

Dispatch Console

The **Dispatch Console** is the task board for scheduling and dispatching service appointments. It contains all the information that a Dispatcher would require for assigning a service appointment to a field agent or crew based on availability, proximity, and skill. The Dispatch Console has three major views:

- <u>Gantt</u>: It provides a timeline view of the service appointments. Each service appointment is represented by a horizontal bar that spans the duration of the service appointment, making it easy to see when jobs start and end. Thus, it provides you with a real-time view of the progress of service appointments.
- <u>Grid</u>: In this view, you can view all the service appointments assigned to a service resource on each day. This enables you to assess technician availability, allowing for informed job assignments that maximize efficiency. This view also enables you to make deductions such as the resource utilization for a day, territory-based work density, etc.
- <u>Maps</u>: Each work order or appointment is represented by a marker on the map, making it easy to visualize where service calls are located. Technicians' locations are tracked in real-time using GPS, allowing dispatchers to see where each technician is at any given moment. This allows for real-time tracking and efficient resource allocation.
- <u>Calendar</u>: Here, you can view all the appointments to which service resources have been assigned, Holidays in the organization, and the Time Off taken by the resources. You can view all the service appointments on a day, irrespective of the service resources or territories. You can also see the details using the Month, Week, Day, and List views.

Viewing Preferences

In the following places in the Dispatch console, the viewing preferences chosen by the user will be retained even after they navigate from the dispatch console.

1. Custom Views under <u>Service Appointments List</u>, and <u>Work Orders List</u> in the left panel

た FSM Home Customers 〜 Work Order M.	anagement 🗸 Dispatch	Console	Services And Pa	rts Assets	Workforce	~ …		:	Standard Trial Upgrade	⊑† 🅸	Ŷ	
Completed Service Appointments	Q	C	Gantt Ma	ips Cale	ndar							
Service Appointments Work Orders				-								
- 📿 Search			G =			< Ju	ul 24 - 30, 2022 >			Weel	C Day	
New Service Appointments	Completed Zyll		24	l Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30) Sat	
Scheduled Service Appointments			All Day									
Dispatched Service Appointments	Completed	-1						AP-32/TS42/10:				
In Progress Service Appointments	Completed	 Completed 										
Completed Service Appointments	 Completed 	Zyll										
Paid Service Appointments	 Completed 		12 PM				AP-32 / TS41 / 12:					
AP-34 Actual Time Bathroom floor Jul 28, 2022 03:09 PM repair Jul 28, 2022 03:09 PM	Completed	Col	1.PM									
SVC-69 Extermination	Completed		2 PM									
 AP-33 Actual Time Plumbing Jul 28, 2022 03:40 PM Jul 28, 2022 03:45 PM 	Completed	Zyll										L
SVC-63 Plumbing	Completed		3 PM					-				
Actual Time Bathroom floor repair Jul 27, 2022 12:04 PM Jul 28, 2022 11:35 AM	Completed	Col	4 PM	AF	P-20/TS39/04:			•				
Total records : ###	10 Records per page 🧹 🚺	>										

- 2. The value selected in the <u>Date Filter</u> in the left panel
- 3. The tabs Gantt, Maps, or Calendar
- 4. The Day or Week view selected under Gantt, or Calendar tabs.

र्ट्र FSM Home Customers	✓ Work Order Management ✓	Dispatch Console	Services A	nd Parts A	ssets Workforce	~		St	andard Trial Upgrade	⊑† ۞ 4	þ 🕕
All Service Appointments 🗸		QC	Gantt	Maps	Calendar						
	28 Jul, 22 >	1	c =			< 1	ul 24 - 30, 2022 >			Week	Day
V AP-36 Plumbing Schedu	Time e Jled Time D22 04:03 PM	• Com	All Day	24 Sun	25 Mon	26 Tue	27 Wed	28 Thu	29 Fri	30 Sat	
SVC-82	red Time	• Comi	TO AIM					AD.32/TS42/10-			
SVC-71	Leakage Repair	● Com	11 AM					//F-32/ 1542/ 10			
Plumbing	Jul 28, 2022 03:54 PM Jul 28, 2022 03:59 PM	• Com									
SVC-70	Move out carpet cleaning	• Com	12 PM				AP-32/1541/12:				
✓ □ AP-34 Bathroom floor repair	Actual Time Jul 28, 2022 03:09 PM Jul 28, 2022 03:09 PM	• Com	1 PM								
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SVC-63	Plumbing	Com	3 PM								
✓ □ AP-32 Bathroom floor repair	Actual Time Jul 27, 2022 12:04 PM Jul 28, 2022 11:35 AM	• Com	4 PM		AP-20/TS39/04:			•			
Total records : ###	10 Records per	page < 1 >									

5. The values selected in the Service Resources filter of the Gantt view. By default, the work orders list will be displayed on the left panel.

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All Wo	rk Orders 🗸	Q C <	Gantt Maps Calenda	ar					
₹	😁 < 29 Mar	, 24 > Create		 25 Mar. 2024 - 31 Mar. Field Technician 	2024 >			View Week	; ~ 🕸 C
~ 0	WO59 Some light fixtures need to be replaced	Preferred On -	Field Technician Q	 All Crew 	05:30 PM	11:30 PM	05:30 AM	TUESDAY - 26 MAR 11:30 AM	05:30 PM 1
	SVC-166	Move out carpet cleaning		○ Agent	06:00 PM	12:00 AM	06:00 AM	12:00 PM	06:00 PM 1:
0	SVC-167	Plumbing	Carpet cleaners	Territory ~					
~ 🗆	WO58 Home painting	Preferred On 23 Nov 2023 - 27 Nov 2023							
0	SVC-164	Painting	Jeff Difford Service Appointments : 0	 Bromley 					
~ 0	WO57 Follow-up WO	Preferred On -	Karen Edwards	O Westbrook					
	SVC-158	Leakage Repair	Service Appointments : 1	Skills Q ~					
0	SVC-159	Leakage Repair	Mary Cooper	Carpet cleaning and stain removal					
~ 0	WO56 Gaming service	Preferred On 20 Sep 2023 - 21 Sep 2023	Service Appointments : 0	ExterminationHardware Service					
		Morning	Plumbing •	Plumbing					
	SVC-157	Hardware gaming service	Service Appointments : 0	Sort By 🗸					
≞ > ☑	WO56 Hardware service for all gaming product	Preferred On 20 Sep 2023 - 21 Sep 2023 Morning	Rob Reiner	Service Resource Name Asc Desc 					
Total reco	ords:###	10 Records per page 🧹 1 🗲	(A	Clear Apply					

6. The values selected in the Service Resources filter of the Calendar view.

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All Work Orders $$	Q 0 <	Gantt Maps	Calendar						
≂ 🛱 < 29 Mar, 24	Create	C			< March 2024 >		Month We	ek Day List	
V WO36	Preferred On	Sun	Mon	Tue	Wed	Thu	Fri	Sat	 Service Appointments Holiday
SVC-61	Painting - Exterior I	25	26	27	28 AP-37/06:15pm	29	1	2	Time Off
✓ □ WO35 TV wall mounting	Preferred On -				0				Service Resources All Resources Choose Resources
SVC-60	TV Installation	3	4	5	6	7	8	9	Q Search
✓ □ WO34 TV wall mounting	Preferred On -								Agent Marianne Shee
SVC-59	TV Installation	10	11	12	13	14	15	16	Atticus Pund
✓ □ WO33 TV wall mounting	Preferred On -								Martin Fernando
SVC-58	TV Installation	17	18	19	20	21	22	23	Crew
V WO25	Preferred On	24	25	26	27	28	0	30	Lori Ross Agent
SVC-45	TV Installation				AP-38/04:15pm	AP-40 / 02:00pm	AP-39 / 06:00pm		Joan Clarke
✓ □ WO24 Exterior Home Painting	Preferred On -								
✓ □ SVC-42	Painting	31	1	2	3	4	5	6	
Total records : ### 10 Records	per page < 📘 🗲								