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(54) **SCHEDULING RESOURCES FOR PERFORMING A SERVICE**

Publication Classification

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(57) **ABSTRACT**

(21) Appl. No.: **10/696,498**

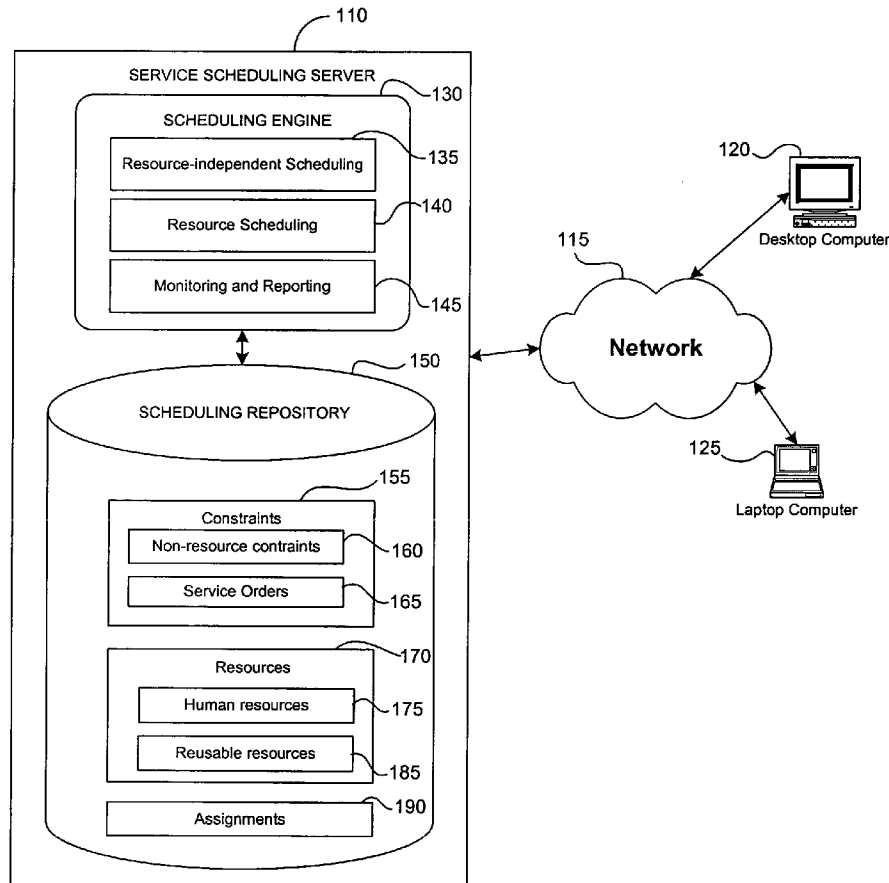
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A computer system and information repository is described for scheduling resources needed to perform service actions. The repository of resource information includes human resource information, reusable resource information, and non-reusable resource information. Each of human resource information, reusable resource information, and non-reusable resource information includes availability information. A scheduling engine associates, based on user input, resource information with task items that need to be completed as part of performing a service action.

Related U.S. Application Data

(60) Provisional application No. 60/433,042, filed on Dec. 12, 2002. Provisional application No. 60/452,383, filed on Mar. 5, 2003.

100



100

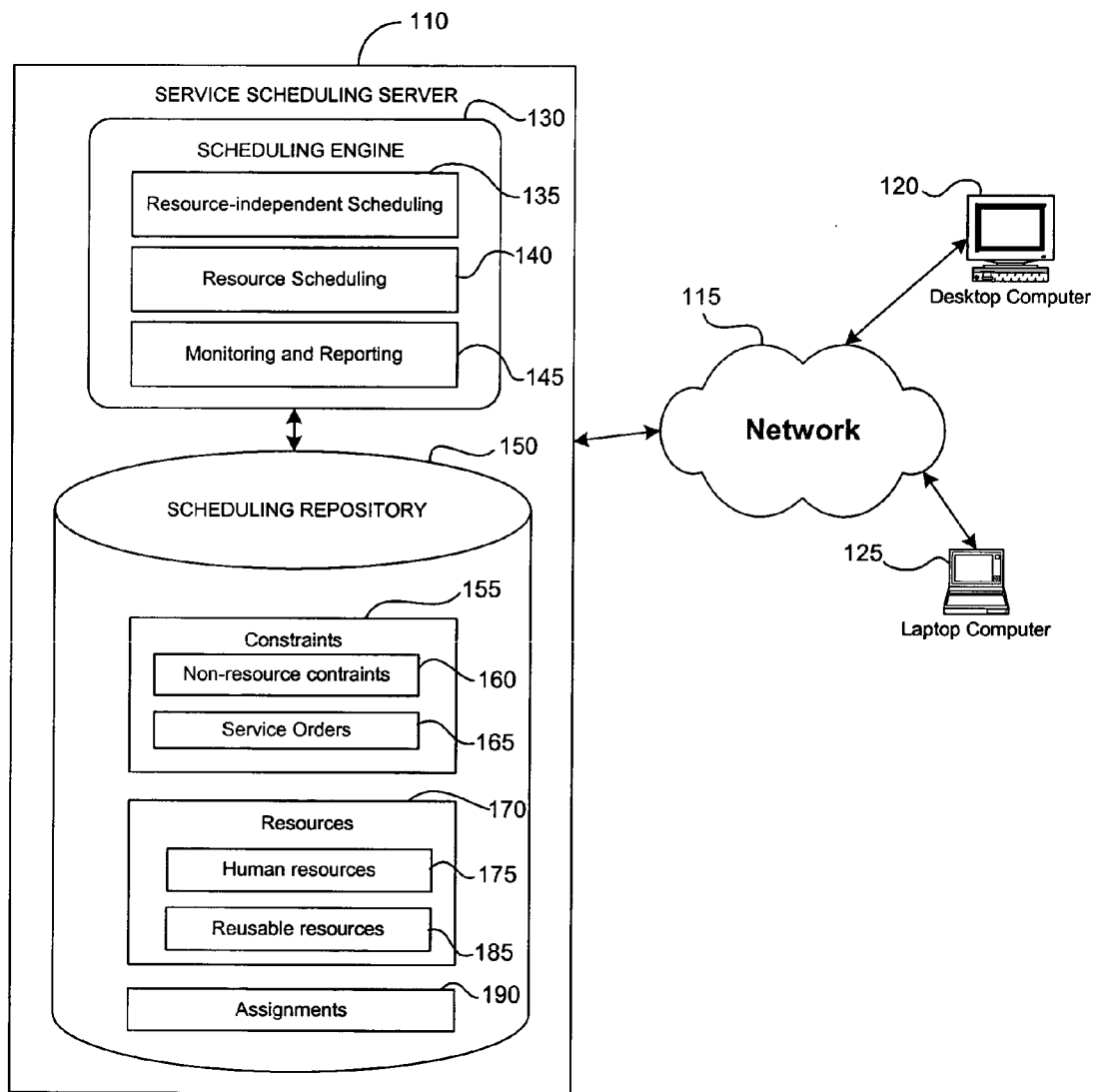


FIG. 1

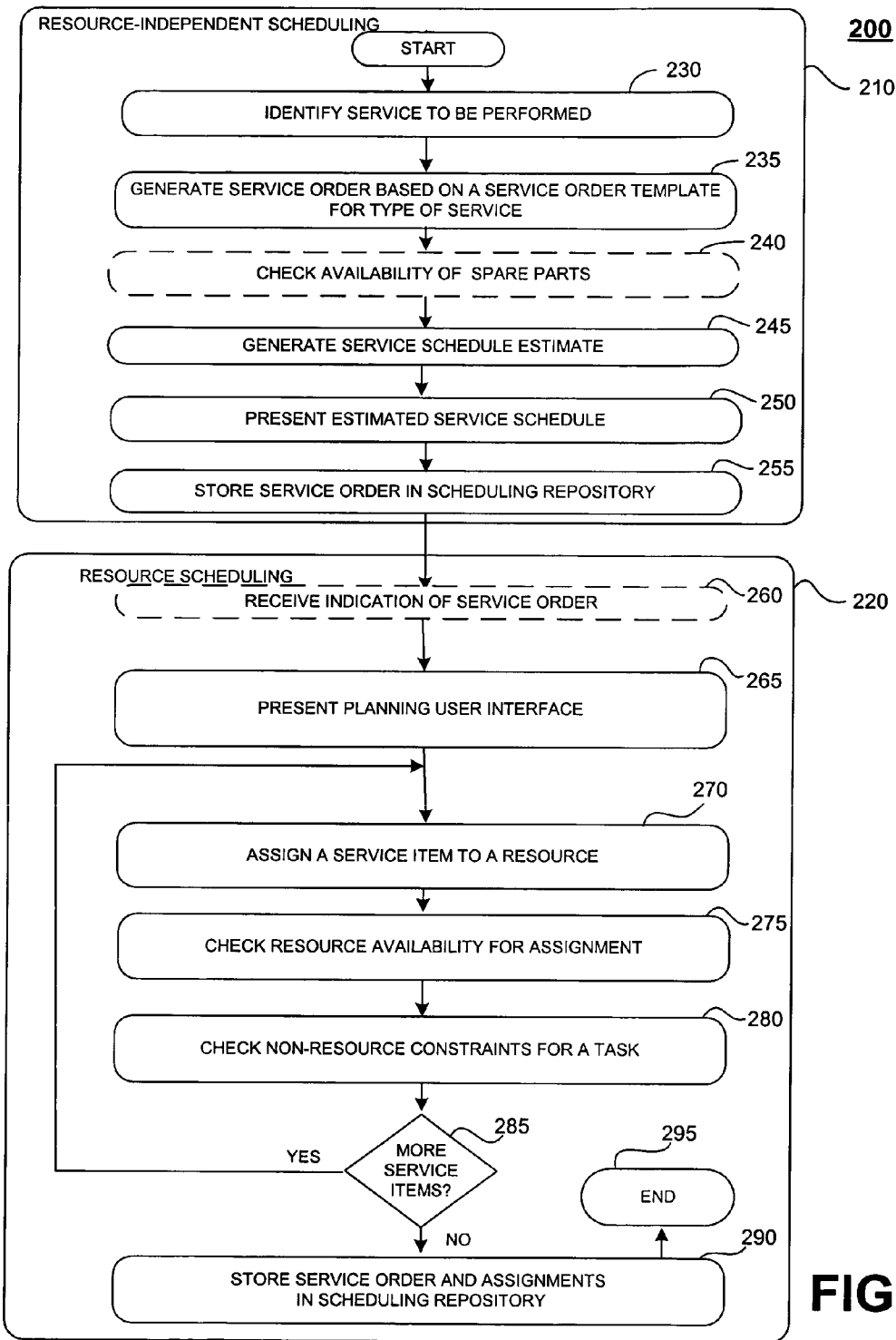


FIG. 2

300

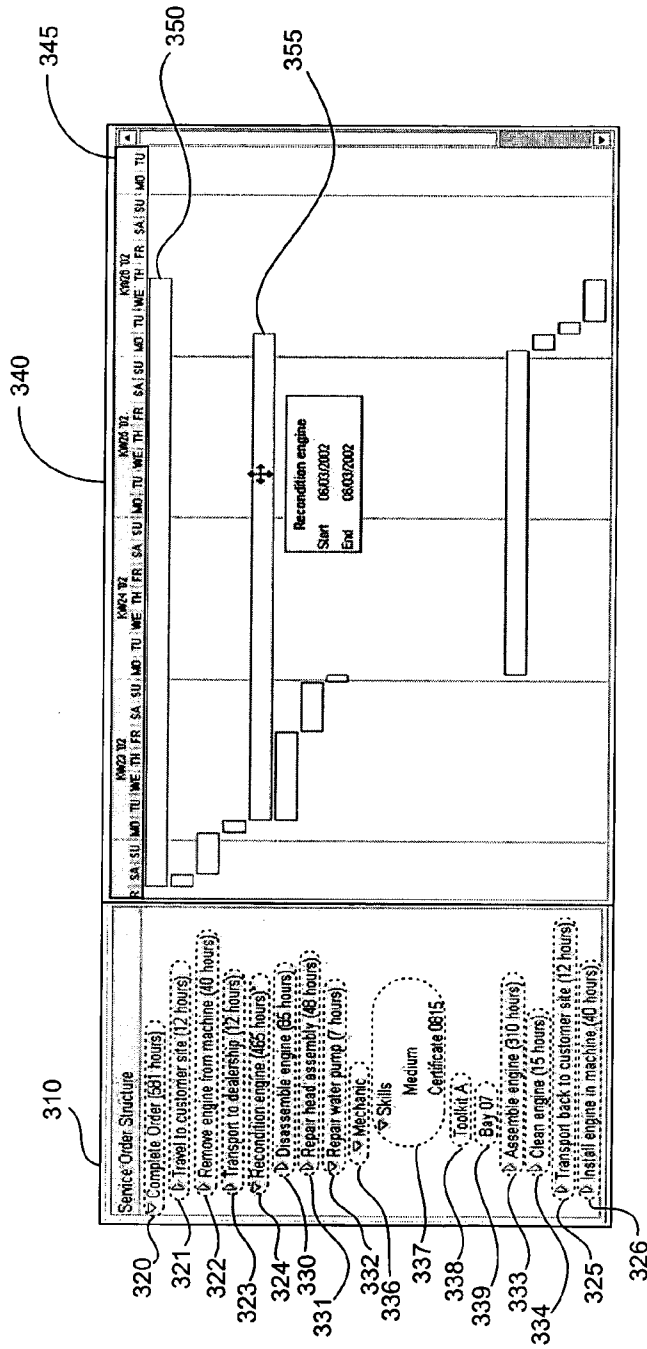


FIG. 3

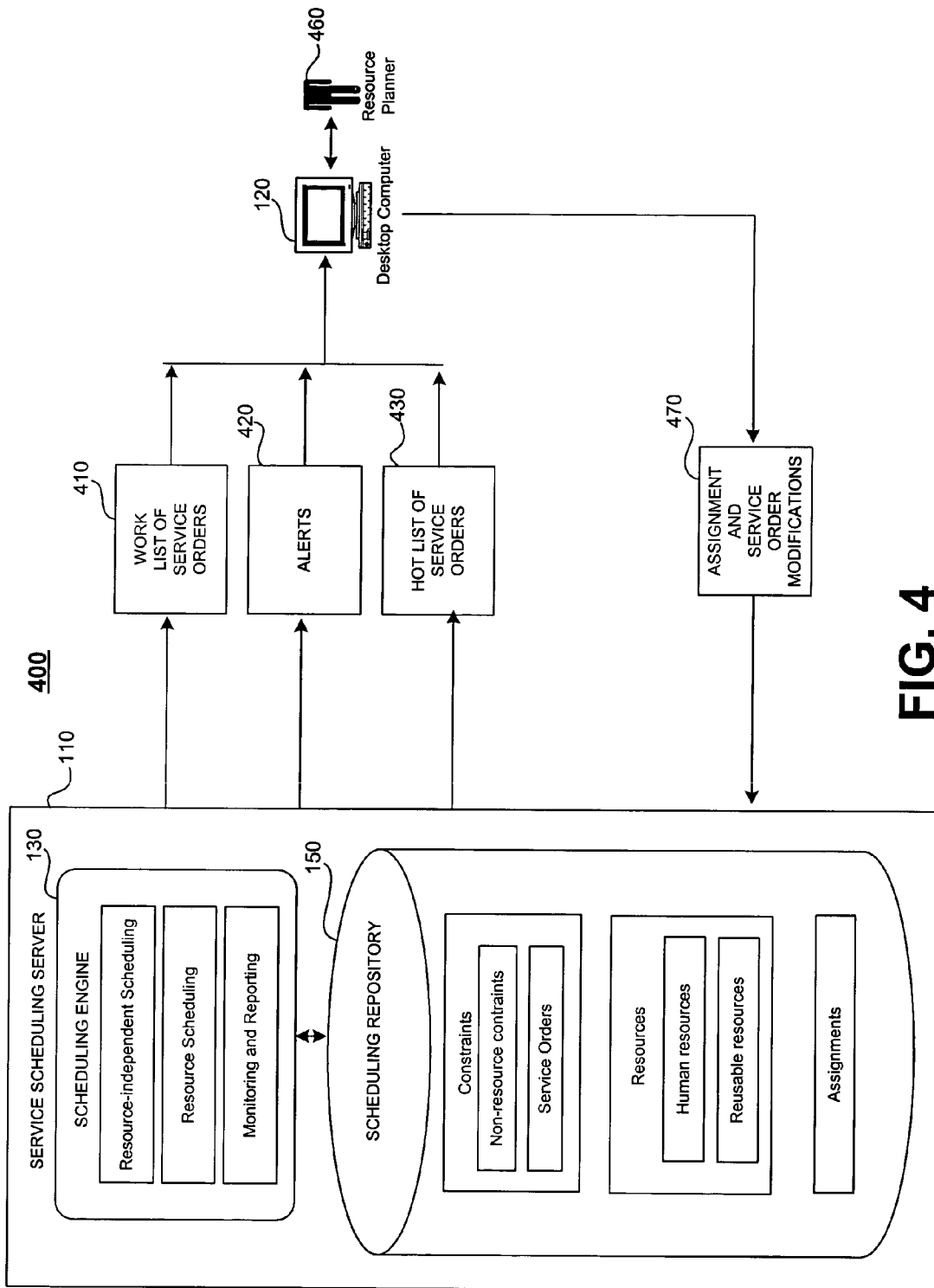


FIG. 4

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