

# Technician route optimization

This workflow automatically optimizes technician routes for scheduled elevator maintenance and emergency calls, reducing travel time and improving service efficiency across multiple building locations.

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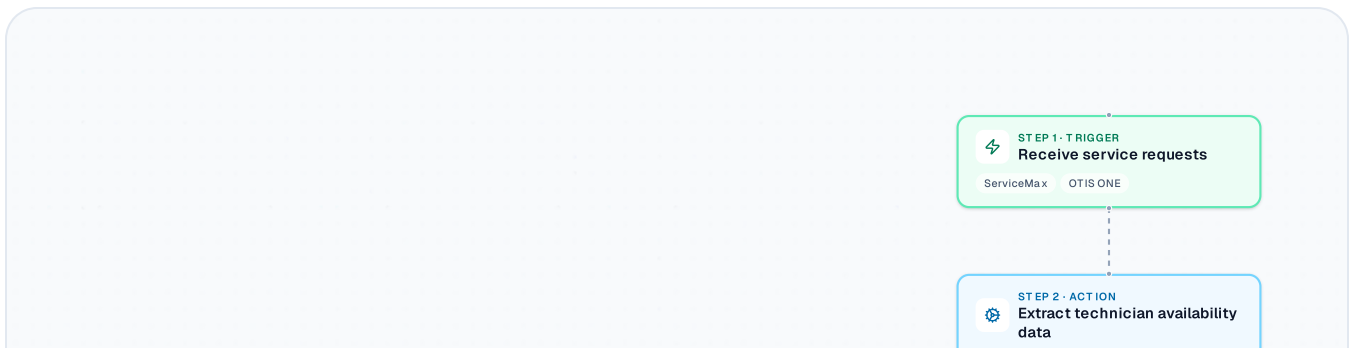


## WORKFLOW TRIGGER

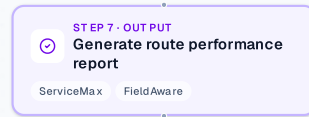
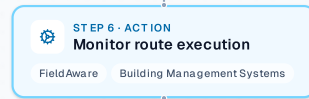
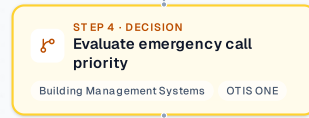
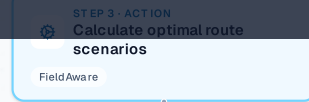
Daily maintenance schedule is generated or emergency service call is received

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.



FieldAware ServiceMax



## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

## Receive service requests

Daily scheduled maintenance tasks and emergency calls are collected from various sources. Service requests include location, priority level, estimated duration, and required technician skills.

ServiceMax

OTIS ONE

2

 ACTION

## Extract technician availability data

Current technician locations, skill sets, shift schedules, and existing route assignments are retrieved. Real-time GPS tracking data shows current positions and estimated completion times for ongoing jobs.

FieldAware

ServiceMax

3

 ACTION

## Calculate optimal route scenarios

Multiple route combinations are generated considering travel time, technician skills, equipment requirements, and service windows. Geographic clustering and traffic patterns are analyzed for efficiency.

FieldAware

4

 DECISION

## Evaluate emergency call priority

Emergency service calls are assessed for severity and response time requirements. High-priority emergencies trigger immediate route recalculation and technician reassignment.

5

 ACTION

### Update technician assignments

Optimized routes and job assignments are pushed to technician mobile devices. Schedule changes are synchronized across all connected systems and stakeholders are notified.

ServiceMax

FieldAware

6

 ACTION

### Monitor route execution

Real-time tracking of technician progress, job completion status, and any route deviations. Automatic alerts are sent for delays or unexpected issues.

FieldAware

Building Management Systems

7

 OUTPUT

### Generate route performance report

Daily summary of route efficiency, travel time savings, job completion rates, and customer satisfaction metrics. Performance data feeds into future route optimization algorithms.

ServiceMax

FieldAware



## Outputs

- Optimized daily technician routes
- Real-time route updates and notifications
- Route performance analytics report



## Key Metrics

- Average travel time per technician
- First-time fix rate
- Emergency response time



## Tools & Integrations

- ServiceMax
- FieldAware
- OTIS ONE
- Building Management Systems

## AI Business OS

## AI Business OS

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