

# **Dispatch Console Gantt**

(i) **Permission Required**: <u>Dispatch Console</u>

The **Gantt** view shows the service appointments in a timeline. To see the Gantt view, navigate to the **Dispatch Console** module and click the **Gantt** tab. All the scheduled service appointments for a field agent or crew will be shown in its row in the Gantt view. If there are more than one <u>time sheets</u> associated with an appointment, then the service appointment bar will be displayed split to reflect the duration of each time sheet.

- Click on [ 🔄 ] to highlight the service appointment in the Gantt view.
- In the Appointment Date/Time filter, if you select **Schedule**, then the entries for service appointments will be shown at the times that correspond to their Scheduled Date/Time. If you select **Live**, then the entries for service appointments will be shown at the Actual Date/Time of the service appointments if there is an Actual Date/Time present for the service appointment, else they will be shown at the times that correspond to their Scheduled Date/Time only after the work has started, i.e. for service appointments with status In Progress or above.
- Use the Time Range filter in the Gantt area to choose a day or week for which you want to see the service appointments. Use the View filter to choose a Day or Week for which you want to see the service appointments.
- Use  $\mathbb{C}$  to refresh the data in the Gantt area.
- Click on <sup><</sup> to collapse the left panel.
- You can customize the service appointment bar to include the <u>icon</u> that indicates the Type of a service appointment.

र्ट्रेजे FSM Home Customers ~	Work Order Manageme	nt Dispatch Console Serv	rices And Parts Asse	ets Workford	ce 🗸 🛛 Repor	ts Pro	fessional Trial 🄹 🕻	Jpgrade   -	- 🎄 🗘	
All Service Appointments $$	Q 0 <	Gantt Grid Maps	Calendar							
	> 18 ~		< 23	Jul, 2024	>			Live 🗸 🔋	Day~	C
✓ □ AP-67 Home Refurbishment	Actual Jul 23	Field Technician						Ti	mezone: (GMT +	05:30)
SVC-110	Plumbing	$=$ Filter All, Zylker $\checkmark$	09:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM	12:00 PM	12:30 PM	TUESDAY - 01:00 F
SVC-109	Exterior Wall Painting	Cris Lass				AP-65				23 Tue 1
✓ □ AP-66 Home Painting	Scheduled on Jul 23, 2024 10:00 AM Jul 23, 2024 11:00 AM	Service Appointments : 1				Not yet in	nvoiced			
SVC-107	Exterior Wall Painting	Home Painting  Service Appointments : 0								
✓ □ AP-65 Home Refurbishment	Scheduled on Jul 23, 2024 11:00 AM Jul 23, 2024 01:00 PM	John Stillman Service Applyintments : 0	Available in Crew Road Repa	ir						
SVC-105	Exterior Wall Painting					·····				
SVC-106	Plumbing	Lilly Rush		AP-66 1 Hr						
V C AP-64 Plumbing	Scheduled on Jul 12, 2024 01:30 AM Jul 12, 2024 02:30 AM	Nick Vera		Not yet Ir	nvoiced					
~ SVC-104	Plumbing	Service Appointments : 0								
STL-26	Inspect pipes	Scotty Valens	AP-67			AP-67				
V C AP-63 Plumbing	Scheduled on Jul 12, 2024 12:00 AM Jul 12, 2024 01:00 AM	Service Appointments : 1	1 Hr 30 min Not yet Invoiced			45 min Not yet in	nvoiced			
✓ SVC-86	Plumbing	Will Jeffries	Available in Crew Home Pain	ting					AP-7 28 min	
Total records : ### 10 Re	ecords per page < 🚺 🗲	Service Appointments : 1			1	1	1		Not yet Invoi	

You can view the details of the service appointment by either clicking on the **Appointment Name** in the left panel of the Dispatch Console or on the pop-out [2] icon in the popup shown on clicking the service appointment bar in the Gantt.

र्ट्रेजे FSM Home Cust	🔀 FSM Home Customers Vork Order Management V Dispatch Console Services And WO53 / AP-60 / 2 Ton 5 Star Split AC   MS-QO2YLZA ×									
All Service Appointm	~ Q C <	Gantt Maps C	Pelendar	AP-60 AC Installation						
\Xi 🖹 🕅 < 23 Apr, 2	24 > 14			<ul> <li>Dispatched Ø Service</li> <li>1 Hr</li> </ul>	Not yet Invoiced W Nick Vera	Work V Edit V				
₩ ✓ I AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 P	Field Technician	Q	OVERVIEW TIMELINE	SERVICES AND PARTS SERVICE TASKS					
0.40.04	Apr 23, 2024 01:30 P		12:30 PM 01:00 PM							
✓ SVC-91 STL-23	Plumbing Inspect pipes	Cris Lass		<ul> <li>Service Appointment In Service(s)</li> </ul>	formation Plumbing(SVC-91)					
✓ □ AP-59 Home Painting	Actual Time Apr 23, 2024 02:00 F Apr 23, 2024 03:30 F	Home Painting	•	Scheduled Time	<ul> <li>Apr 23, 2024 12:30 PM</li> <li>Apr 23, 2024 01:30 PM</li> </ul>					
SVC-88	Painting - Exterior Hou	Service Appointments :	0	Scheduled Duration	01:00:00 (HH:mm:ss)					
SVC-89	Plumbing	John Stillman		Actual Time	Not Available					
✓ □ AP-58 SUB-00007:Refill	Scheduled on Apr 23, 2024 10:30 A	Service Appointments :	0	Assigned Service Resources	Service Resource Duration					
Vending Machine SVC-41	Apr 23, 2024 11:15 AN ForZSubscription	Lilly Rush Service Appointments :	3		Nick Vera (Lead)					
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 / Apr 23, 2024 10:00 /	Nick Vera	AP-60 - 2 Ton 5 Star Sp 1 Hr	Contact Details						
SVC-39	Expense	ocivice Appointments :	Not yet Invoiced	Summary	AC Installation					
Total records : ### 10 Recor	rds per page < 🗻 🗲	Scotty Valens Service Appointments :	0	Company Contact	Endeavour Inc. Edward Cormoran					

Hover over a service appointment bar to see the details in a popup.

र्ट्राउ FSM Home Customers	s 🗸 🛛 Work Order Managemer	nt Dispatch Console Ser	vices And Parts Assets V	Vorkforce – Reports Professional Trial •	Upgrade   🕂	\$\$ \$	
All Service Appointments $$	Q C <	Gantt Maps Calend	dar				
	24 > 4 ~		< 23 A	pr, 2024	View D	ay 🗸 🕸 C	,
✓ □ AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 PM	Field Technician Q			Time:	20ne: (GMT +05:30	))
	Apr 23, 2024 01:30 PM	$=$ Filter All, Zylker, Asc $\sim$	) PM 01:00 PM 01:30	P F	03:30 PM	04:00 PM 0	04:30 F
STL-23	Inspect pipes	Cris Lass		W053 / AP-60 AC Installation			
✓ □ AP-59 Home Painting	Actual Time Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	Home Painting		September Criter Jermened			
SVC-88	Painting - Exterior House	Service Appointments : 0	Scheduled Time				
SVC-89	Plumbing	John Stillman		Apr 23, 2024 12:30 PM Apr 23, 2024 01:30 PM			
✓ □ AP-58 SUB-00007:Refill Vending Machine	Scheduled on Apr 23, 2024 10:30 AM Apr 23, 2024 11:15 AM	Service Appointments : 0		<ul> <li>Contact Edward Cormoran</li> <li>Company Endeavour Inc.</li> </ul>			
SVC-41	ForZSubscription	Lilly Rush Service Appointments : 3		Asset 2 Ton 5 Star Split AC   MS-Q02YLZA			>)
✓ ☐ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	Nick Vera Service Appointments : 2	AP-60 - 2 Ton 5 Star Split AC   MS 1 Hr	<ul> <li>Service Address 2 Ton 5 Star Split AC   MS- Q02YLZA, 2 E South St, Galesburg, Illinois, United States, 61401</li> </ul>			
SVC-39	Expense				loiced		
✓ ☐ AP-56 SUB-00005:Refill Vending Machine	Scheduled on Apr 28, 2024 10:30 AM Apr 28, 2024 11:28 AM	Scotty Valens Service Appointments : 0					
Total records : ###	10 Records per page < 📘 🗲	Will Jeffries Service Appointments : 0					

## Single day and Multi-day timeline

In the Gantt view of the Dispatch Console, the appointments can be seen in a single-day timeline or in a seven-day timeline. These two timelines can be chosen by selecting the **Day** or **Week** views.

Gantt Maps		×
ţ <u>=</u>	< 7 Sep, 2022 >	View Day ~
Territory: Zylker $\sim$		Timezone: (GMT -07:00)
Field Technician : All $\sim$	01:30 AM 02:30 AM 03:30 AM 04:30 AM	05:30 AM 06:30 AM

## Absence in Dispatch Console

The period when a field agent or members of a crew are on <u>leave</u> will be indicated in the Gantt view (see screenshot below).

र्ट्रि FSM Home Cust	omers 🗸 🛛 Work Order Managerr	nent ~ Dispatch Con	sole Services And Parts Ass	ets Workforce -> Reports Professional Trial • Up	grade   🕂 🕸 🗘 🌔
All Service Appointments	~	QCK	Gantt Maps Calenda	ar	
	23 Apr, 24 >	<b>4</b> 4 ~		< 24 Apr, 2024 >	View Day ~ 🕸 C
✓ □ AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 PM	• Dispatch	Field Technician		Timezone: (GMT +05:30)
	Apr 23, 2024 01:30 PM	· · · · ·	च Filter All, Zylker, Asc ∨	12:30 AM 01:00 AM 01:30 AM 02:00 AM	02:30 AM 03:00 AM
✓ SVC-91	Plumbing	Scheduled	Home Painting		Î
512-23	Inspect pipes	Scheduled	Service Appointments : 0		
Home Painting	Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	Completed	John Stillman Service Appointments : 0	Available in Crew Road Repair	
SVC-88	Painting - Exterior House	Completed			
SVC-89	Plumbing	<ul> <li>Partially C</li> </ul>	Lilly Rush	Leave	
✓ □ AP-58	Scheduled on	Dispetal	Service Appointments : 0		
Vending Machine	Apr 23, 2024 11:15 AM	• Dispatch	Nick Vera		
SVC-41	ForZSubscription	<ul> <li>Scheduled</li> </ul>	Service Appointments : 0		
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	• Dispatch N	Scotty Valens Service Appointments : 0		
SVC-39	Expense	Scheduled			
Total records : ###	10 Record	ds per page < 📘 🗲	Will Jeffries Service Appointments : 0	Available in Crew Home Painting	

## Holiday in Dispatch Console

The <u>holidays</u> added to the organization will be marked in the Gantt view (see screenshot below).

र्ट्र FSM Home Customers	✓ Work Order Management ✓ Disp	atch Con	sole Services And Parts Ass	ets Workforce ~	Reports	Professiona	al Trial 🔹 Upgrade	e   <mark>+</mark> &	3 ¢ 🕕
All Service Appointments $$	QC	<	Gantt Maps Calenda	ar					
	23 Apr, 24 >	~		< 1 Jan, 2	2024 >			View Day	~ \$ C
✓ □ AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 PM Apr 23, 2024 01:30 PM	• Di	Field Technician Q					Timezone	e: (GMT +05:30)
SVC-91	Plumbing	. 50	≂ Filter All, Zylker, Asc ∨	12:30 AM	01:00 AM	01:30 AM	02:00 AM	02:30 AM	03:00 AM
STL-23	Inspect pipes	• Sc	Cris Lass	New Year's Day					
V AP-59 Home Painting	Actual Time Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	• Cc	Home Painting	New Year's Day					
SVC-88	Painting - Exterior House	• cd	Service Appointments : 0						
SVC-89	Plumbing	• Pa	John Stillman	N					
✓ □ AP-58 SUB-00007:Refill	Scheduled on Apr 23, 2024 10:30 AM	• Di	Service Appointments : 0	Available in Crew Road Repair	r				
Vending Machine	Apr 23, 2024 11:15 AM		Lilly Rush	New Year's Day					
SVC-41	ForZSubscription	• Sc	Service Appointments : 0						
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	• Di	Nick Vera Service Appointments : 0	New Year's Day					
SVC-39	Expense	• Sc							
Total records : ###	10 Records per page 🛛 <	1 >	Scotty Valens Service Appointments : 0	New Year's Day					

## Availability in Crew

In the Gantt view, the timeline will display information about the availability of agents in a Crew.

र्ट्रजे FSM Home Cus	tomers 🧹 🧼 Work Order Manager	nent 🤟 Dispatch Con	sole Services And Parts As	sets Workforce ~ Reports	Professional Trial • Upgra	de   🕂 🏟 🗘 🌔
All Service Appointments	~	Q 0 <	Gantt Maps Calenc	ar		
= = (	23 Apr, 24 >	<b>4</b> 4 ∨		< 24 Apr, 2024	>	View Day V 🕸 C
✓ □ AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 PM	• Dispatch	Field Technician Q			Timezone: (GMT +05:30)
	Apr 23, 2024 01:30 PM		$=$ Filter All, Zylker, Asc $\sim$	12:30 AM 01:00 AM	01:30 AM 02:00 AM	02:30 AM 03:00 AM
✓ SVC-91	Plumbing	<ul> <li>Scheduled</li> </ul>	Home Painting			Î
STL-23	Inspect pipes	<ul> <li>Scheduled</li> </ul>	Service Appointments : 0		•	
✓ □ AP-59 Home Painting	Actual Time Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	Completed	John Stillman Service Appointments : 0	Available in Crew Road Repair		
SVC-88	Painting - Exterior House	Completed				
SVC-89	Plumbing	Partially C	Lilly Rush	Leave		
✓ □ AP-58	Scheduled on		Service Appointments : 0			
SUB-00007:Refill Vending Machine	Apr 23, 2024 10:30 AM Apr 23, 2024 11:15 AM	• Dispatch N	Nick Vera			
SVC-41	ForZSubscription	<ul> <li>Scheduled</li> </ul>	Service Appointments : 0			
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	• Dispatch N	Scotty Valens Service Appointments : 0			
SVC-39	Expense	Scheduled				
Total records : ###	10 Reco	ds per page < 📘 🗲	Will Jeffries Service Appointments : 0	Available in Crew Home Painting		

## **Quick Create Option For Notes**

From the Gantt view, you can easily add notes to a service appointment. Click on its service appointment bar and in the popup, click on the **Notes** link.

र्ट्र FSM Home Customers		nt – Dispatch Console Sei	rvices And Parts Assets Workforce - Reports Professional Trial • Upgrade   🕂 🕸 📮 🌔					
All Service Appointments $\sim$	Q 0 <	Gantt Maps Calendar						
≂ 😑 🐻 < 23 Apr, 2	24 > 14 ~		< 23 Apr, 2024 > View Day > 3 C					
✓ □ AP-60 AC Installation	AP-60 Scheduled on     Ac Installation Apr 23, 2024 12:30 PM		Timezone: (GMT +05:30)					
	Apr 23, 2024 01:30 PM	$\mp$ Filter All, Zylker, Asc $\sim$	TUESDAY - 23 APR 10:00 AM 10:30 AM 11:00 AM 11:30 AM 12:00 PM 01:00 PM 01:30 PM					
✓ SVC-91 STL-23	Plumbing Inspect pipes	Cris Lass	23 Tue 12:43:29 PM					
✓ □ AP-59 Home Painting	Actual Time Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	Home Painting						
SVC-88	Painting - Exterior House	Service Appointments : 0						
SVC-89	Plumbing	John Stillman						
V C AP-58 SUB-00007:Refill Vending Machine	Scheduled on Apr 23, 2024 10:30 AM Apr 23, 2024 11:15 AM	Service Appointments : AP-6 AC Ir B Di	Installation Ispatched Strategy Strateg					
SVC-41	ForZSubscription	Service Appointments :	Scheduled Time					
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	Nick Vera Service Appointments :	Apr 23, 2024 D1:30 PM Apr 23, 2024 01:30 PM Contact Edward Cormoran					
SVC-39	Expense		Company Endeavour Inc.					
Total records : ### 10	0 Records per page < 🚺 🗲	Scotty Valens Service Appointments :	erritory Zylker Service Address 2 Ton 5 Star Split AC   MS-Q02YLZA, 2 E South St, Galesburg, Illinois, United States, 61401					

The *Service Appointment Details* overlay will be opened with the **Notes** tab selected.

र्ट्र FSM Home Customers 🗸	<ul> <li>Work Order Managemer</li> </ul>	nt ~ Dispatch Console Services And	W053 / AP-60 / 2 Ton 5 Star Split AC   MS-Q02YLZA ×
All Service Appointments $\sim$	Q C <	Gantt Maps Calendar	AP-60 AC Installation
	· · · · · · · · · · · · · · · · · · ·		Dispatched      Service      Not yet Invoiced      Nick Vera     Start Work     C     Edit     C
✓ □ AP-60 AC Installation	Scheduled on Apr 23, 2024 12:30 PM Apr 23, 2024 01:30 PM	Field Technician Q	OVERVIEW TIMELINE SERVICES AND PARTS NOTES ***
✓ SVC-91	Plumbing	〒 Filter All, Zylker, Asc ∨ 10:00 AM	
STL-23	Inspect pipes	Cris Lass Service Appointments : 1	Need to purchase brackets as customer has requested installation in a different room.
Home Painting	Apr 23, 2024 02:00 PM Apr 23, 2024 03:30 PM	Home Painting	<i>h</i>
SVC-88	Painting - Exterior House	Service Appointments : 0	Attach File + Add Title     Cancel Save
SVC-89	Plumbing	John Stillman	
✓ □ AP-58 SUB-00007:Refill Vending Machine	Scheduled on Apr 23, 2024 10:30 AM Apr 23, 2024 11:15 AM	Service Appointments : 0	
SVC-41	ForZSubscription	Service Appointments : 3	
✓ □ AP-57 SUB-00006:Refill Vending Machine	Scheduled on Apr 23, 2024 09:00 AM Apr 23, 2024 10:00 AM	Nick Vera	
SVC-39	Expense		
Total records : ### 10	Records per page < 📘 🗲	Scotty Valens Service Appointments : 0	

## Scheduling through Drag and Drop

In the Gantt view of the Dispatch Console, you can manage appointments in the following ways through drag and drop:

- Create an appointment through drag and drop
- Create appointment from Gantt
- Reschedule and reassign through drag and drop

### Create an appointment through drag and drop

You can create service appointments in the following ways:

- Drag and drop a work order
- Drag and drop a service of the work order

To create an appointment through drag and drop:

1. Click **Create** in the <u>*Work Orders List*</u>.

Work orders can also be created from the <u>Work Orders</u> module.

All Work Orders $$		QC
ᆕ	☐ 01 Sep, 22 >	Create
<ul><li>✓ □ WO33</li><li>Sundry repairs</li></ul>	Preferred On -	<ul> <li>Dispatched -None-</li> </ul>
SVC-83	Extermination	In Progress
SVC-84	Leakage Repair	In Progress
SVC-85	Plumbing	In Progress
✓ □ WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	• Cancelled -None-
SVC-77	Leakage Repair	Completed
SVC-78	Extermination	Completed

In the *Create Work Order* overlay, enter the necessary <u>details</u> and click **Save**.
 The work order will be created and listed in the *Work Orders List*. You can now create service appointments for this work order.

#### Drag and drop a work order

1. Drag and drop the work order to the desired point in Gantt that corresponds to the time and agent to which you want to schedule the appointment.

When you select the work order, all its services will be automatically selected. You can uncheck the services you want to exclude from the appointment.

C FSM Customers	✓ Work Order Management ✓	Dispatch Conso	ole Servic	es And Parts Assets Workforce 🗸	Reports	et 🕸 🗘 📃
All Work Orders $$			QC	Gantt Maps		
Ŧ	< 07 Sep, 22 >		Create	*== 4=	< 6 Sep, 2022 >	View Day $\sim$
V D WO36 Pest Control	Preferred On -	Schedule	-None-	Territory: Zylker $\sim$		Timezone: (GMT -07:00)
SVC-89	Extermination	In Progress		Field Technician : All $\sim$	01:30 AM 02:30 AM 03:30 AI	4_04:30 AM 05:30 AM 06:30 AM
Work Order Name: WO35	Preferred On -	• New	Ľ:	Jeff Difford		06 Tue 3:46:56 AM
SVC-87	Leakage Repair	Open	_	Appointments.		
SVC-88	Plumbing	Open		Karen Edwards		
V D WO34 Plumbing	Preferred On -	• Schedule	-None-	Appointments : 0		
SVC-86	Plumbing	In Progress		Mary Cooper Appointments : 0		
V D WO33 Sundry repairs	Preferred On -	<ul> <li>Dispatched</li> </ul>	-None-	Rob Reiner		
SVC-83	Extermination	In Progress		Appointments : 0		
SVC-84	Leakage Repair	<ul> <li>In Progress</li> </ul>				
SVC-85	Plumbing	In Progress		Appointments : 0		
V C WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	Cancelled	-None-	Susan Hayworth		
SVC-77	Leakage Repair	<ul> <li>Completed</li> </ul>		Appointments.		
	<u></u>					
Total records : ###		10 Records per page	< 1 →			

- 2. In the *Create Appointment* overlay, the following details will be populated, which you can change if required. Click **Schedule** or **Schedule and Dispatch** to continue.
  - a. Service
  - b. Summary
  - c. Scheduled Start/End Date Time
  - d. Service Resource

<i>ଲ</i> ି FS	SM Custom	ners 🗸 🛛 Work Order Management 🗸	Dispatch Cons	ole Servio	ces And Parts Assets	Create Appointment				×
All Wo	rk Orders \vee			Q C Create	Gantt Maps	Choose WorkOrder	WO35-Bathroom repair		Ø	
# ~ ☑	WO35 Bathroom repair	Preferred On -	• New	-None-	Territory : Zylker $\sim$		Work Order Details WO35 Bathroom repair New Ø Service 🖬 M	ary Cooper		
8	SVC-87	Leakage Repair	Open		Field Technician : Al					
	SVC-88	Plumbing	Open		Jeff Difford	Service	Leakage Repair(SVC-87) ×	Plumbing(SVC-88) $\times$	*	
~ 🗆	WO34 Plumbing	Preferred On -	• Schedule	-None-	Appointments : 0	Summary	Bathroom repair			
	SVC-86	Plumbing	In Progress		Karen Edwards					
~ 🗆	WO33 Sundry repairs	Preferred On -	• Dispatched	-None-	Appointments : 0	Asset	Search Asset			
	SVC-83	Extermination	In Progress		Mary Cooper Appointments : 0	Currency	USD		*	
	SVC-84	Leakage Repair	In Progress		Appointments.	Exchange Rate	1			
	SVC-85	Plumbing	In Progress		Rob Reiner					
~ 🗆	WO32 Bathroom floor	Preferred On Aug 08, 2022 - Aug 09, 2022	• Cancelled	-None-	Appointments : 0	Scheduled Start Date Time	Sep 06, 2022	09:00 AM	(GMT -07.00	))
		Morning			Ron Weasley Appointments : 0	Scheduled End Date Time	Sep 06, 2022	10:00 AM	(GMT -07.00	))
	U SVC-77	Leakage Repair	Completed			Service Resource	Kana Eduarda IV		•	
	SVC-78	Extermination	<ul> <li>Completed</li> </ul>		Susan Hayworth		Karen Edwards X			
~ □	WO31 Pest Control	Preferred On -	Completed	-None-	Appointments : 0					
Total reco	ords : ###		10 Records per page	< 1 >					Cancel	Schedule ~

#### Drag and drop a service of the work order

1. Drag and drop the service to the desired point in Gantt that corresponds to the time and agent to which you want to schedule the appointment.

C FSM Customers ~	Work Order Management 🗸	Dispatch Conso	ole Servic	es And Parts Assets	s Workforce 🗸	Reports				Ē	🅸 Q 🔲	
All Work Orders $$			QC	Gantt Maps								
Ŧ	< 07 Sep, 22 >		Create	‡ <del>_</del>		< 6 Se	p, 2022	>			View Day $\sim$	
V D WO36 Pest Control	Preferred On -	Schedule	-None-	Territory: Zylker	~					Time	zone: (GMT -07:00)	
SVC-89	Extermination	In Progress		Field Technician : /	All ~	01:30 AM	02:30 AM	03:30 AM	04:30 AM	05:30 AM	06:30 AM	
V C WO35 Bathroom repair	Preferred On -	• New	-None-	Jeff Difford	0	< 06 Tue 12:38:35 AM						
≅ □ svc-87	Leakage Repair	Open		Appointments.	<u> </u>							
SVC-88	Plumbing	Open		Karen Edwards								
V WO34 Plumbing	Preferred On -	Schedule	-None-	Appointments :	0							
SVC-86	Plumbing	In Progress		Mary Cooper	0							
V U WO33 Sundry repairs	Preferred On -	<ul> <li>Dispatched</li> </ul>	-None-	Rob Reiner	-							
SVC-83	Extermination	<ul> <li>In Progress</li> </ul>		Appointments :	0							
SVC-84	Leakage Repair	In Progress										
SVC-85	Plumbing	<ul> <li>In Progress</li> </ul>		Appointments :	0							
V O WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	Cancelled	-None-	Susan Hayworth								
SVC-77	Leakage Repair	<ul> <li>Completed</li> </ul>		Appointments.			_					
Total records : ###		10 Records per page	< 1 >									

- 2. In the *Create Appointment* overlay, the following details will be populated, which you can change if required. Click **Schedule** or **Schedule and Dispatch** to continue.
  - a. Service
  - b. Summary
  - c. Scheduled Start/End Date Time
  - d. Service Resource

C FSM Customers	✓ Work Order Management ✓	Dispatch Conso	ole Servio	ces And Parts Assets	Create Appointment				×
All Work Orders 🗸	3 < 04 Sep, 22 →		Q C Create	Gantt Maps	Choose WorkOrder	WO35-Bathroom repa	ir	Ø	
Vert WO35 Bathroom repair	Preferred On -	• New	-None-	Territory: Zylker ~		Work Order Details WO35 Bathroom repai	r Mary Cooper		
# 🗹 SVC-87	Leakage Repair	Open		Field Technician : Al					
SVC-88	Plumbing	Open		Jeff Difford	Service	Leakage Repair(SVC-87)		-	
VIC WO34 Plumbing	Preferred On -	• Schedule	-None-	Appointments : 0	Summary	Bathroom repair			
SVC-86	Plumbing	In Progress		Karen Edwards					
✓ □ WO33 Sundry repairs	Preferred On -	• Dispatched	-None-	Appointments : 0	Asset				
SVC-83	Extermination	In Progress		<ul> <li>Mary Cooper</li> <li>Appointments : 0</li> </ul>	Currency	USD		~	
SVC-84	Leakage Repair	In Progress			Exchange Rate	1			
SVC-85	Plumbing	In Progress		Rob Reiner	Colorado de Charato Dista Tira a				
V C WO32 Bathroom floor	Preferred On Aug 08, 2022 - Aug 09, 2022	Cancelled	-None-	Appointments: 0	Scheduled Start Date Time	Sep 06, 2022	09:30 AM	(GM	IT -07.00)
repair	Morning			Ron Weasley	Scheduled End Date Time	Sep 06, 2022	10:30 AM	(GM	T-07.00)
SVC-77	Leakage Repair	<ul> <li>Completed</li> </ul>		Appointments : 0					
SVC-78	Extermination	<ul> <li>Completed</li> </ul>		Susan Hayworth	Service Resource	Karen Edwards ×		•	
V D WO31 Pest Control	Preferred On -	Completed	-None-	Appointments : 0					
				-					
Total records : ###		10 Records per page	< 1 >						Cancel Schedule V

#### Note:

As indicated in the screenshot below, you can drag and drop by either clicking on the **move** icon [ <sup>ii</sup> ] or clicking on anywhere in the row corresponding to the work order or service.

≝ ~ ☑	WO35 Bathroom repair		Preferred On -	• New	-None-
:		SVC-87	Leakage Repair	• Open	
H		SVC-88	Plumbing	• Open	

## **Create Appointments from Gantt**

You can create appointments directly from the Gantt area. To do so:

- 1. Click on the point in Gantt that corresponds to the time and agent to which you want to schedule the appointment.
- 2. In the *Create Appointment* overlay, choose the work order for which you want to create the appointment.

伝 FSM Customers 🗸 Work Order Man	agement 🗸 Dispatch Console	Services And Parts Assets Work	force 🗸 Reports 📑 🕸 🗘 📄
All Work Orders $\lor$	Q	C Gantt Maps	
≂ 07 Sep, 22	Creat	a III	$\langle$ 7 Sep, 2022 $\rangle$ View Day $\sim$
V D WO36 Preferred On Pest Control -	Schedule     -Non	Territory : Colona ~	Timezone: (GMT -07:00)
SVC-89 Extermination	<ul> <li>In Progress</li> </ul>	Field Technician : All $\sim$	01:30 AM 02:30 AM 03:30 AM 04:30 AM 05:30 AM 06:30 AM
V O WO35 Preferred On Bathroom repair -	New -Non	- Jeff Difford	< 07 Wed 3:37:43 AM
SVC-87 Leakage Repair	• Open	Appointments.	
SVC-88 Plumbing	• Open	Karen Edwards	
V WO34 Preferred On Plumbing -	Schedule     -Non	Appointments : 0	
SVC-86 Plumbing	In Progress	Mary Cooper Appointments : 0	
V WO33 Preferred On Sundry repairs -	<ul> <li>Dispatched -Non</li> </ul>	e- Rob Reiner	
SVC-83 Extermination	<ul> <li>In Progress</li> </ul>	Appointments : 0	
SVC-84 Leakage Repair	<ul> <li>In Progress</li> </ul>		
SVC-85 Plumbing	<ul> <li>In Progress</li> </ul>	Appointments : 0	
<ul> <li>WO32 Preferred On Bathroom floor repair</li> <li>Morning</li> </ul>	9,2022 • Cancelled -Non	2- No crew members	
SVC-77 Leakage Repair	<ul> <li>Completed</li> </ul>		
Total records : ###	10 Records per page 🧹 🚺	>	

- 3. In the *Create Appointment* overlay, the following details will be populated, which you can change if required. Click **Schedule** or **Schedule and Dispatch** to continue.
  - a. Service
  - b. Summary
  - c. Scheduled Start/End Date Time
  - d. Service Resource

दरि FSM Custome	rs 🗸 🛛 Work Order Management 🗸	Dispatch Cons	ole Servic	es And Parts Assets	Create Appointment				×
All Work Orders 🗸			QC	Gantt Maps	Choose WorkOrder	WO35- Bathroom repa	ir	Ø	
	( 05 Sep, 22 )		Create	17		Work Order Details	r		
✓ □ WO35 Bathroom repair	Preferred On -	• New	-None-	Territory: Zylker ~		<ul> <li>New Ø Service w N</li> </ul>	Mary Cooper		
SVC-87	Leakage Repair	Open		Field Technician : Al					
SVC-88	Plumbing	• Open		Jeff Difford	Service	Leakage Repair(SVC-87)	Plumbing(SVC-88) ×	*	
V D WO34 Plumbing	Preferred On -	• Schedule	-None-	Appointments : 0	Summary	Bathroom repair			
SVC-86	Plumbing	In Progress		Karen Edwards					
✓ □ WO33 Sundry repairs	Preferred On -	<ul> <li>Dispatched</li> </ul>	-None-	Appointments : 0	Asset				
SVC-83	Extermination	In Progress		Mary Cooper	Currency	USD		~	
SVC-84	Leakage Repair	In Progress			Exchange Rate	1			
SVC-85	Plumbing	In Progress		Rob Reiner					
~ 🗆 WO32	Preferred On			Appointments : 0	Scheduled Start Date Time	Sep 06, 2022	10:28 AM		(GMT -07.00)
Bathroom floor repair	Morning	Cancelled	-None-	Ron Weasley	Scheduled End Date Time	Sep 06, 2022	10:43 AM		(GMT -07.00)
SVC-77	Leakage Repair	<ul> <li>Completed</li> </ul>		Appointments : 0					
SVC-78	Extermination	<ul> <li>Completed</li> </ul>		Susan Hayworth	Service Resource	Karen Edwards X		*	
V C WO31 Pest Control	Preferred On -	Completed	-None-	Appointments : 0					
Total records : ###		10 Records per page	: < 1 →						Cancel Schedule y
<b>@</b> •	Here is your Smart Chat (Ctrl+Spa								

## Reschedule and reassign through drag and drop

- Reschedule an appointment
- Reassign an appointment

#### Reschedule an appointment

You can reschedule an appointment in the following ways:

- 1. In Gantt, drag and drop an appointment to a different time
- 2. In Gantt, resize the appointment
- 3. Drag and drop the appointment from the Service Appointments List to a new time in Gantt

1. In Gantt, you can reschedule an appointment by dragging and dropping it to a different time.

C FSM Customers	♥ Work Order Management ♥	<ul> <li>Dispatch Cor</li> </ul>	nsole Service	s And Parts Asse	ets Workf	orce 🗸	Reports					E† {	\$ Q 🚺
All Service Appointment	s ~		QC	Gantt Maps									
=	(iii) < 07 Sep, 22		<b>4</b> 9 ~	17			<	7 Sep	2022	>		Vi	ew Day ~
✓ □ AP-47 Leaking faucet	Scheduled on Sep 05, 2022 03:00 AM (GM	Scheduled     Dispatch	Karen Edwa	Territory: Zylker	· ~							Timezone	:: (GMT -07:00)
	Sep 05, 2022 04:00 AM (GM	- operation		Field Technician :	All $\sim$	0	2:30 AM	03:30 AM	04:30 AM	05:30 AM	06:30 AM	07:30 AM	08:30 AM
5VC-11	Plumbing	In Progress		leff Difford				07	Ved 3:23:19 AM				
V AP-46 Pest Control	Scheduled on Sep 07, 2022 02:30 AM (GM Sep 07, 2022 03:30 AM (GM	• Scheduled Dispatch	Mary Coope	Appointments :	0								
SVC-89	Extermination	In Progress		Karen Edwards									
V AP-45 Plumbing	Scheduled on Sep 04, 2022 02:36 AM (GM Sep 04, 2022 03:36 AM (GM	• Scheduled	Karen Edwa	Appointments :	0		AP-46						
SVC-86	Plumbing	<ul> <li>In Progress</li> </ul>		Appointments :	1		1 Hr	k					
✓ □ AP-44 Sundry repairs	Scheduled on Aug 29, 2022 04:39 PM (GM Aug 29, 2022 05:39 PM (GM	<ul> <li>Dispatched</li> </ul>	Mary Coope	Rob Reiner Appointments :	0	<b>O</b>							Š
SVC-83	Extermination	In Progress		Ron Weasley									
SVC-84	Leakage Repair	In Progress		Appointments :	0								
SVC-85	Plumbing	In Progress											
V C AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	Completed	Susan Hayw	Susan Hayworth Appointments :	0								
Total records : ###	•	10 Records per pa	ge < 1 >										

2. In Gantt, you can also reschedule an appointment by resizing the appointment. The minutes in the End Time will be rounded off to the nearest multiple of five.

All Serv	ice Appointmer	hts $\checkmark$		QC	Gantt Maps									
Ŧ	3	(07 Sep, 22		<b>4</b> 9 ~	‡ <del>,</del>			<	7 Sep, 3	2022	>		Vi	iew Day ~
~ D	AP-47 Leaking faucet	Scheduled on Sep 05, 2022 03:00 AM (GM	Scheduled	Karen Edwa	Territory: Zylker	~							Timezone	e: (GMT -07:00)
		Sep 05, 2022 04:00 AM (GM	Dispatch		Field Technician :	All $\sim$		2-20 AM	02-20 AM	04:20 AM	05-20 AM	06-20 AM	07-20 AM	08-20 AM
	SVC-11	Plumbing	In Progress						0714	or 30 AM	03.30 AM	00.30 AM	07.30744	00.30 AM
~ 🗆	AP-46 Pest Control	Scheduled on Sep 07, 2022 02:30 AM (GM Sep 07, 2022 03:30 AM (GM	• Scheduled Dispatch	Mary Coope	Jeff Difford Appointments :	0			0/1	ed 3:25:03 AM				
	SVC-89	Extermination	In Progress		Karen Edwards									
~ 🗆	AP-45 Plumbing	Scheduled on Sep 04, 2022 02:36 AM (GM Sep 04, 2022 03:36 AM (GM	• Scheduled Dispatch	Karen Edwa	Appointments : Mary Cooper	0		AP-46						
	SVC-86	Plumbing	In Progress		Appointments :	1								
~ []	AP-44 Sundry repairs	Scheduled on Aug 29, 2022 04:39 PM (GM Aug 29, 2022 05:39 PM (GM	<ul> <li>Dispatched</li> </ul>	Mary Coope	Rob Reiner Appointments :	0	$\sim$		*					ç
	SVC-83	Extermination	In Progress		Pon Wessley									
	SVC-84	Leakage Repair	In Progress		Appointments :	0								
	SVC-85	Plumbing	In Progress											
~ 🗆	AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	<ul> <li>Completed</li> </ul>	Susan Hayw	Susan Hayworth Appointments :	0								

3. Lastly, you can reschedule an appointment by dragging and dropping the appointment from the *Service Appointments List* to a new time in Gantt.

伝 FSM Customers 、	<ul> <li>Work Order Management </li> </ul>	Dispatch Console	Service	s And Parts Asse	s Workforce	~ R	eports				Ē	; 🕸 Ĉ	
All Service Appointments	~	Q	d	Gantt Maps									
- 8	07 Sep, 22	45	9 ~	ţ			< 7	Sep, 2022	>			View Da	ay ~
✓ □ AP-47 Leaking faucet	Scheduled on Sep 05, 2022 03:00 AM (GM	Scheduled     Kar	ren Edwa	Territory: Zylker	~						Time	zone: (GMT -(	07:00)
	Sep 05, 2022 04:00 AM (GM	Dispateir		Field Technician :	All ~		01:30 AM	02:30 AM	03:30 AM	04:30 AM	05:30 AM	06:30 AM	
SVC-11	Plumbing	In Progress								07 Wed 3:57:18	AM		
₩ ✓ □ AP-46 C Pest Control	Scheduled on Sep 07, 2022 02:30 AM (GM Sep 07, 2022 03:30 AM (GM	• Scheduled Dispatch	e :	Jeff Difford Appointments :	0					0/110			
SVC-89	Extermination	<ul> <li>In Progress</li> </ul>		Karen Edwards									
V C AP-45 Plumbing	Scheduled on Sep 04, 2022 02:36 AM (GM Sep 04, 2022 03:36 AM (GM	Scheduled     Dispatch     Kar	ren Edwa	Appointments : Mary Cooper	0			AP-46					
SVC-86	Plumbing	In Progress		Appointments :	1			1 Hr					
<ul> <li>AP-44</li> <li>Sundry repairs</li> </ul>	Scheduled on Aug 29, 2022 04:39 PM (GM Aug 29, 2022 05:39 PM (GM	<ul> <li>Dispatched Ma</li> </ul>	ry Coope	Rob Reiner Appointments :	0								
SVC-83	Extermination	In Progress		Ron Wessley									
SVC-84	Leakage Repair	<ul> <li>In Progress</li> </ul>		Appointments :	0								
SVC-85	Plumbing	<ul> <li>In Progress</li> </ul>											
AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	Completed Sus	an Hayw	Susan Hayworth Appointments :	0								
Total records : ###		10 Records per page 🧹	1 >										

After rescheduling, in the *Schedule Confirmation* dialog, make the following changes if necessary and click **Save**.

- Schedule Start/End time
- Assigned agent

Click 🖾 to view the appointment details in a new window.

র্রি FSM Custo		<ul> <li>Dispatch Co</li> </ul>			kforce 🗸 🛛 F						
All Service Appointr	nents $\sim$		QC	Gantt Maps							
<b>=</b> 8	(in the second s		<b>⊿</b> 1 ∨	17		< 29 Aug, 20	22 >			View Day	у ~
V C AP-45 Plumbing	Scheduled on Sep 04, 2022 05:00 AM (GM	Scheduled	Rob Reiner	Territory: Colona $\vee$					Ti	mezone: (GMT -0	7:00)
SVC-86	Sep 04, 2022 06:00 AM (GM Plumbing	In Progress	-	Field Technician : All $\sim$	02:30 PM	03:30 PM 04:30 PI	M 05:30 PM	06:30 PM	07:30 PM	08:30 PM	09:30
	Scheduled on Aug 29, 2022 02:30 PM (GM Aug 29, 2022 03:30 PM (GM	<ul> <li>Dispatched</li> </ul>	Karen Edwa	Jeff Difford Appointments : 0							
V C AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	Completed	Susan Hayw	Karen Edwards Appointments : 1			-2	9 Aug,2022 04:39 PM -	29 Aug,2022 05:3	9 PM	
SVC-81	Move out carpet cleaning	<ul> <li>Completed</li> </ul>	4	Mary Cooper							
V C AP-42 Pest Control	Actual Time Aug 24, 2022 04:46 AM (GM Sep 05, 2022 03:17 AM (GM	Completed	Ron Weasle <sup>-</sup>	Appointments : 0		AP-44 Sundry repairs					
SVC-80	Extermination	<ul> <li>Completed</li> </ul>		Appointments : 0		Schedules start 29 Aug, 2022	on 04:39 PM				
V AP-41 Plumbing	Scheduled on Aug 23, 2022 01:30 AM (GM Aug 23, 2022 02:30 AM (GM	• Cancelled	Ron Weasle	Carpet cleaners Appointments : 0		<ul> <li>Schedules ends</li> <li>29 Aug, 2022</li> <li>Assigned to</li> </ul>	on 05:39 PM				
SVC-79	Move out carpet cleaning	• Open				Karen Edwards		-			
<ul> <li>AP-40</li> <li>Bathroom floor repair</li> </ul>	Actual Time Aug 11, 2022 06:58 AM (GM Aug 19, 2022 05:55 AM (GM	<ul> <li>Completed</li> </ul>	Jeff Difford				Cance	Save			
Total records : ###		10 Records per pa	ige < 1 >								

#### Reassign an appointment

You can reassign an appointment by dragging and dropping an appointment to a different agent.

दरे FSM Customers	Work Order Management	<ul> <li>Dispatch Col</li> </ul>	nsole Service	s And Parts Ass	ets Workf	force 🗸 🛛 Re	eports					5 ¢ Ç	
All Service Appointment	TS ~		QC	Gantt Map	5								
<b>= B</b>	07 Sep, 22	>	<b>4</b> 9 ~	*=== *=			< 7	Sep, 2022	>			View D:	ay $\sim$
✓ □ AP-47 Leaking faucet	Scheduled on Sep 05, 2022 03:00 AM (GM	• Scheduled	Karen Edwa	Territory: Zylke	r ~						Tin	nezone: (GMT -(	07:00)
SV/C-11	Sep 05, 2022 04:00 AM (GM			Field Technician :	All $\sim$	01:30 AM	02:30 AM	03:30 AM	04:30 AM	05:30 AM	06:30 AM	07:30 AM	08
AP-46     Pest Control	Scheduled on           Sep 07, 2022 02:30 AM (GM           Sep 07, 2022 03:30 AM (GM	Scheduled     Dispatch	Mary Coope	Jeff Difford Appointments :	0			07 W	ed 3:21:35 AM				
SVC-89	Extermination	In Progress		Karen Edwards									
V C AP-45 Plumbing	Scheduled on Sep 04, 2022 02:36 AM (GM Sep 04, 2022 03:36 AM (GM	• Scheduled Dispatch	Karen Edwa	Appointments : Mary Cooper	0		AP-46						
SVC-86	Plumbing	In Progress		Appointments :	1		Inr						
<ul> <li>AP-44</li> <li>Sundry repairs</li> </ul>	Scheduled on Aug 29, 2022 04:39 PM (GM Aug 29, 2022 05:39 PM (GM	<ul> <li>Dispatched</li> </ul>	Mary Coope	Rob Reiner Appointments :	0	$\checkmark$		•					$\mathbf{\hat{\mathbf{v}}}$
SVC-83	Extermination	<ul> <li>In Progress</li> </ul>		Ron Wessley									
SVC-84	Leakage Repair	<ul> <li>In Progress</li> </ul>		Appointments :	0								
SVC-85	Plumbing	<ul> <li>In Progress</li> </ul>											
V AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	Completed	Susan Hayw	Susan Hayworth Appointments :	0								
Total records : ###	•	10 Records per pa	ge < 1 >										

After rescheduling, in the *Schedule Confirmation* dialog, make the following changes if necessary and click **Save**.

- Schedule Start/End time
- Assigned agent

Click 🖾 to view the appointment details in a new window.

র্রি FSM Custome										et 🅸 ¢ 🚺
All Service Appointme	nts 🗸		QC	Gantt Map	S					
7	🛗 < 05 Sep, 22		▲ 1 ~	1 4 2		<	4 Sep, 20	22 AP-45 Plumbing		w Day ~
V C AP-45 Plumbing	Scheduled on Sep 04, 2022 02:36 AM (GM Son 04, 2022 02:36 AM (GM.	• Scheduled	Karen Edwa	Territory: Color	na 🗸			Schedules start on 4 Grag 2022	04-52 AM	(GMT -07:00)
SVC-86	Plumbing	<ul> <li>In Progress</li> </ul>		Field Technician :	all ∽	01	:30 AM 0	<ul> <li>4 Sep, 2022</li> <li>Schedules ends on</li> </ul>	04:53 AM	06:30 AM
<ul> <li>AP-44</li> <li>Sundry repairs</li> </ul>	Scheduled on Aug 29, 2022 04:39 PM (GM Aug 29, 2022 05:39 PM (GM	<ul> <li>Dispatched</li> </ul>	Mary Coope	Jeff Difford Appointments :	0			4 Sep, 2022	05:53 AM	-
SVC-83	Extermination	In Progress		Karen Edwards						
SVC-84	Leakage Repair	<ul> <li>In Progress</li> </ul>		Appointments :	1				Cancel	Save
SVC-85	Plumbing	In Progress		Mary Cooper					× (	04 Sep,2022 04:53 AM
V AP-43 Plumbing	Actual Time Aug 25, 2022 02:24 AM (GM Sep 05, 2022 03:18 AM (GM	Completed	Susan Hayw	Appointments :	0					
SVC-81	Move out carpet cleaning	<ul> <li>Completed</li> </ul>		Appointments :	0					
AP-42 Pest Control	Actual Time Aug 24, 2022 04:46 AM (GM Sep 05, 2022 03:17 AM (GM	Completed	Ron Weasle	Carpet cleaners Appointments :	•					
SVC-80	Extermination	Completed								
✓ □ AP-41 Plumbing	Scheduled on Aug 23, 2022 01:30 AM (GM Aug 23, 2022 02:30 AM (GM	• Cancelled	Ron Weasle <sup>.</sup>							
Total records : ###	-	10 Records per pa	ige < 1 >							

#### Note:

- The drag-and-drop option will be available for appointments in the **New**, **Scheduled**, and **Dispatched** statuses.
- If a service appointment does not belong to the territory chosen in the <u>Service Resources List</u>, then the service appointment bar with have a orange patch on the top left corner.



• Although the service appointments in the **Cancelled** and **Cannot Complete** status will be displayed in the Gantt view, you can schedule another service appointment during that time.

र्ट्रेजे FSM Home C	Customers 🤟 Work Order Management	<ul> <li>✓ Dispatch Cor</li> </ul>	nsole Services And Parts Ass	ets Workforce ~ Reports	Professional Trial • Upgrade	e   🕂 🏟 🗘 🌔
All Service Appointment	s ~	QCK	Gantt Maps Calenda	r		
= =	< 15 Mar, 24 >	<b>4</b> 3 ~		< 15 Mar, 2024	>	View Day ~ 🕸 C
AP-51	Scheduled on Feb 01, 2024 12:00 AM (GMT -08:00)	Dispatched	Field Technician Q			Timezone: (GMT -07:00)
	Feb 01, 2024 01:00 AM (GMT -08:00)	Dispatorica	≂ Filter All, Alaska, Asc ∨	FRIDAY - 11:00 AM 11:30 AM 12:00	15 MAR 0 PM 12:30 PM 01:00 PM	4 01:30 PM 02:00 PM
SVC-77	TV Installation	Scheduled	Crister	15 Fri 10:55:11 AM		
AP-50 TV wall mounting	Scheduled on Mar 15, 2024 12:15 PM (GMT -07:00) Mar 15, 2024 01:15 PM (GMT -07:00)	• Cannot C	Service Appointments : 1			
SVC-76	TV Installation	<ul> <li>New</li> </ul>	Eric Wardle		AP-50 AP-53 19 min 1 Hr 25 min	
AP-49 TV wall mounting	Actual Time Feb 21, 2024 10:48 PM (GMT -08:00)	Completed	Service Appointments : 2		Not yeNot yet Invoiced	
	Feb 21, 2024 11:20 PM (GMT -08:00)		John Stillman	AP-27 1 Hr		
SVC-75	TV Installation	<ul> <li>Completed</li> </ul>	Service/opportements.	Not yet Invoiced		
AP-53 Painting	Scheduled on Mar 15, 2024 12:35 PM (GMT -07:00) Mar 15, 2024 02:00 PM (GMT -07:00)	• Dispatched	Road repair crew Service Appointments : 0			
SVC-82	Painting - Exterior House	Scheduled	Scotty Valens			
STL-17	Scrubbing	Scheduled	Service Appointments : 0			
STL-18	Painting	Scheduled				
Total records : ###	10 Records p	er page < 🚺 >				

## **Dispatch Console Gantt Settings**

There are certain settings that you can configure in the Gantt view of the dispatch console. Click on the Settings

[22] ] icon in the top right corner to see these options:

- **Show Only Business Hours**: If this is enabled, then the dispatch console Gantt area shown will span only within the <u>business hours</u>.
- Show only active appointments: If this is enabled, then the cancelled/terminated appointments will not be shown.
- **Show Multiple Timezone header**: If you enable this, then you can choose a secondary timezone also to be shown in the Gantt view.
  - Primary
  - Secondary
- **Zoom Level**: Use the slider to enlarge/shrink the Gantt view.