

What Waypoint Optimizer does

Waypoint Optimizer is designed for organisations whose technicians **travel to different locations to resolve tickets**. The technician selects the tickets to visit in the mobile app, and the system calculates the most efficient order of stops. From that moment on, every journey and every intervention is measured and stored: how far the technician actually travelled, how long each trip took, how long the work at each site lasted, and how much of that is billable.

The result is a field operation that can be planned, audited and invoiced with real data instead of estimates.

Key benefits

- **Optimised route planning:** select the tickets and the system calculates the most efficient order of stops using the Google Routes API.
- **Automatic time tracking:** travel time and on-site working time are recorded separately, with no paperwork for the technician.
- **Real distance vs. estimate:** every stop stores both what Google predicted and what the technician actually drove, so deviations are visible.
- **Live visibility for supervisors:** follow the team's position and active routes from the GLPI web interface.
- **Full audit trail:** every route is versioned. Changes made on the road never overwrite the original plan.
- **Data export:** download all journey data as CSV, with per-technician and per-day totals, for invoicing or analysis.

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