

Claims

1. A scheduling system for scheduling a first task to an available resource having an available resource schedule defined by a first resource identification parameter and a first resource temporal parameter comprising;
a resource database configured to store data values associated with one or more resource schedules including at least a first resource identification data value associated with the first resource identification parameter and a first resource temporal data value associated with the first resource temporal parameter,
a task database configured to store data values associated with a first task including at least a first task identification data value associated with a first task identification parameter and a first task temporal data value associated with a first task temporal parameter,
a schedule availability interface for relating the task to the available resource wherein the schedule availability interface is configured to;
 - communicate a resource availability status for the one or more resource schedules comprising at least the first resource identification data value, the first resource temporal data value and one or more further resource temporal data values,
 - enable the creation of the first task in the task database by an input of the first task temporal data value associated with the first task temporal parameter received from the schedule availability interface, and
 - enable the modification of the first task in the task database by an input of a data value associated with the first task temporal parameter received from the schedule availability interface,
a schedule allocation interface for allocating the first task to the available resource wherein the schedule allocation interface is configured to;
 - display a resource availability status for the available resource schedule displaying the first resource temporal data value associated with the first resource temporal parameter and a second resource temporal data value associated with a second resource temporal parameter,
 - enable the modification of the first task in the task database by an input of a data value associated with the first task temporal parameter received from the schedule

allocation interface, and a communication of the data value to the task database,
and
enable the allocation of the first task to an available resource by an input of a data value received from the schedule allocation interface, and a communication of the data value to the task database,
an active task interface for tracking the temporal progression of an allocated task in-progress, wherein the active task interface is configured to;
enable the creation or modification of one or more active task progression temporal data values associated with an active task progression temporal parameter, and
communicate the one or more data values to the task database,
reference the one or more task progression temporal data values with the first task identification data value within the task database, and
display the one or more active task progression temporal data values of the one or more tasks in-progress,
wherein a first view comprises the schedule allocation interface and the active task interface in a single display.

2. A scheduling system according to claim 1, wherein the first view comprises a schedule allocation interface and an active task interface characterised wherein:
the schedule allocation interface comprises a resource calendar for the resource displaying;
regular time intervals wherein the resource availability status between each time interval is displayed as available or unavailable, and
the first resource temporal data value and the second resource temporal data value which define a time interval in the resource calendar,
a first allocated task is displayed in the resource calendar across a time interval defined by;
the first task temporal data value corresponding with a start time for the task, and
a second task temporal data value corresponding with an end time for the task, and
occupying all time intervals in the resource calendar therebetween, and

the active task interface comprises a display of tasks in-progress which include,
one or more tasks associated with task temporal data values corresponding with a past start time for the task and a future end time, and
one or more tasks associated with task temporal data values corresponding with a future start time and one or more active task progression temporal data values created from a user input via the active task interface,
wherein the schedule allocation interface and the active task interface are linked to enable a user to dynamically create or modify one or more active task progression temporal data values with a single end user input.

3. A scheduling system according to claim 2, wherein the schedule allocation interface displays at least one sub-calendar configured to display one or more tasks sharing a common temporal data value.
4. A scheduling system according to claim 2, wherein the schedule allocation interface is configured to display a resource availability status for multiple resources whereby:
the schedule allocation interface comprises a resource calendar for the multiple resources displaying set time intervals wherein the resource availability status for each or all resources at a time interval is displayed as available or unavailable.
5. A scheduling system according to claim 1, configured for viewing on a mobile device display, comprising a second view having a graphical user interface wherein the schedule allocation interface and the schedule availability interface are reduced or hidden, and the active task interface is displayed in the graphical user interface.
6. A scheduling system for scheduling a first task to an available resource having an available resource schedule defined by a first resource identification parameter and a first resource temporal parameter comprising;
a resource database configured to store data values associated with one or more resource schedules including at least a first resource identification data value associated with the first resource identification parameter and a first resource temporal data value associated with the first resource temporal parameter,
a task database configured to store data values associated with a first task including at least;

a first task identification data value associated with a first task identification parameter,

a first task temporal data value associated with a first task temporal parameter, and

a first task request data value associated with a first task request parameter,

a schedule availability interface for relating the task to the available resource wherein the schedule availability interface is configured to;

- communicate a resource availability status for the one or more resource schedules comprising at least the first resource identification data value, the first resource temporal data value and one or more further resource temporal data values,
- enable the creation of the first task in the task database by an input of the first task temporal data value associated with the first task temporal parameter and the first task request data value associated with a first task request parameter, received from the schedule availability interface, and
- enable the modification of the first task in the task database by an input of a data value associated with the first task temporal parameter received from the schedule availability interface,

a schedule allocation interface for allocating the first task to the available resource wherein the schedule allocation interface is configured to;

- display a resource availability status for the available resource schedule displaying the first resource temporal data value associated with the first resource temporal parameter and a second resource temporal data value associated with a second resource temporal parameter,
- enable the modification of the first task in the task database by an input of a data value associated with the first task temporal parameter received from the schedule allocation interface, and a communication of the data value to the task database,
- and
- enable the allocation of the first task to an available resource by an input of a data value received from the schedule allocation interface, and a communication of the data value to the task database,

an active task interface for tracking the temporal progression of an allocated task in-progress, wherein the active task interface is configured to;

enable the creation or modification of one or more active task progression temporal data values associated with an active task progression temporal parameter, and
communicate the one or more data values to the task database,
reference the one or more task progression temporal data values with the first task identification data value within the task database, and
display the one or more active task progression temporal data values of the one or more tasks in-progress,

wherein a first view comprises the schedule allocation interface and the active task interface in a single display.

7. A scheduling system according to claim 6, wherein the schedule availability interface comprises a display enabled to create or modify the first task in the task database by an input of a categorised data value.

8. A scheduling system according to claim 6, wherein the task database is configured to;
store a set of historical task data values comprising one or more historical task request data values associated with a first task request parameter,
reference a first task request data value associated with a first task request parameter with the one or more historical task request data values associated with a first task request parameter, and
communicate the one or more historical task request data values with the schedule allocation interface wherein information of the one or more historical task request data values is displayed by the resource allocation interface.

9. A scheduling system according to claim 8, wherein the task database is configured to modify a first task request data value to categorise and associate the modified data value with a first task request parameter.

10. A non-transitory computer readable storage medium having stored an artificial intelligence engine for a scheduling system according to claim 8 and having a task processing artificial intelligence module configured to;
receive a task request from the schedule availability interface, and

process the request to generate a first task request data value,
wherein the artificial intelligence engine is configured to process the task request to
generate a first task request data value.

11. A non-transitory computer readable storage medium according to claim 10, wherein
the task processing artificial intelligence module comprises a natural language processing
tool.

12. A scheduling system for scheduling a first task to an available resource having an
available resource schedule defined by a first resource identification parameter and a first
resource temporal parameter comprising;

a resource database configured to store data values associated with one or more resource
schedules including at least;

a first resource identification data value associated with the first resource
identification parameter,

a first resource temporal data value associated with the first resource temporal
parameter, and

a first resource capability data value associated with a first resource capability
parameter,

a task database configured to store data values associated with a first task including at least
a first task identification data value associated with a first task identification parameter and
a first task temporal data value associated with a first task temporal parameter,

a schedule availability interface for relating the task to the available resource wherein the
schedule availability interface is configured to;

communicate a resource availability status for the one or more resource schedules
comprising at least the first resource identification data value, the first resource
temporal data value and one or more further resource temporal data values,
enable the creation of the first task in the task database by an input of the first task
temporal data value associated with the first task temporal parameter received from
the schedule availability interface, and

enable the modification of the first task in the task database by an input of a data
value associated with the first task temporal parameter received from the schedule
availability interface,

the resource database further configured to;

- filter or prioritise multiple resources according to their resource temporal data values associated with their resource temporal parameters and their capability data values associated with their capability parameters, according to preferences or criteria pre-set within the database or preferences or criteria selected from the schedule availability interface,
- communicate a resource availability status for the filtered or prioritised resources each comprising at least one resource identification data value and two or more resource temporal data value and one or more further resource temporal data values

a schedule allocation interface for allocating the first task to the available resource wherein the schedule allocation interface is configured to;

- display a resource availability status for the filtered or prioritised resources displaying the first resource temporal data value associated with the first resource temporal parameter and a second resource temporal data value associated with a second resource temporal parameter,
- enable the modification of the first task in the task database by an input of a data value associated with the first task temporal parameter received from the schedule allocation interface, and a communication of the data value to the task database, and
- enable the allocation of the first task to an available resource by an input of a data value received from the schedule allocation interface, and a communication of the data value to the task database,

an active task interface for tracking the temporal progression of an allocated task in-progress, wherein the active task interface is configured to;

- enable the creation or modification of one or more active task progression temporal data values associated with an active task progression temporal parameter, and
- communicate the one or more data values to the task database,
- reference the one or more task progression temporal data values with the first task identification data value within the task database, and
- display the one or more active task progression temporal data values of the one or more tasks in-progress,

wherein a first view comprises the schedule allocation interface and the active task interface in a single display.

13. A scheduling system according to claim 12, wherein the resource database configured to store data values associated with the one or more resource schedules further includes at least;

- a first resource identification data value associated with the first resource identification parameter,
- a first resource temporal data value associated with the first resource temporal parameter,
- a first resource capability data value associated with a first resource capability parameter, and
- a first resource feedback data value associated with a first resource feedback parameter,

and the resource database is further configured to;

- filter or prioritise multiple resources according to their resource feedback data value associated with a first resource feedback parameter and resource temporal data values associated with their resource temporal parameters and their capability data values associated with their capability parameters, according to preferences or criteria pre-set within the database or preferences or criteria selected from the schedule availability interface.

14. A scheduling system according to claim 12 wherein the schedule availability interface and the schedule allocation interface are configured to rank or weight;

- preferences or criteria pre-set within the database, or
- preferences or criteria selected from the schedule availability interface

to prioritise the scheduling of resources with preferred resource data values associated with selected resource parameters.

15. A scheduling system according to claim 14, wherein the selected resource parameters comprises a resource feedback parameter including any one of; the time taken for completion of the task, number of times a task has been reopened, a satisfaction score, number of the same or similar tasks previously completed, or any combination thereof.

16. A non-transitory computer readable storage medium having stored thereon an artificial intelligence engine for a scheduling system according to claim 14 having a resource processing artificial intelligence module configured to;

- prioritise the scheduling of resources with preferred resource data values associated with selected resource parameters,
- communicate one or more prioritised resource schedules to the schedule allocation interface, and
- receive resource feedback data values to modify the resource processing artificial intelligence module.

17. A non-transitory computer readable storage medium according to claim 14, wherein the task database is configured to store data values associated with a first task including at least;

- a first task identification data value associated with a first task identification parameter,
- a first task temporal data value associated with a first task temporal parameter, and
- a first task request data value associated with a first task request parameter,

wherein the first task request data value is categorised and referenced to any one of a resource identification data value, resource temporal data value, resource capability data value or a resource feedback data value.

18. A scheduling system according to claim 17, wherein the schedule availability interface comprises a display enabled to create or modify the first task in the task database, by an input of a categorised data value, and referenced to any one of a resource identification data value, resource temporal data value, resource capability data value or a resource feedback data value.

19. A scheduling system according to claim 17, wherein the artificial intelligence engine comprises a task processing artificial intelligence module configured to;

- receive a task request from the schedule availability interface, and
- process the request to generate a first task request data value,

wherein the artificial intelligence engine is configured to process the task request to generate a first task request data value that is categorised and referenced to any one of a

resource identification data value, resource temporal data value, resource capability data value or a resource feedback data value.