

TELEDRIVER

DRIVER WORKFORCE MANAGEMENT

STANDARD FEATURES

Employee Module

Standard interfaces to human resource systems can be maintained within the application.

Scheduling Module

TeleDriver works with any vehicle scheduling system. Data can be imported and modified as day-to-day service or schedule changes occur.

Work & Vacation Picking

Work and vacation picks can be entered and validated in TeleDriver as they are received to greatly streamline the picking processes.

Daily Dispatch

The Dispatch Console is the most powerful component of TeleDriver allowing supervisors and management teams to easily perform all daily operations

Timekeeping Module

Accurately processes timekeeping totals for payroll applications or agents using all employee, work, vacation, absence, and pay rule information.

OPTIONAL FEATURES

Issue Management

The issue management module tracks customer comments, incidents and discipline. Operator and work information is stored within the application for easy and uncomplicated incident investigating and logging.

Performance Monitoring

Monitor employee performance matters, such as safety, attendance, and complaints.

Interactive Voice Response and Web Access for Drivers

With CrewLine, operators can quickly access their profile and work via telephone or Internet. Operators can proactively check in on their own.



ABOUT ENGHOUSE TRANSPORTATION

With over 25 years experience, Enghouse Transportation is committed to developing and delivering solutions for public and private transportation industries through innovative computerized applications and consulting support. Our enterprise solutions for scheduling, dispatching, workforce management, operations and customer media have evolved from our unmatched industry expertise.



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