

Customize the List View In Mobile App

You can customize the values that are shown in the list items of the Service Appointment/Work Order List View.

System Views

There will be three in-built views available for the set of values you want to see in the list items of the *Service Appointment/Work Order List View*: Default, Contact/Company, Asset. If no value is present for a field, it will be skipped from displaying.

Default

The following values will be included in the Default view:

- Appointment/Work Order Name, Status, Billing Status
- Summary

Only in the Service Appointment List View

• Relative Time

Only in the Work Order List View

- Priority
- Grand Total



This view will be selected by default.

Contact/Company

The following values will be included in the Contact/Company view:

• Contact or Company Name based on the sync type between Zoho FSM-Books/Invoice.

Sync Type	Field Displayed
Туре І	Company Name
Туре II	Contact Name
Type III	Company Name
Type IV	Company Name (if present) else Contact Name

- Appointment/Work Order Name, Status, Billing Status
- Summary

Only in the Service Appointment List View

• Relative Time

Only in the Work Order List View

- Priority
- Grand Total



Asset

The following values will be included in the Asset view:

- Asset Name
- Appointment/Work Order Name, Status, Billing Status
- Summary

Only in the Service Appointment List View

• Relative Time

Only in the Work Order List View

- Priority
- Grand Total



The entry **Relative Time** will have the following values:

- Scheduled Start/End Time, Date if the status of the appointment is Scheduled or Dispatched.
- Actual Start/End Time, Date if the status of the appointment is Completed.
- Actual Start Time, Date if the status of the appointment is In Progress.
- Duration

Customize List View

To customize the values that are shown in the list items of the *Service Appointment/Work Order List View*, do the following:

1. Tap the **Customize List View** [⁻⁻⁻] icon on the *Service Appointment/Work Order List View* screen.



2. Choose one of the views and click **Save**.

If you want to create a custom view, proceed to step 3.

3. Click **Create Custom View**.

elect from the list view patterns dis reate a new one.	played below o
Default View	۲
AP-10 Dispatched Partially Invoiced	
🕓 Started 12 hrs ago	
Started work at	Duration
11:12AM,12 Jul 22	1:00 Hrs
Inspection and maintenance of al sprinkler systems, smoke alarms,	arm panels, and extingui
Contact / Company View	0
ABC Services	
AP-10 Dispatched Partially Invoiced	
Started 12 hrs ago	
Inspection and maintenance of al sprinkler systems, smoke alarms,	arm panels, and extingui
Asset View	0
Burglar Alarm System OPUSWIZ	GSM
AP-10 Dispatched Partially Invoiced	
Started 12 hrs ago	

- 4. Click **Add New** and select the fields you want to add.
 - You cannot edit the fields marked Default.

- A total of five fields (apart from the fields marked Default) can be added. Also, atleast one field (other than the fields marked Default) must be added.

- You can **Delete** [^{in]} a field.
- Long press a field to drag it to a new position.

÷	Customize List View	Save
Mod Touc	ify the list view by adding or removing fie ch and hold a field to rearrange its positio	elds. on.
Ар	ppointment Name (Default)	
Sta	atus (Default)	
Bil	ling Status (Default)	
Re	lative Time	
Su	Immary	
	\longrightarrow	Add New
	Reset	review

Click on **Preview** to see how the list item will look with this custom view. Click **Reset** to revert any changes. It will revert to the state that was last saved.

5. Click Save.

The newly created custom view will be selected for displaying the list items in the Service Appointment List View.

For appointments, besides the *Service Appointment List View*, customization to the list view will reflect in the following places:

• In the *Home* screen

≡ Home	¢
Welcome William Turner 4:21:50 PM Check-in	
Overdue Service Appointmer	nts
 AP-87 Dispatched Invoiced 40+ Days Overdue Scheduled time Jun 06, 2024 08:00 PM to Jun 07, 2024 04:30 AM Exterior House Painting Territory - Zylker Service Address - Service Addree View More 	Duration 8+ Hrs ss, 2000 O
Upcoming Service Appointm AP-87 Dispatched Invoiced 40+ Days Overdue Scheduled time	ents Duration
Jun 06, 2024 08:00 PM to	8+ Hrs

• The appointment details tile located at the bottom of the *All Service Appointments Map* view screen.



• The service appointments list inside a work order.



https://help.zoho.com/portal/en/kb/fsm/mobilize-your-workforce/articles/customize-the-list-view-in-mobile-app