functionality.

Further, users can reference and, if necessary, print the Instant Messaging correspondence over any time period. This is an excellent support feature should it be needed as proof or evidence.