

# What Is Agent Roster Management and How Does It Work?



**Tookan**

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# 1. Introduction



The pandemic induced restrictions have confined billions of people to their homes (Approx 3.9 Billion people by April 2020) which has consequently led to an unprecedented boom of delivery services worldwide. The risk of contagion has increased the demand for online delivery services, challenging every online retailer, restaurant, grocery delivery provider, business or brand to fulfil the pie-in-the-sky wishes for home deliveries.

According to Pitchbook, a financial data provider, more than \$14 Billion has been invested in grocery delivery services worldwide since early 2020, most of which has been made this year.

Online grocery sales increased by 22% due to national COVID-19 lockdowns in the US alone. In a survey of 1,152 buyers, online groceries sales reportedly increased by 40%, and 52% of the buyers purchased groceries online in the past year. (Source)

Instacart, a grocery delivery giant, generated \$1.5 Billion in revenue in 2020 with an estimated 9.6 million active users currently. It added 300,000 more shoppers for delivery services. (Source)



Zomato, a leading food delivery app in India, experienced exponential growth in food delivery services with a massive spike in food orders from 30.6 million in 2018 to 403.1 million in 2020. Speaking of the delivery partners, Zomato has one of India's largest hyperlocal delivery networks. ([Source](#))

The global online food delivery service market is expected to grow from \$115.07 Billion in 2020 to \$126.91 Billion in 2021. It is further expected to reach \$192.16 Billion in the next five years by 2025 at a CAGR of 11%. The key players in the industry are Doordash, Deliveroo, UberEats, Zomato, Swiggy, Domino's, GrubHub, Foodpanda and Just eat. ([Source](#))

The delivery pressure has been immense. The lack of resources, a proper schedule or even a little mismanagement could throw them off their game, giving others a competitive edge. One of the most common challenges with logistics arises when multiple agents are deployed in the field simultaneously, and with schedules falling apart, it could easily turn into a nightmare. A proper schedule, therefore, lays the foundation for the entire delivery cycle. Assigning the right person for the right job is integral to the delivery management system. But it does more than simplify the scheduling process for dispatchers and field agents.

An efficient roster management system maximises fleet efficiency and elevates customer satisfaction, which ultimately dictates the performance of the online marketplace platform.

In this guide, we will understand what roster management is, discuss the benefits of an efficient roster management system and some of the excellent features that you should look at while hiring any delivery management software for your business.

## 2. What is roster management?



One of the primary reasons why businesses fail is mismanagement of the workforce, which can stem from several factors such as the company culture, excessive workload or hiring people not fit for the job role. An effective roster helps businesses identify the right people for the right jobs which lays the foundation for almost everything. Remember, every business relies on the efficiency of its employees and optimising their workflow with a solid staff scheduling system will only help them work collectively towards the organisational goals.

Automated Rostering schedules everything in advance and offers complete transparency, saving both employees and field agents from the last-minute complications. Undoubtedly, the benefits of an excellent logistics server couldn't be stressed more today. According to a 2019 [Capgemini report](#), the retailers could lose up to 26% of their profits if they fail to upgrade their logistics system to ensure timely deliveries.

This ebook will give you several reasons as to why investing in an efficient roster management system has become the need of the hour today. We will further enlist some of the unique features that one should be looking at while hiring the best logistics server for their business.

### 3. Why do you need staff scheduling software? How does it work?

Increased Productivity:

Automated scheduling

Instant Notifications

Marks absentees

Flexibility

Competitive Advantage:

Saves labour cost

Avoids excessive workload

Quality Service

Accurate forecasts for better management control

Analytical Insights:

Rostering patterns

Increases visibility

Greater insights from all departments

Resolves conflicts

## 3.1. To Increase Productivity



The employee scheduling software assigns the right person for the right job, which maximises employee proficiency and reduces the risk of errors. It also helps you monitor your staff by keeping a close tab on their daily hours. Employees/agents are supposed to log in on arrival and log off at the end of their shift. Here's how this software will help you improve your team's productivity:

### ◆ Automated scheduling:

The software will automatically assign the job best suited for you. The selection will be made on the basis of your location, your last order status, working hours etc.

### ◆ Instant notifications:

Each time you alter shifts, the agent will be immediately notified, and the change will be communicated to the entire team. Traditionally, calling every person in the team separately could take the entire day, precious time which can be saved by putting a proper system in place.



### ◆ Marks absentees:

The staff scheduling software marks the absentees automatically and releases payments to present employees only.

### ◆ Flexibility:

The software offers on-the-go flexibility and keeps track of everything, including the training sessions, sick leaves, vacation time and even payroll management. This eliminates the need for more logistics resources, reduces workload and allows managers to focus on improving organisational efficiency.

## 3.2. To Gain a Competitive Edge



### ◆ Saves labour cost:

The software avoids overstaffing and efficiently uses existing resources by managing their schedules and assigning them the right jobs.

### ◆ Avoids excessive workload:

The software avoids overstaffing and efficiently uses existing resources by managing their schedules and assigning them the right jobs.



### ◆ Quality service:



If the staff is satisfied, the efficiency of work automatically improves. Roster management improves service quality by making easy accommodations for both the employer and the field agent. Proper designation also makes the employees more productive, which improves staff morale and organisational efficiency.

### ◆ Accurate forecasts for better management control:

The software uses existing data and trends to make accurate forecasts before making weekly schedules. Since managers have real-time access to the data, they can ensure that the shifts are appropriately covered, make informed decisions and avoid unnecessary overtime.

## 3.3. Analytical Insights

For maximum growth, your team needs accurate and up-to-date insights into all operations. Analytical insights give you clear visibility of your team and help you make the right decisions. Here are some of the developments that you can expect with the correct use of data analytics.



### ◆ Rostering patterns:



It helps you understand who is under-utilised or overused and the impact that it leaves on your staffing cost.

### ◆ Increases visibility:

Complete visibility into staff operations is important to derive maximum value. Excessive workload drops the job satisfaction level, and workers become unproductive. On the other hand, under-utilisation makes the staff feel undervalued and disconnected, which lowers staff morale.

### ◆ Insights from payroll, finance, HR & CMS:

Analytical insights from all these areas help you make informed decisions to improve the process.

### ◆ Resolve conflicts:

It helps you resolve problems within the team and develop solutions that benefit everyone - agents, management and customers.



## 4. Tookan mobile workforce management software

Well, we promised you efficient staff scheduling software with excellent features, and here we are. Tookan's mobile workforce management software is designed to offer a unified solution to hire, manage and schedule your field workers. Besides having a separate workforce management software, the Tookan delivery dispatch model also offers automated scheduling and dispatching, which is again advantageous for businesses in the delivery business. In the next slide, we will look at some of Tookan's best features that make it a resounding success in the industry.

High performing businesses start with the right workforce and best-fit schedules, which give them a direction. And with Tookan's best products and services, you get all of the above-listed features at affordable prices.

## 5. How does it work?



The Tookan solutions listed below will help you reduce manual work, double productivity, and build a happier, capable, and more efficient workforce!

### Hiring:

The process starts with recruiting more workforce, verifying their background and getting them registered on the platform.

### Attendance Management:

Once they're registered, they will be allowed to log in and out of the platform easily, which will also help dispatchers/employers track their clock-in and clock-out time to narrow down their daily working hours.

### Job Scheduling:

The jobs will be automatically assigned every day to the present employees, eliminating the paper trail and thousands of phone calls and follow-ups. This will help you shift your focus on other pressing concerns, ensuring utmost efficiency.

### Schedule Management:

The schedule management will ensure better and higher calendar utilisation, leaving no space empty and no employee feeling exploited or underutilised.

### Data Analytics and Reports:

How will you determine the accuracy of your automated schedules or employee performance. The daily analytics reports will help you identify the strengths and challenges that will help you make better business decisions and offer customisation if required.

## 6. Configure it any way you wish to with the best application features in the industry!

### Native mobile apps:

The best Android and iOS apps make on-the-go services easier and more efficient.



### Excellent customer support:

The app comes packed with real-time 24\*7 technical support, which reduces delays and helps you instantly resolve all your issues.



### Flexible Pricing Model:

It offers an affordable, scalable and a simple pricing model which lets you pay as you grow. The free 14-day trial is an excellent addition to the package, which helps you make the right choice.



### Customisable:

The app lets you configure the solutions the way you like it. You can make easy customisations based on the daily analytical reports.

## 7. Conclusion

With the best in class features of Tookan, you can

### Track and manage workforce:

The inbuilt real-time tracking software allows managers to monitor the deliveries made by the employees closely and helps resolve discrepancies immediately.

### Get appointment notifications:

The workforce receives instant appointment notifications on their mobile app, which saves them hours to get back to their reporting station, resulting in more timely deliveries.

### Generate exact billing reports:

The app calculates the exact workforce payroll based on their working hours or the number of deliveries made. This eliminates the calculating errors.

### Get real-time updates:

If there is any change in the schedule from either of the two sides, everyone in the team will be notified instantly.

### Easily manage your workforce:

With this one app, you can manage your workforce efficiently from a single window. The hassle-free experience saves a lot of time for the managers who can now focus on other issues.

Still waiting for the perfect start? Plug in to get started on our future-ready solution in less than 10 minutes!