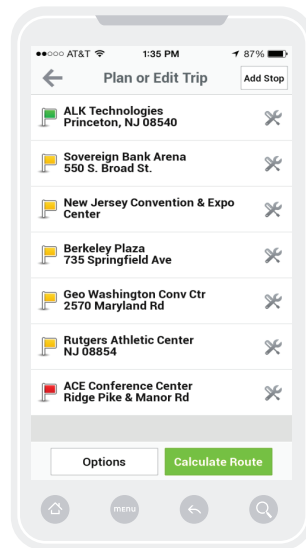# CoPilot® PROFESSIONAL

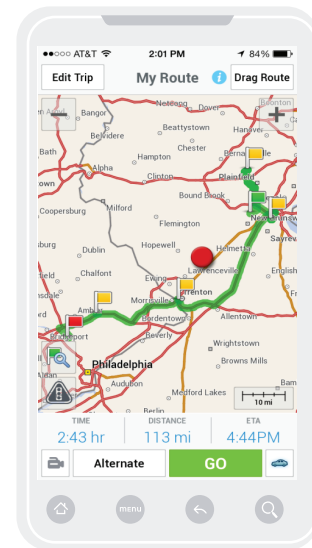# Advanced Route Optimization and Real Time Windows

Arriving onsite within a specific, customer convenient, time window guarantees improved customer satisfaction and enhances overall company efficiency.

Delivery schedule sent from back office application to CoPilot Professional.

CoPilot Professional optimizes the stops to meet any existing time windows/SLAs.

New optimized route and accurate ETAs used to produce precise time windows for customers.

By combining CoPilot Professional's routing algorithms with the preferences and pre-defined Service Level Agreements (SLAs) stored in back office planning systems, organizations have the ability to accurately schedule a mobile worker to arrive at a location to perform work within a specified time window. This precise timing can then be shared with the end customer.

Business Benefits

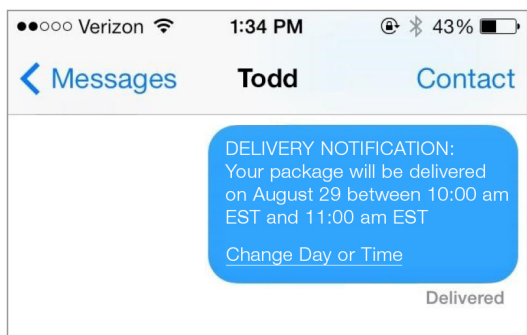- **Improve first-time delivery success**
- **Generate smaller, accurate time windows** for greater customer convenience
- **Improve driver productivity** with the possibility of servicing more appointments or deliveries/pickups per shift
- **Increase field worker confidence and adoption** with a winning combination of technology and local knowledge
- **Reduce driver training time** for new and agency drivers

Generate Accurate Time Windows

CoPilot Professional takes a worker's schedule of up to 250 stops from a back office planning or mobile job management application and optimizes the route on the mobile worker's handheld device. This removes the need to manually plan driving itineraries. The route is compared against any SLAs in place and revised, as required, in order to satisfy them.

If a company chooses, the option for a mobile worker to reorder stops based on their local knowledge is available.

Once the route is finalized, other employees and end customers can be notified by text or email via the back office application of the specific time window in which the mobile worker will arrive.

Keep Customers Informed

While on the road, factors such as current location and ETA to the next appointment can be retrieved from CoPilot Professional on the driver's device and used to inform customers of any potential delay.

Features

- Groups stops in a logical order to speed-up the process of optimization on the handheld device and maximize the number of achievable deliveries

- Uses road distances as opposed to a straight line between delivery points to calculate the route

- Takes SLAs and time restricted windows into account when route planning

- Experienced drivers can be empowered with the ability to adjust stop order prior to finalizing the route

- Facility to factor in driver break time and wait times, to improve the accuracy of customer ETAs

- Links seamlessly with mobile workflow and back office planning applications

Advanced Route Optimization is an additional module available for the CoPilot Professional SDK.

For further information on the route optimization capabilities of CoPilot Professional,
contact busdev@alk.com, or visit copilotgps.com/pro