

ConcreteDirect



Orders Customer chats 2 Requested orders Activity

MAR Dispatcher | MAR | Logout | 1.47.0.dev - 11/05/2019 | EN FR ES Any plant

Orders

Wed 06 Today 07 Fri 08 Sat 09 Mon 11 Tue 12

#4	02:00	Trimble R...	PRECISION CO...	Delivering
		Loading	En route	On site
#500	02:00	Pepco Proje...	MEADE ELECT...	Delivering
		Loading	En route	On site
#188	05:00	Free State F...	MIKE BERGER...	Delivering
		Loading	En route	On site
#521	06:00 (19)	Whe...	JERNIGAN CON...	Delivering
		Loading	En route	On site
#40	06:25	Bristow R...	ADM CONCRET...	Delivering
		Loading	En route	On site
#178	07:00	King Spa ...	COD RMX CHA...	Delivering
		Loading	En route	On site
#36	07:00	2019 Various...	C & D CONS...	Delivering
		Loading	En route	On site
#534	07:00	965 Florida Ave...	BAKER D...	Delivering
		Loading	En route	On site
#32	07:00	The Parks at Wal...	BAKER ...	Delivering
		Loading	En route	On site
#137	07:00	#2019 Variou...	BAY COUNT...	Delivering
		Loading	En route	On site
#147	07:00	2019-MD C...	COD RMX M...	Delivering
		Loading	En route	On site
#34	07:00	Lakes at Che...	BELFAST VA...	Delivering
		Loading	En route	On site

Archived 144

6 order(s) with unanswered customer chats

Trucks

Map data ©2019 Google Terms of Use Report a map error

Overview

The ConcreteDirect Dispatch app provides users with the ability to:

- A. view a day's orders
- B. chat with customers
- C. review and accept in-app orders to command
- D. gain insight into their customers' experience
- E. use English, French, or Spanish
- F. send an emergency message to all customers with orders today
- G. add customer users to ConcreteDirect
- H. manage drivers and trucks in the ConcreteDirect system

The screenshot displays the ConcreteDirect Dispatch app interface. On the left, the 'Orders' section shows a list of orders with columns for time, customer name, and status. On the right, a map shows the geographic distribution of these orders, with various locations marked by colored pins and labels. Red arrows labeled A through H point to specific features:

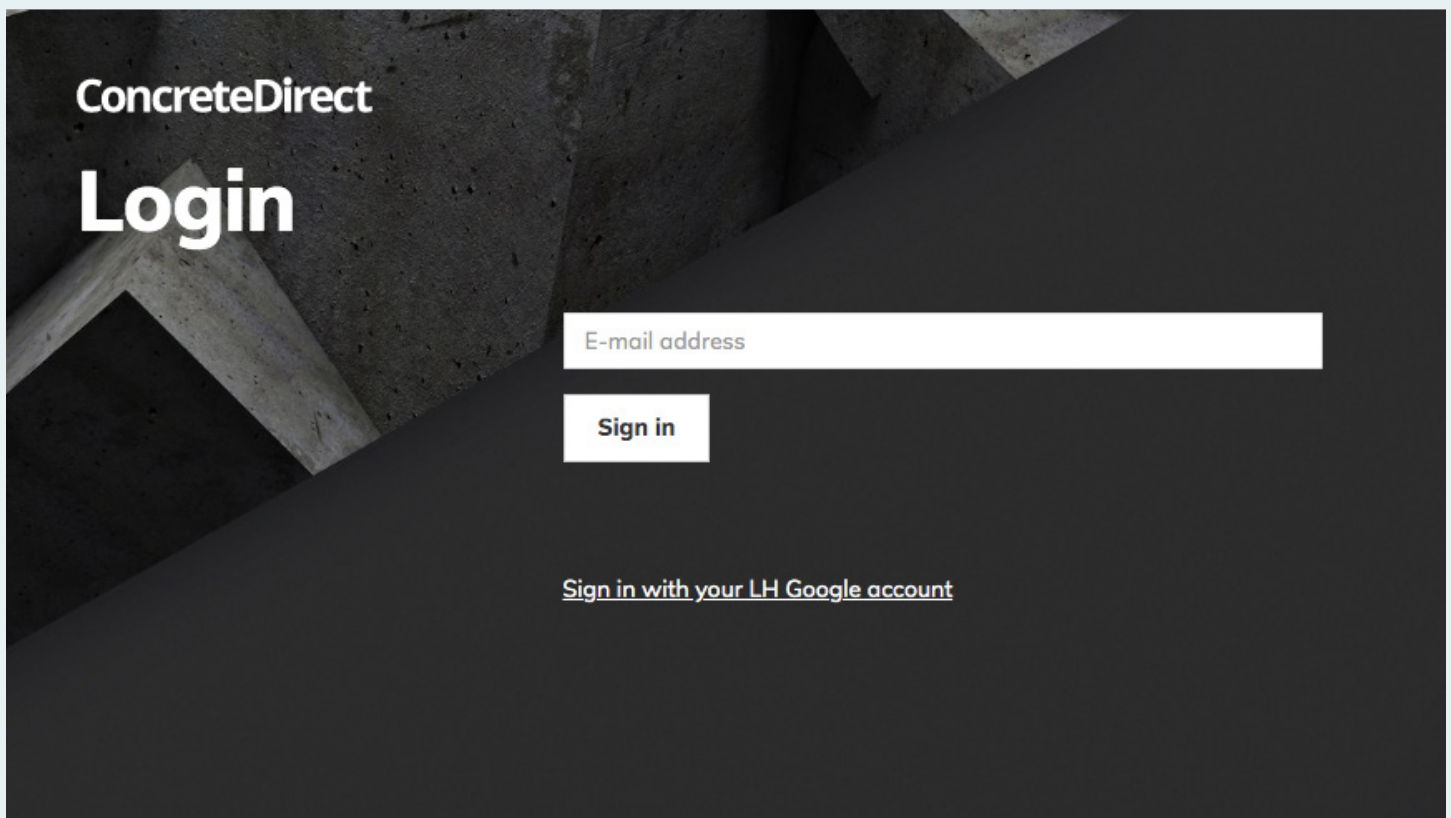
- A** points to the 'Orders' tab.
- B** points to the 'Customer chats' tab.
- C** points to the 'Requested orders' tab.
- D** points to the 'Activity' tab.
- E** points to the language selection dropdown (EN, FR, ES).
- F** points to the 'Send emergency message' button.
- G & H** point to the 'Add customer' and 'Manage drivers and trucks' buttons.

Loggin in...

To log into ConcreteDirect as a dispatcher, visit **www.kubikapp.com** and click on the “Sign in with your LH Google account” link.

If you are not already logged in through your browser, you will be prompted to enter your LH email and password.

If you experience an error at this time, it is likely that your account has not yet been activated. Please request access through ServiceNow and try again when prompted.

The image shows a login page for ConcreteDirect. The background is a dark, textured image of concrete blocks. In the top left, the text "ConcreteDirect" is in white, with "Login" in a larger, bold white font below it. On the right side, there is a white rectangular input field with the placeholder text "E-mail address". Below this field is a white rectangular button with the text "Sign in" in black. At the bottom of the page, there is a link that says "Sign in with your LH Google account" in white text.

ConcreteDirect

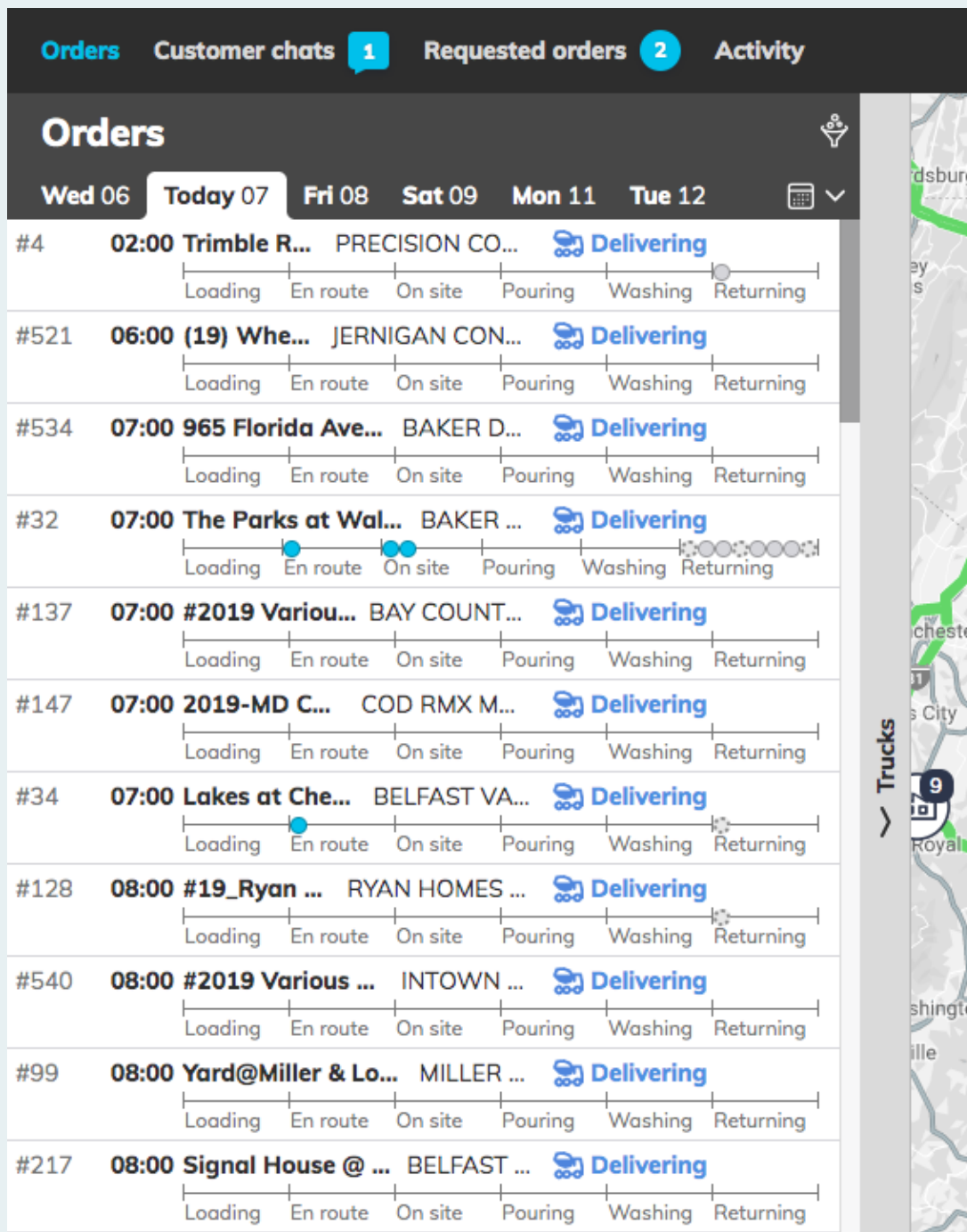
Login

Sign in

[Sign in with your LH Google account](#)

Order Overview

ConcreteDirect provides an overview of each day's orders sorted chronologically. By selecting an order from the list, you can view order details, chat with customers, and view individual payloads.



Customer Chat

Dispatchers have the ability to chat with customers on each order.

When a message is sent by a customer, it appears in the “Customer chats” queue where it remains until answered.

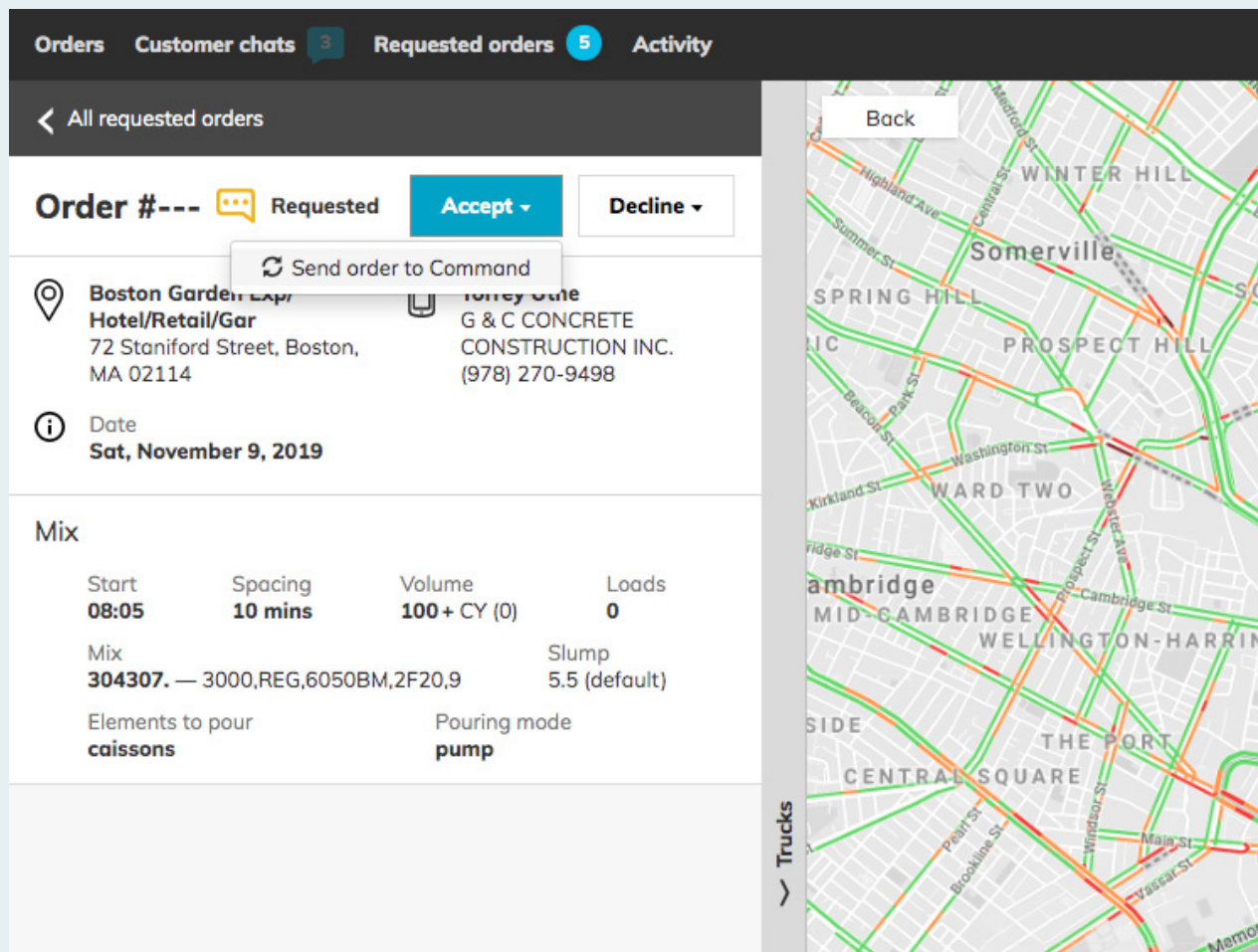
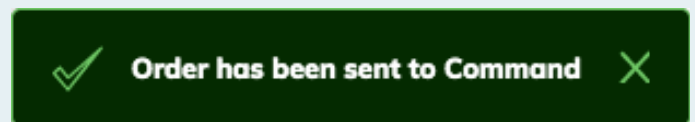
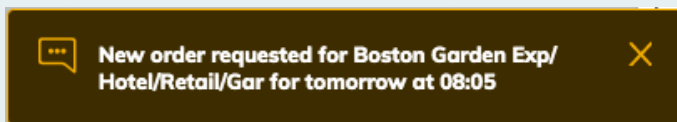
The messages of a selected order can be reviewed at any time.

Orders	Customer chats 2	Requested orders 1	Activity
Customer chats 🔊			
#8	13:00 Transform 66 P3 Project - Se... [Joe Romanovski] <i>Finished</i>	FAM CONSTRUCTION, 1	15:36
#---	13:30 2019 (MD) RESURFACE INC VARI... [Samuel Plarsonas] <i>What will the order number be?</i>	RESURFACE, 1	15:30

In-app order requests

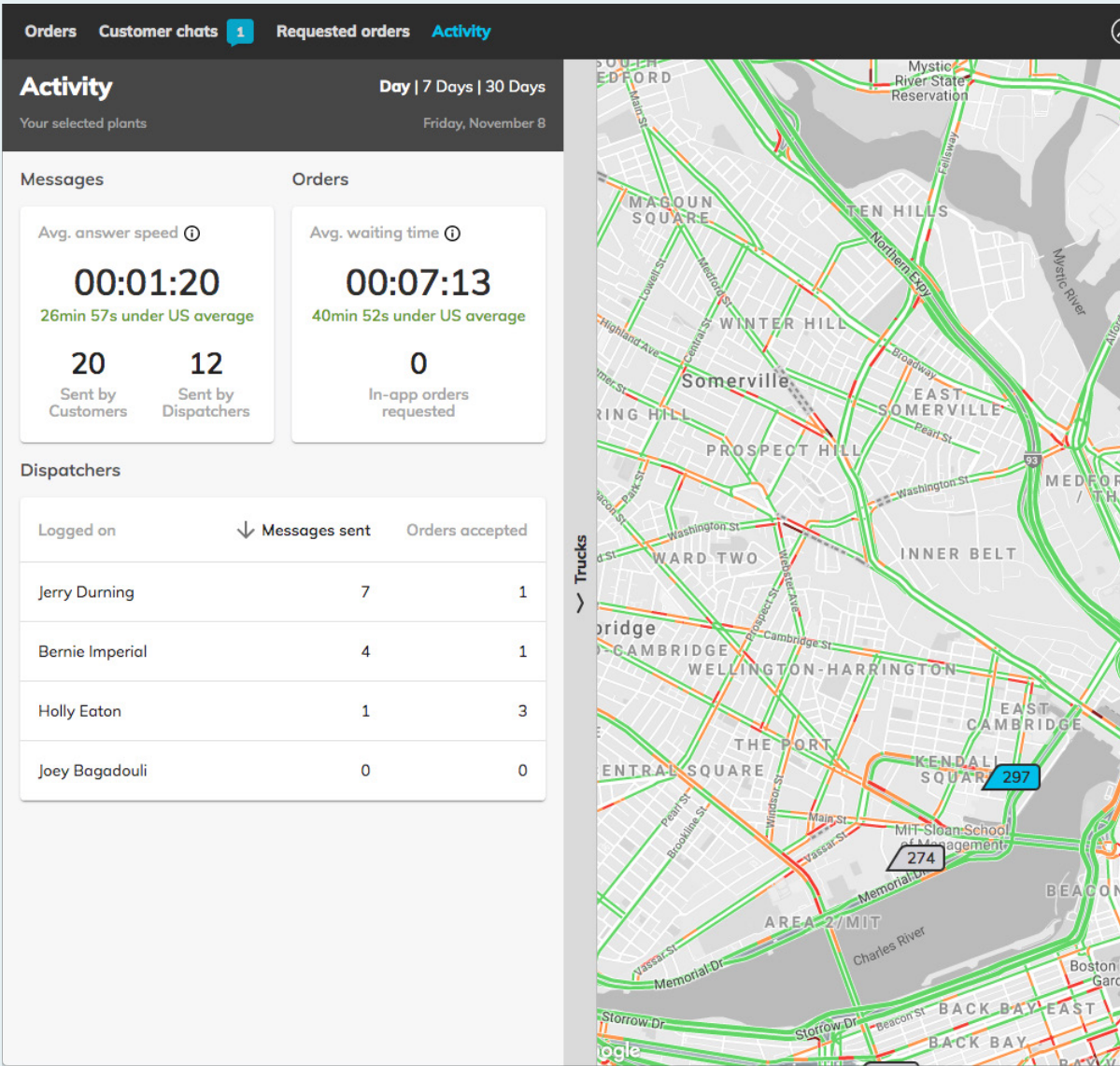
When customers place an order request within their ConcreteDirect mobile app, a temporary notification will appear on every dispatcher's screen and be entered into the "Requested orders" queue.

There, dispatchers can review the details, chat with the customer, and forward the order on to their instance of Command.



Activity

In the “Activity” screen, dispatchers can view how responsive their region is when answering customer messages and accepting orders. They can also view how their activity on the platform compares to that of their colleagues.



Add Customers

The “User administration” page is where you can give customers access to ConcreteDirect.

For a customer to use the ConcreteDirect customer mobile app, first you need to navigate to “User administration” using the icon in the navigation bar. Then select “+ New customer” and enter in the following customer information:

1. Given name
2. Last name
3. Phone number
4. Email
5. *Select their company and jobsites. Users may be associated with multiple companies.*

After you’ve entered the customer information and clicked “Confirm” the customer will be able to log in on their phone.

Some customers who are hesitant to give their laborers access to all the features may request the use of the “Read only” option.

User administration

Jobsite contacts

Filter by name, phone number, e-mail, company or jobsite name

Show deactivated

+ New customer

	Name	User Permission	Phone number	E-mail address	Company
Drivers	***Acacio Martins	Unrestricted	079 763 555 64	acacio.martins@sadnavum.ch	B & E CONCRETE CONSTRUCTION INC.
	Paul Sharver	Unrestricted	(617) 555-7868	asophis@barslyver.com	BARETTA LIGHT DIVISION
	Al MORTY	Unrestricted	(508) 555-8984	al@concreteMen.com	K & I CONCRETE CONTRS., INC.
	Bobby Reader	Unrestricted	(508) 555-6532	medeiros9104@Oliver.com	H & M CONCRETE CONSTRUCTION INC.
	Ricky Martin	Unrestricted	(508) 555-6119	berhernon@RJConstruction.com	RJ Schure, J.L. & SON
	Bob Gladowski	Unrestricted	(617) 555-0259	rgladowski@contractinggernalis	CONTRACTING GENERALISTS INC.
	Harvey Collins	Unrestricted	(781) 555-6504	bcollins@gvine.com	SJW INC.
	Bart Norbert	Unrestricted	(774) 555-0226	balbert@CJWblack.com	BLACK, G.W. CONSTRUCTION CO.
	Sam Parsons	Read only	(617) 555-9522	Samp@chcConstruction.com	CHC CONSTRUCTION
	Sean @ Carver	Unrestricted	(508) 555-7178	brianb@carverbrothers.com	CARVER BROTHERS LLC
	Rogan Bitener	Unrestricted	(978) 555-7125	Rogan@alliedbuildercorp.com	ALLIED BUIDLER CORP
	*** Barty Ioscuna	Unrestricted	(617) 555-0212	Bart@SharverCon.com	SHARVER CON
	*** Carmon Diaz	Unrestricted	699 08 555 68	Carmon@lafargeholcim.com	BLUE SKY CONSTRUCTION SERVICES
	***Bob Markus	Unrestricted	(403) 555-9010	Bob@lhwc.com	HCL CONCRETE CONSTRUCTION INC.
	Rocky Dennison	Unrestricted	(617) 555-4509	Rocky@CLKJoncrete.com	CHARLES LOCKY KRUGER JONES CONS
	Chris Avocado	Unrestricted	(774) 555-3637	Avocado@gandhconcrete.com	G & H CONCRETE CONSTRUCTION INC.
	Chris Barbosa	Unrestricted	(774) 555-4472	cbarbadoro@blackbeard.com	Blackbeard Construction
	Chris Highman	Unrestricted	(617) 555-2565	chighman@barett.com	BARETTA HEAVY DIVISION
	Jesus Rivera	Unrestricted	(401) 555-0926	Jesus.rivera@haywardcooker.com	HAYWARD COOKER, INC

New customer

Cancel

Confirm

User Permission

Unrestricted (Default)

User has access to all customer app features

Read only

User can read but can't write messages and has no access to the order archive

Status

Active

Given name

Last name

Phone number

E-mail address

Company

Search and add company

Add drivers

Similar to the “Jobsite contacts” page, driver tablets can be added on the “Drivers” tab within “User administration.”

User administration

Jobsite contacts

Drivers

Filter by name, phone number, device serial no., truck or plant

☐ Show deactivated

+ New driver

Name	Phone number	Device serial no.	Charge level (%)	Last online	Truck	Plant
NER 264	(888) 350-0328		100	11/08/2019 11:59 ●	264	Waltham
NER 272	(888) 350-0333		▲ 96	11/08/2019 11:59 ●	272	Everett
NER 279	(888) 350-0374	R52K70RTFNA	▼ 64	11/08/2019 11:59 ●	279	Everett
NER 281	(888) 350-0351		100	11/08/2019 11:59 ●	281	Everett
NER 282	(888) 350-0369	R52K805X9PD	▼ 99	11/08/2019 11:59 ●	282	Everett
NER 288	(888) 350-0373	R52K70RTV4A	▲ 97	11/08/2019 11:59 ●	288	Waltham
NER 290	(888) 350-0324	R52K8039B7K	100	11/08/2019 11:59 ●	290	Waltham
NER 295	(888) 350-0342	R52K70RTD1K	100	11/08/2019 11:59 ●	295	Everett
NER 1674	(888) 350-0366	R52K70RTJ5M	▲ 94	11/08/2019 11:59 ●	1674	Waltham
NER 1819	(888) 350-0357	R52K800GFGY	100	11/08/2019 11:59 ●	1819	Waltham
NER 3167	(888) 350-0343	R52K800GFBB	100	11/08/2019 11:59 ●	3167	Waltham
NER 3171	(888) 350-0367	R52K70XV88L	100	11/08/2019 11:59 ●	3171	Saugus
NER 3173	(888) 350-0345	R52K70LE13N	100	11/08/2019 11:59 ●	3173	Everett
NER 3883	(888) 350-0339	R52K70RTZQL	▲ 100	11/08/2019 11:59 ●	3883	Waltham
NER 270	(888) 350-0329	R52K70RSYHJ	100	11/08/2019 11:58 ●	270	Waltham
NER 275	(888) 350-0354	R52K800G46P	▼ 64	11/08/2019 11:58 ●	275	Everett
NER 277	(888) 350-0336	R52K70RTHNT	100	11/08/2019 11:58 ●	277	Waltham
NER 280	(888) 350-0326	R52K70RV0KN	100	11/08/2019 11:58 ●	280	Waltham
NER 284	(888) 350-0322	R52K70XVDGN	▲ 76	11/08/2019 11:58 ●	284	Waltham
NER 285	(888) 350-0346	R52K70RTWCP	100	11/08/2019 11:58 ●	285	Saugus
NER 286	(888) 350-0355	R52K718WJ0F	100	11/08/2019 11:58 ●	286	Waltham
NER 293	(888) 350-0362	R52K801WV3J	100	11/08/2019 11:58 ●	293	Everett
NER 1729	(888) 350-0335	R52K70RSTJN	▲ 74	11/08/2019 11:58 ●	1729	Waltham
NER 1817	(888) 350-0349	R52K70RT2VJ	100	11/08/2019 11:58 ●	1817	Waltham
NER 3145	(888) 350-0347	R52K70RTM9J	100	11/08/2019 11:58 ●	3145	Everett

New driver

Cancel

Confirm

Status

Active

Given name

Last name

Phone number

Device number

Vehicle selection

Unrestricted

Trimble sensors on truck

Driver controlled

An evolving app...

ConcreteDirect is a constantly growing application. Every 2-4 weeks updates are made to the front end and back end based on user input. If you think some features are missing or want to contribute other feedback, please reach out to your local leadership.

Thanks for using ConcreteDirect,
Enjoy!