

The evolution of the utility dispatcher...

Traditional Role

Dual Role

Location:

Dispatchers serve a single job at a fixed location with no flexibility.

Operations:

Singular role with singular purpose in the org.

Service & maintenance:

Rigid system has visibility but no true agility.

Crisis management:

Centralized management of weather and other problem events.

Comms:

Evals done in-house with a strict command chain.

Customer interaction:

No direct connection between dispatcher and customer.



Location:

Dispatchers serve multiple roles with the ability to travel into the field.



Operations:

Varied role with optional adjustments to the needs of the org.



Service & maintenance:

Agility built into the system, allowing for real-time efficiency adjustments.



Crisis management:

Distributed and field management of weather and other problem events.



Comms:

Evals done in the field with an ability adapt onsite.



Customer interaction:

Potential for dispatcher to become a liaison and increase satisfaction.