



Live Tracking of Agent Location

In Zoho FSM you can track the GPS location of the field agents. Knowing the location of the field agents will help in assigning the appointments to the agent closest to the service location. The location of the field agents will be visible in the **Maps** view of the Dispatch Console in the Zoho FSM web app.

- ① - **Permission Required:** [Dispatch Console](#)
- Check the Edition-based availability of [Map View](#)

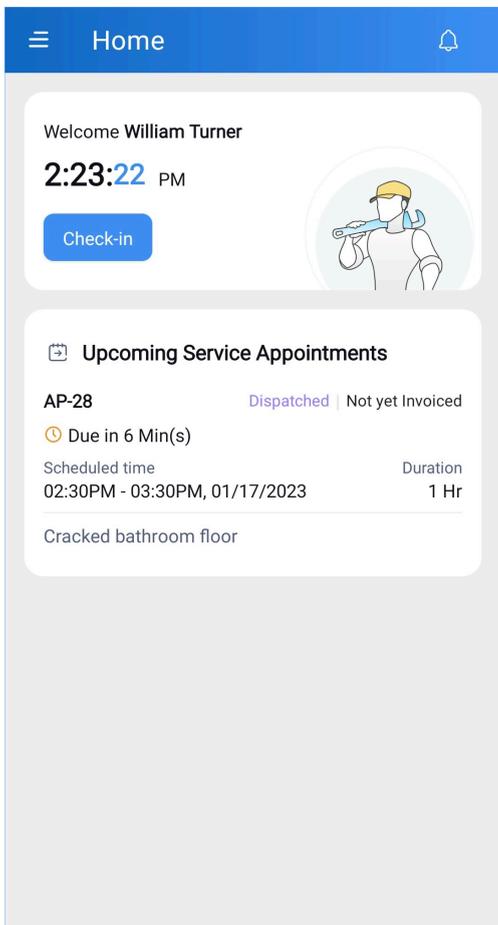
Enable Location Tracking

Location tracking will be enabled in the mobile app in the following two scenarios:

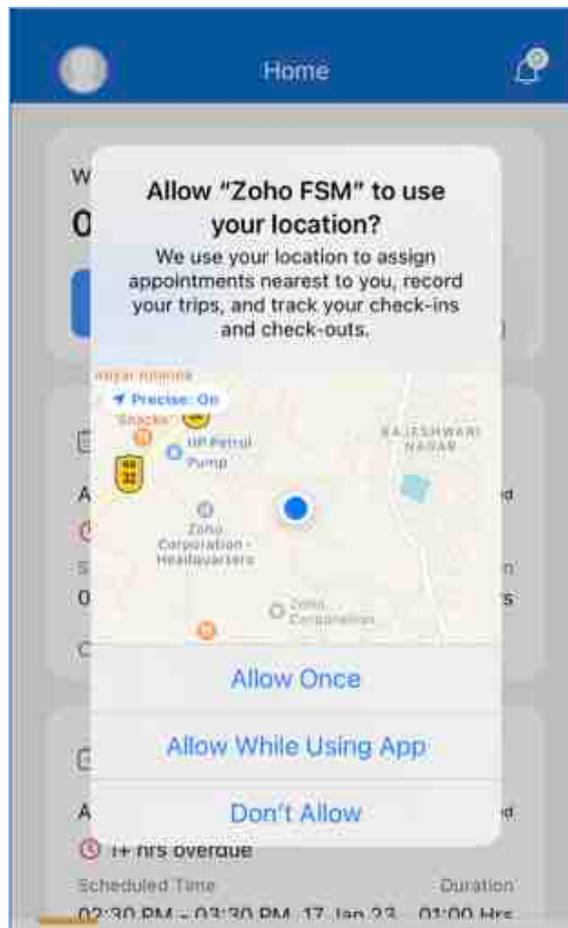
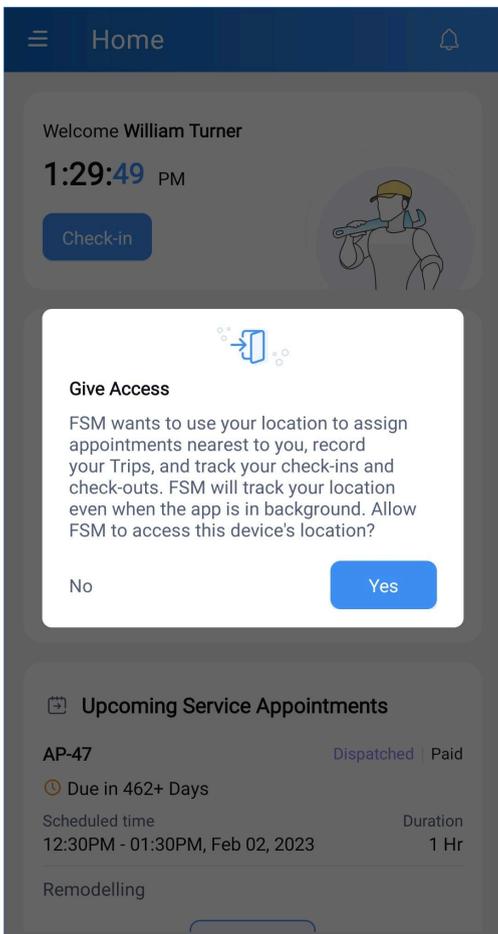
- User checks-in to the mobile app
- User creates a [trip](#) from the mobile app

When the field agent checks-in to the Zoho FSM mobile app, the location tracking will be enabled. Follow the steps below to enable location tracking in the FSM mobile app:

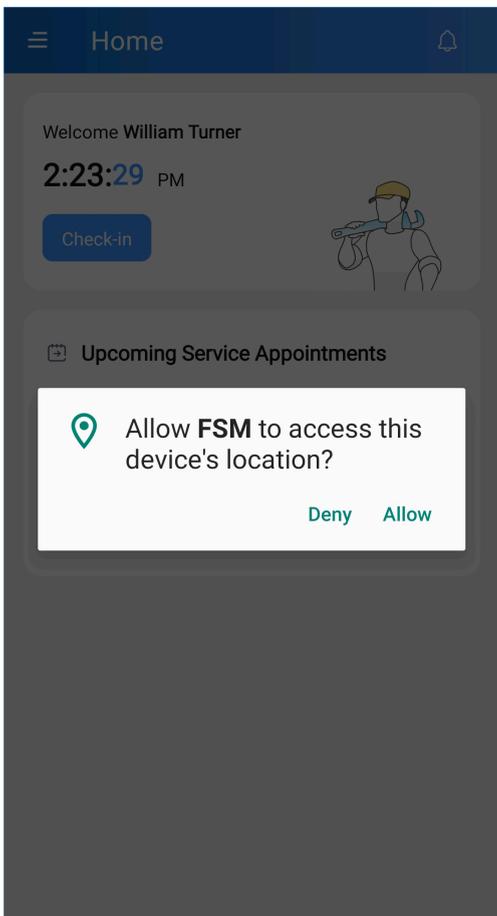
1. Tap **Check-in**.



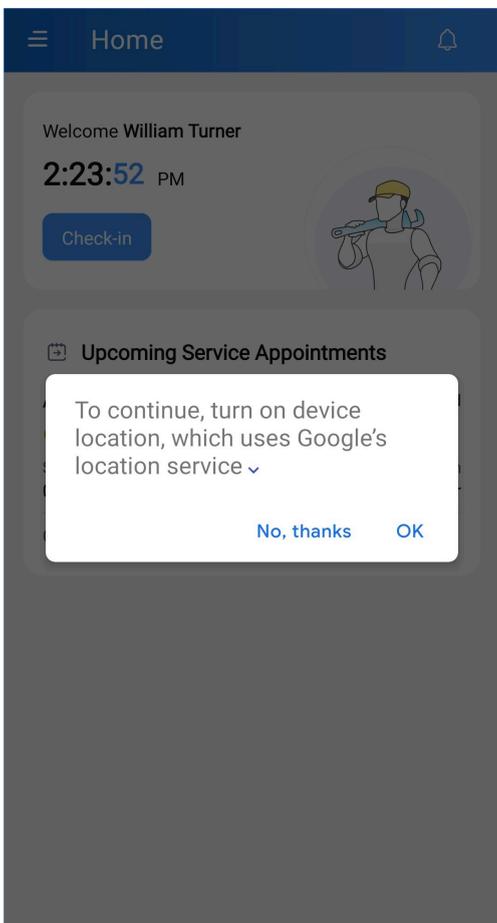
2. In the Android app, tap **Yes** in the app permissions dialog. In the iOS app, either tap **Allow Once**, or **Allow While Using App**.



3. Tap **Allow** to enable the Location permission for the app.

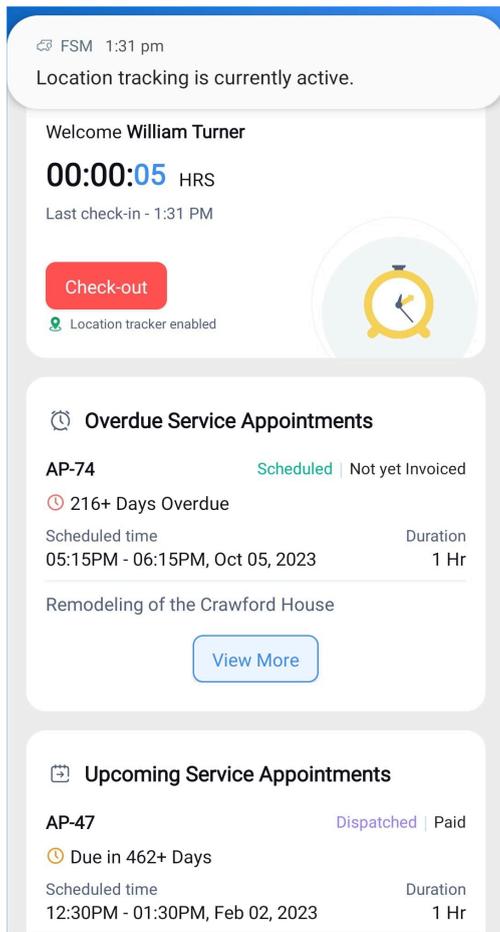


4. Tap **Ok** to turn on the device location.

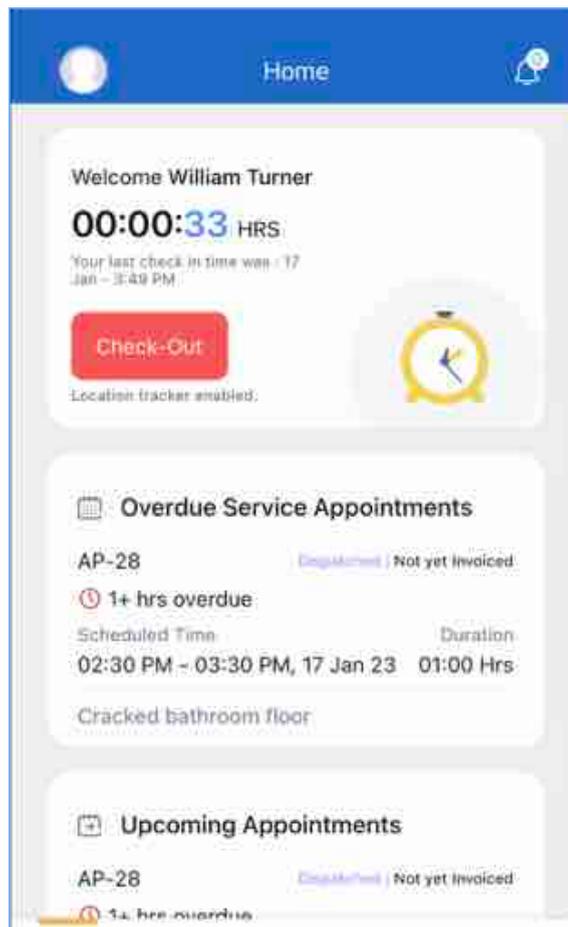


The location tracking is now enabled. When the user checks-out of the app, the location tracking will stop.

In Android



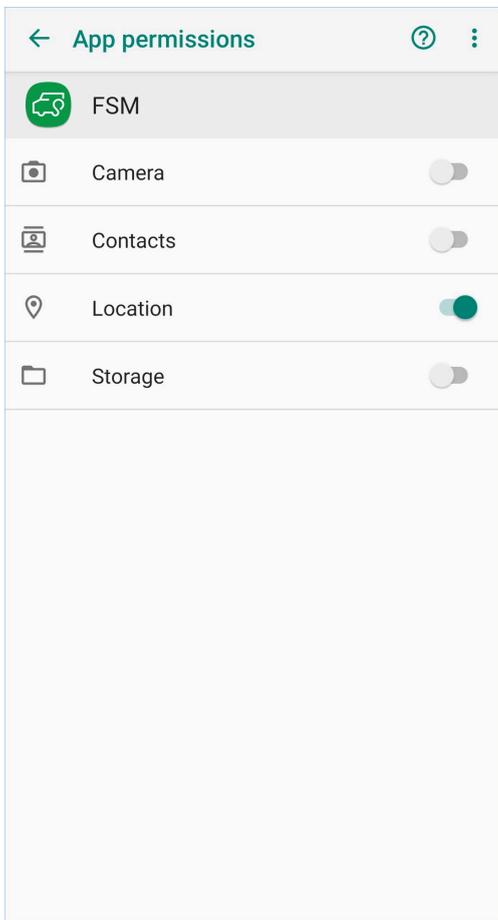
In iOS



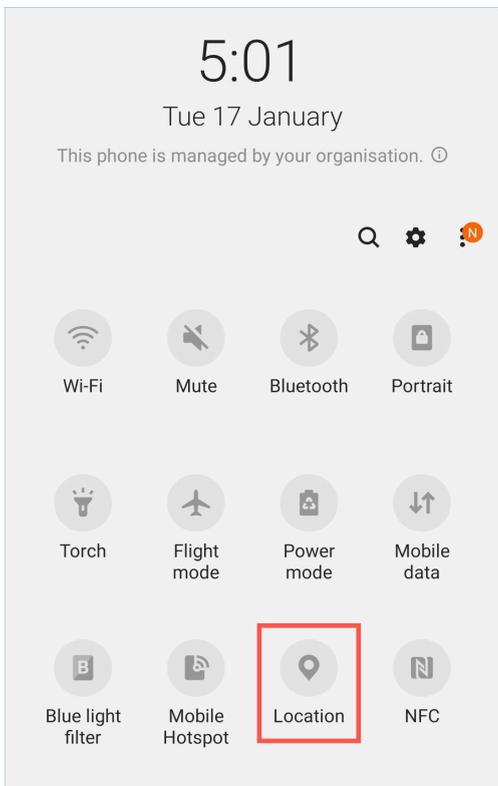
Troubleshooting

Live tracking of the agent location can be hindered because of the following reasons:

- The location permission is disabled in your FSM app. To enable the location permission, in your app navigate to **Settings** > **Permission settings** > **Permissions** and enable the **Location** permission.



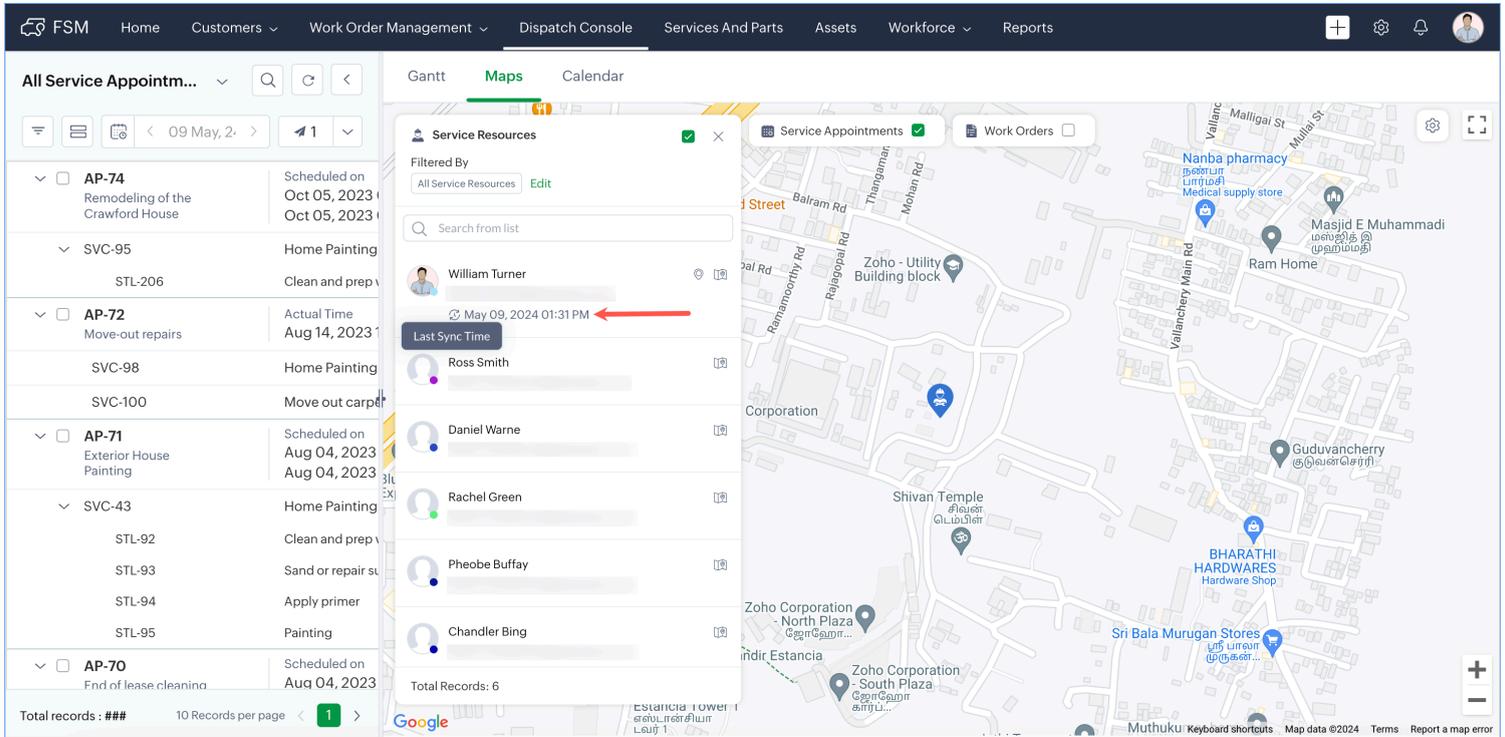
- The device location is disabled.



- The device is on low battery or airplane mode.
- The internet connectivity in your device is poor.

In Web App

The location tracking information captured through the mobile app will be used to show the location of the field agents in the **Maps** view of the Dispatch Console in the Zoho FSM web app. This location will be updated every 15 seconds. In the Maps view of the Dispatch Console, the field agent's last known location will be indicated by this icon - . The details (if present) of the time when the location information was last updated will be displayed under the service resource's name and email address.



The screenshot shows the Zoho FSM web app interface. The top navigation bar includes 'FSM', 'Home', 'Customers', 'Work Order Management', 'Dispatch Console', 'Services And Parts', 'Assets', 'Workforce', and 'Reports'. The main content area is divided into a left sidebar with a list of service appointments and a right pane showing a map view. The map displays various locations with blue location pin icons. A 'Service Resources' panel is open, listing agents like William Turner, Ross Smith, Daniel Warne, Rachel Green, Phoebe Buffay, and Chandler Bing. A red arrow points to the 'Last Sync Time' for William Turner, which is 'May 09, 2024 01:31 PM'.

Filters

The details of the filters for choosing the field agents whose location you need to view are mentioned [here](#).

In Mobile app

In the mobile app, following are the places where the location of the agents will be shown.

Address section

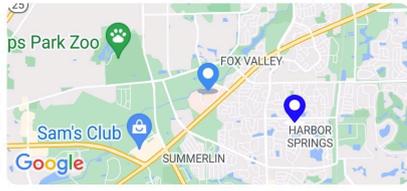
Within the map view of the **Service Address** in the **Address** section of the **Overview** tab in the *Appointment Details* screen, the service location will be indicated by this icon - 

OVERVIEW SERVICES AND PARTS SERVICE T

Address  

 Territory
Gosford

 **Service Address**
Service Address, 2000 Ogden Ave, Aurora,
Illinois, United States, 60504



[View on map >](#)

Contact   

 **Mr. Edward Cormoran**
edward.cormoran@zylker.com
8309123458

Company  

 **ABC Corp. LLC**
7812984723

Assigned Resources section

OVERVIEW SERVICES AND PARTS SERVICE T



[View on map >](#)

Contact   

 **Mr. Edward Cormoran**
edward.cormoran@zylker.com
8309123458

Company  

 **ABC Corp. LLC**
7812984723

Assigned Resources 

 **William Turner (Lead)** 

Work Order

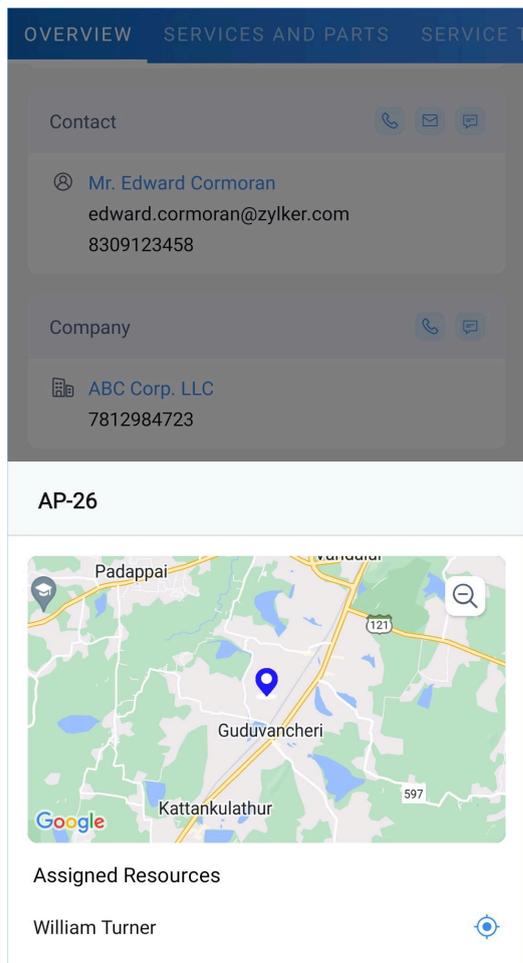
 **WO22** In Progress | Not yet Invoiced

Cracked bathroom floor

Grand Total \$ 44.00

In the **Assigned Resources** section of the **Overview** tab in the *Appointment Details* screen, click  to view the last known locations of the agents and the service location of the service appointment. The following locations will be denoted by the respective icons:

- Logged in user: 
- Assigned Field Agent: 
- Service location: 



Click  to pinpoint the location of the assigned field agent.

Trips

The field agent can initiate [trips](#) that will capture the journey undertaken for travelling to a contact service location.