

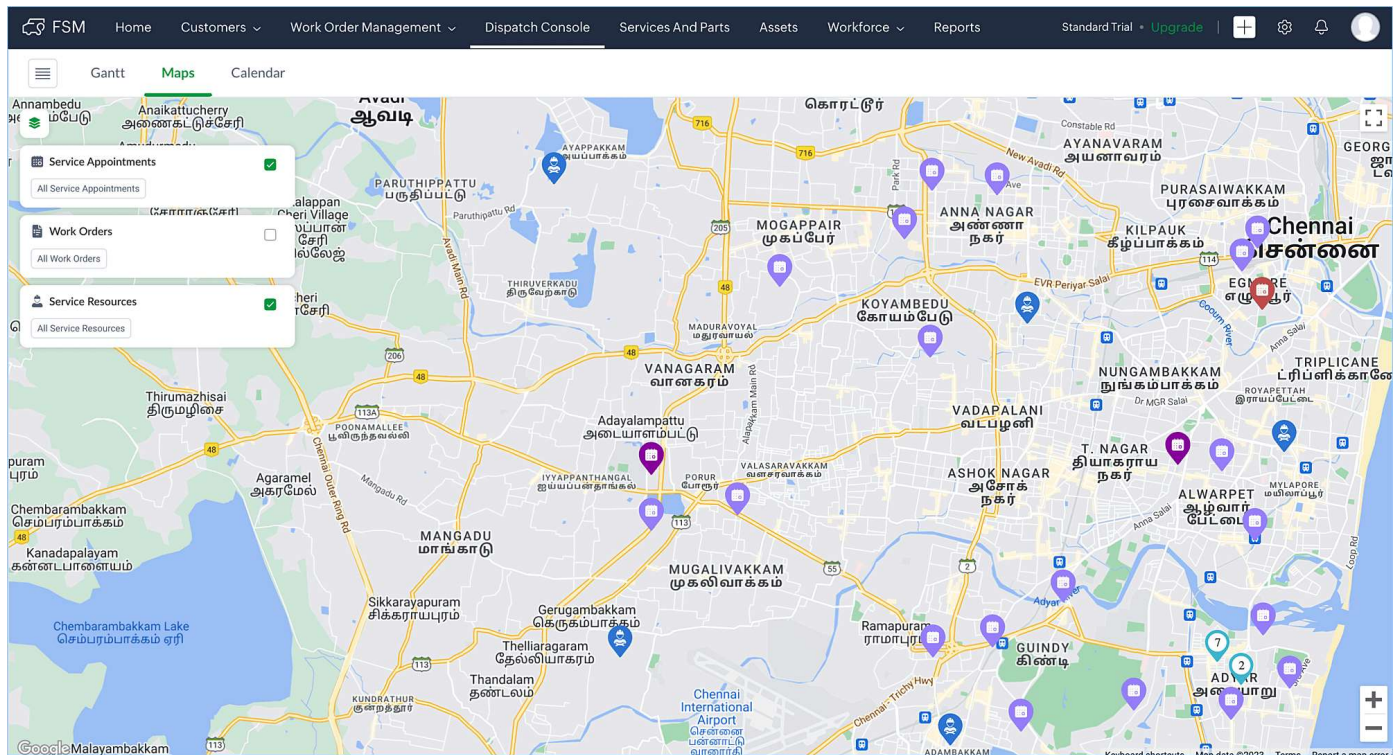


Zoho Corporation

Dispatch Console Map

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

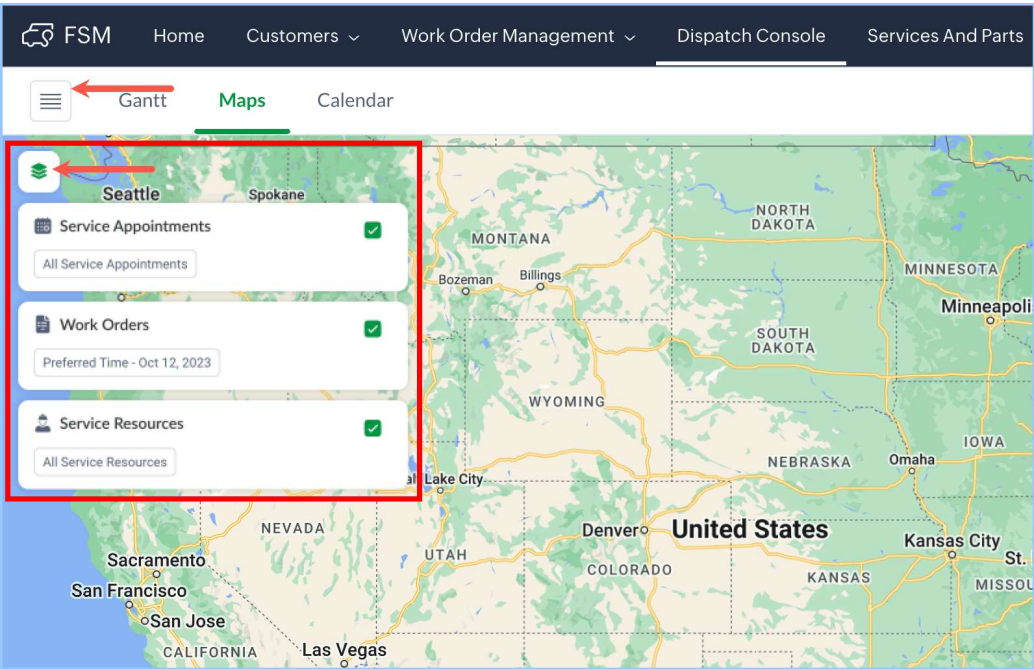
The Map view displays the location of the field agents and the service addresses of the work orders, or service appointments. To see the Map view, navigate to the **Dispatch Console** module and click the **Maps** tab.



By default, the following will be shown in the Map view:

- Service Appointments
- Work Orders
- Service Resources

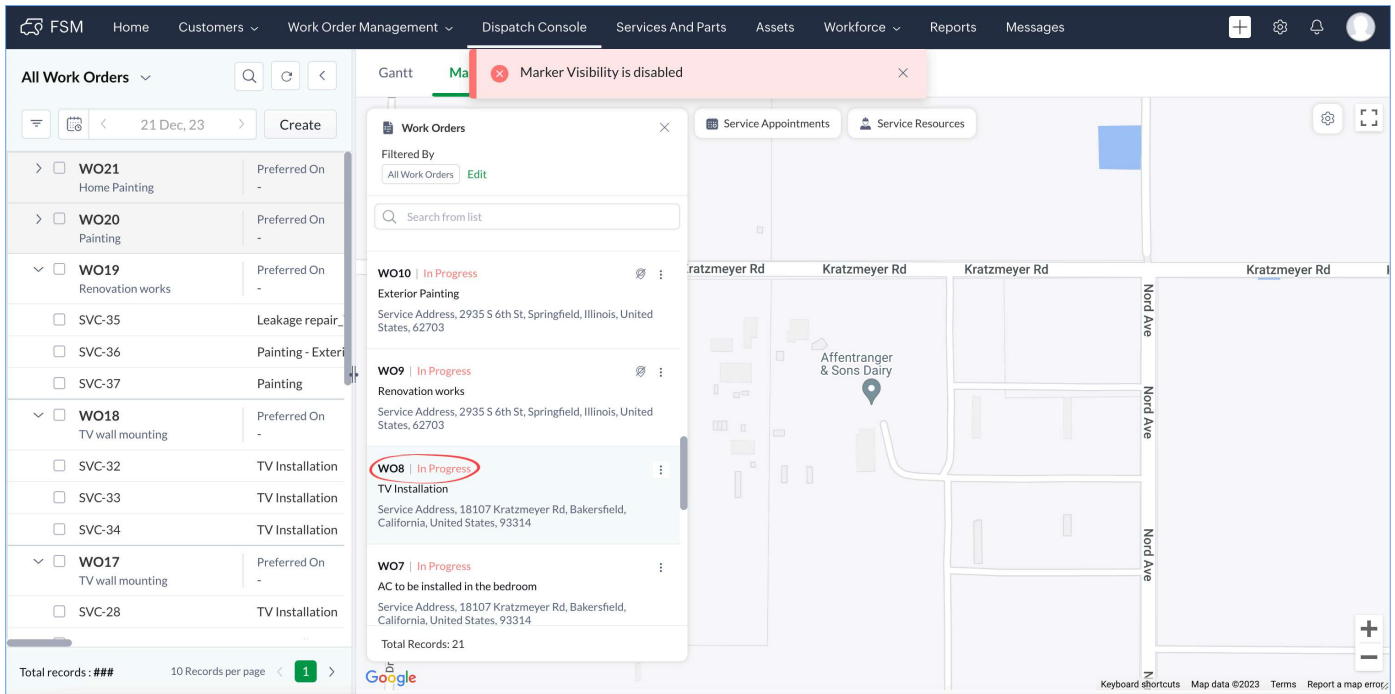
Depending on what data you want to see in the Map view, you can select or uncheck the checkboxes for work orders, service appointments, and service resources. You can hide these filters by clicking on . You can also show or collapse the left panel.



The following table details the various markers used in the map view:

MARKER	INDICATES
	Work Order The color of this marker will change based on the status of the work order.
	Service Appointment The color of the marker will change based on the status of the service appointment.
	Service Resource This marker indicates the field agent's last known location.
	Numbered markers This marker indicates a cluster of markers (work order, service appointment, or service resource). Hover over the marker to see the number of markers within it. Click on the marker to see all the entities it contains in an enlarged view of the map.
	Collided markers This marker indicates that there are multiple entities (work order, service appointment, or service resource) present at the same location. Hover over the marker to see the number of entities within it. Click on the marker to see the <i>Collided Marker Info</i> , that lists the entities the collided marker represents.

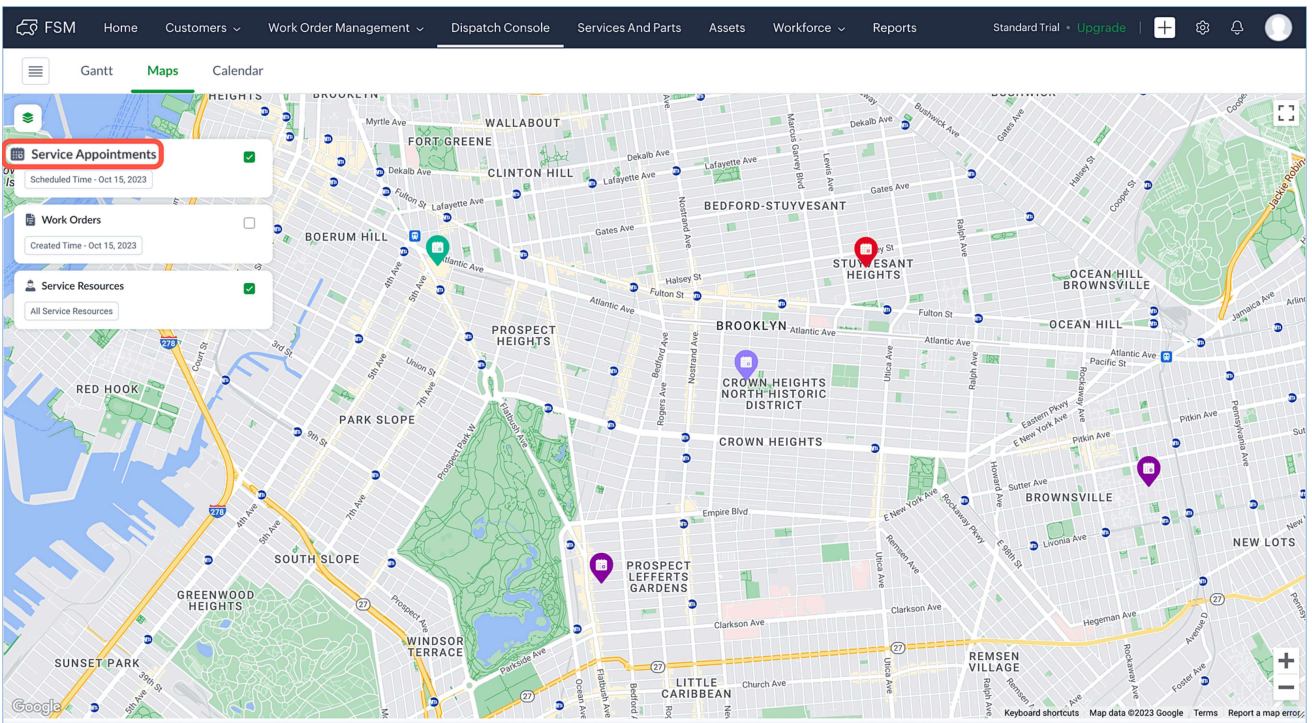
If the checkbox for the data (work orders, service appointments, or service resources) you want to see is not selected and you click on a record in its list, you will not be able to see its marker in the map.



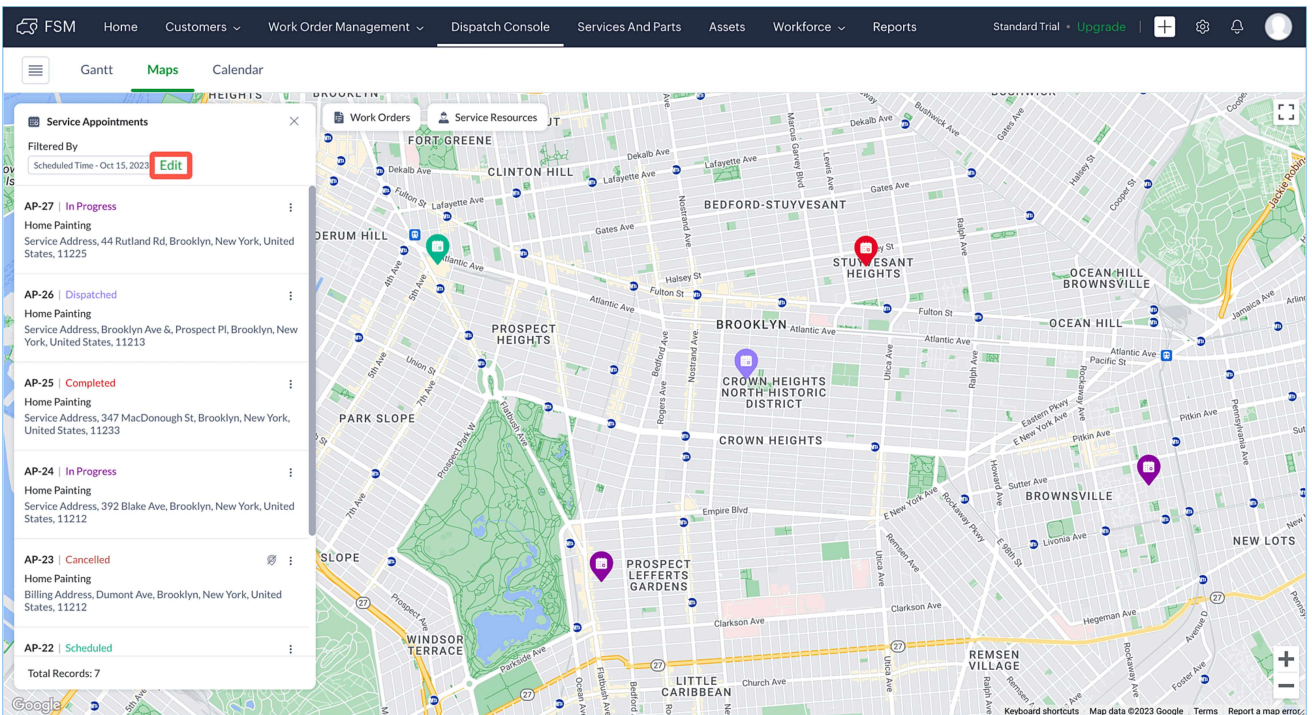
Service Appointments

You can see the location (service address) of the service appointments. By default, the service appointments scheduled for today will be listed. You can change the filters to view the desired service appointments and these preferences will be saved. To do so:

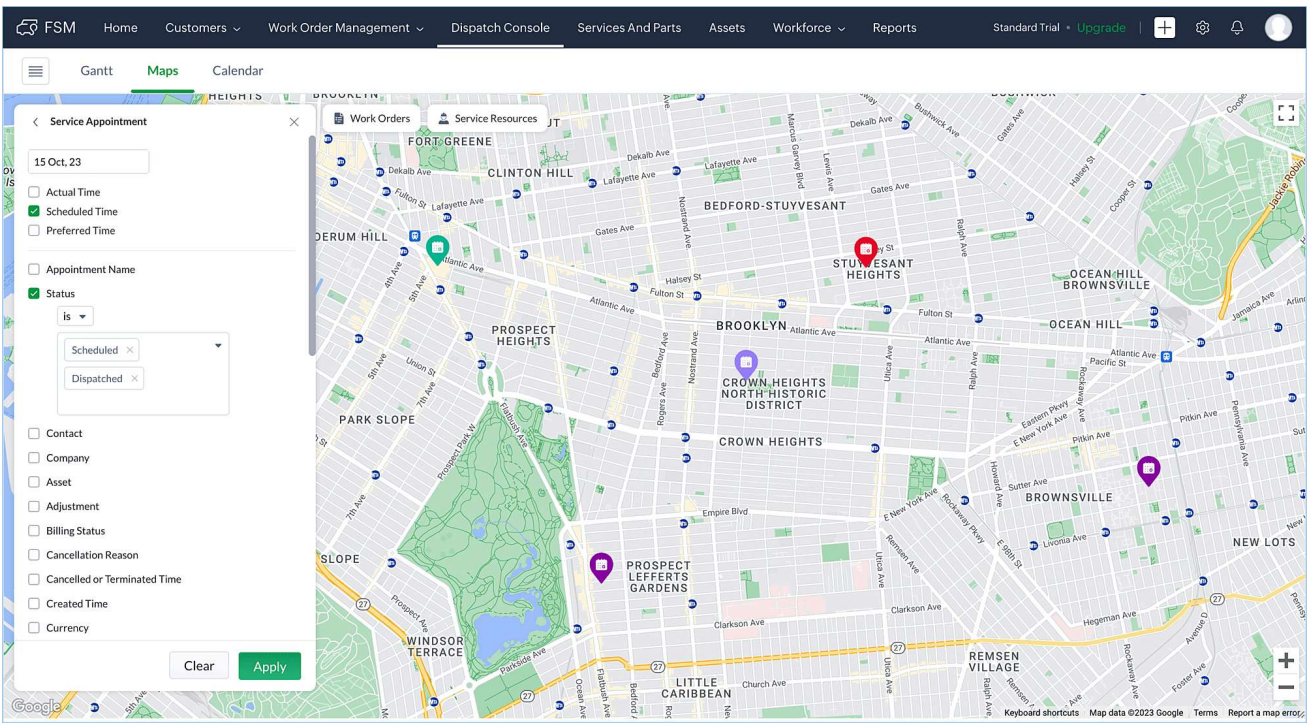
1. Click the **Service Appointments** filter.



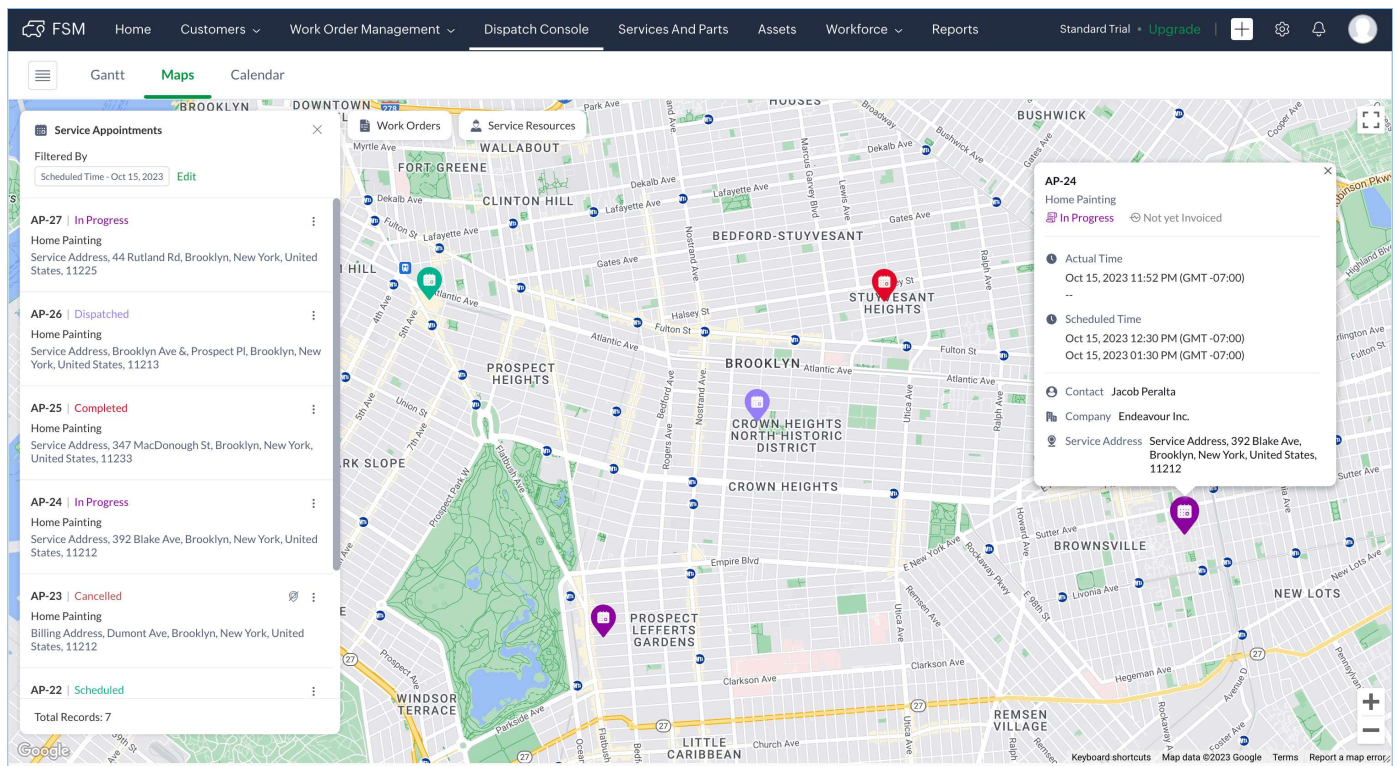
2. Click **Edit**.



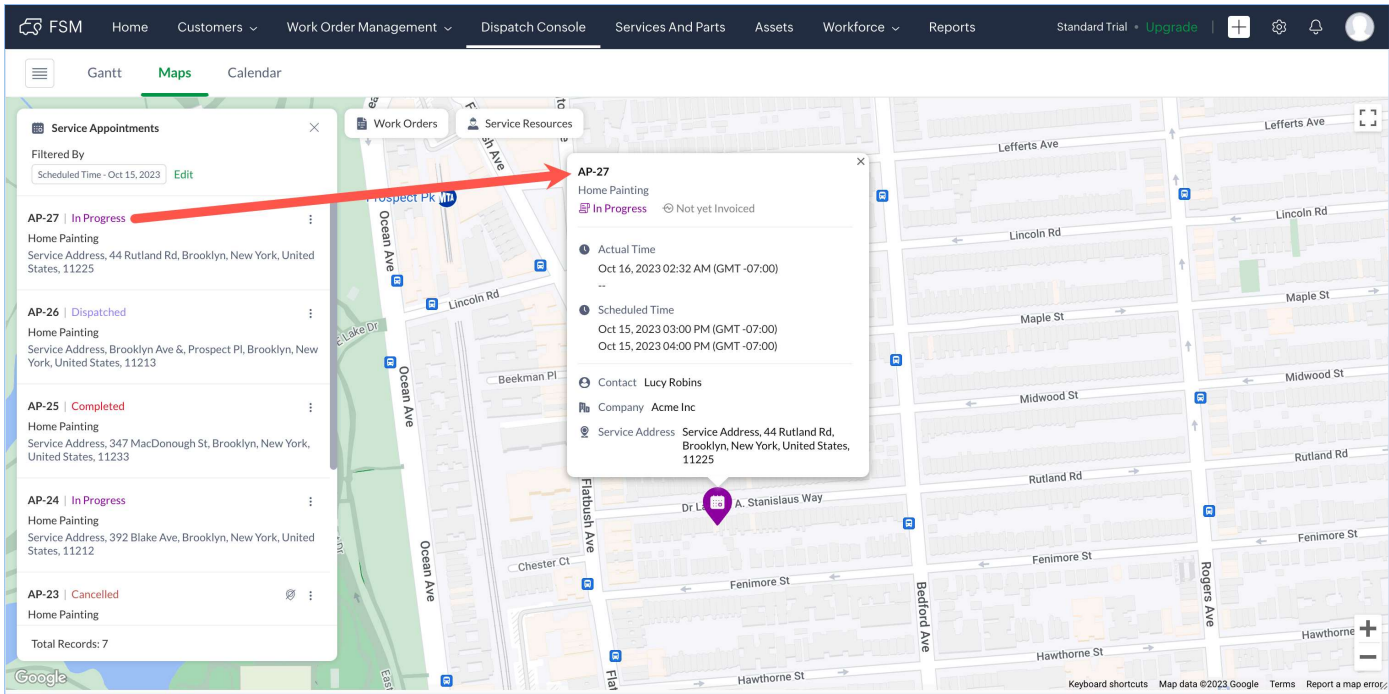
3. Change the filters as required and click **Apply**.



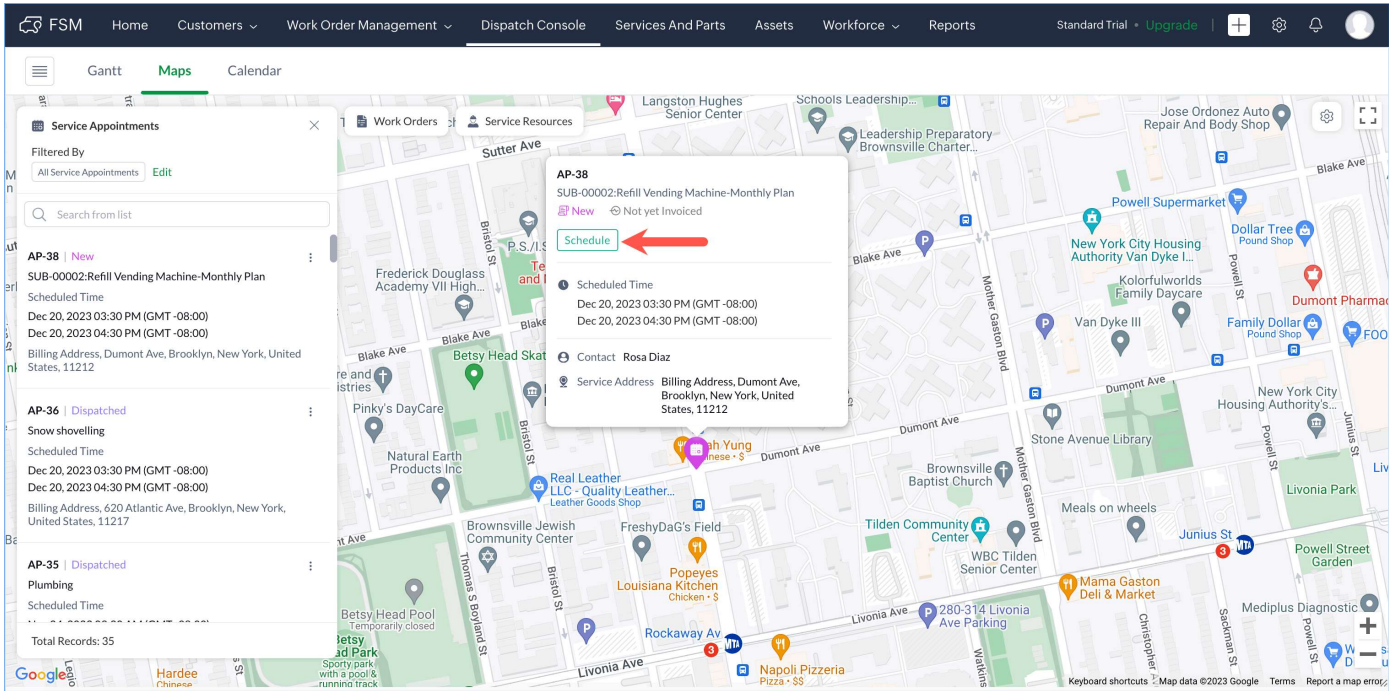
Hover over a service appointment to see its details. Click on it to open the *Service Appointments Details* overlay. You can also view the service appointment details by clicking the **more options** [:] icon present for the service appointment and selecting **Show Info**.



Click on a service appointment to see it in an enlarged view of the map.



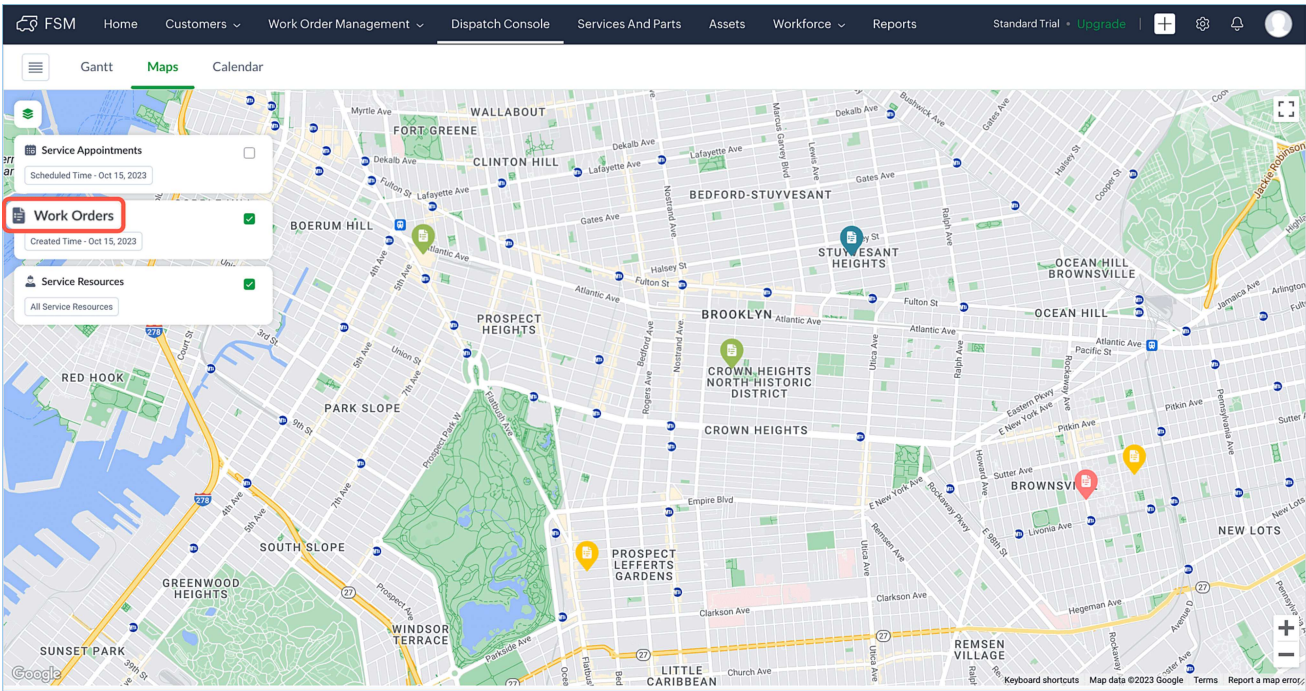
Within the *Service Appointment Details* dialog, when applicable, the options *Schedule* or *Dispatch* will be available.



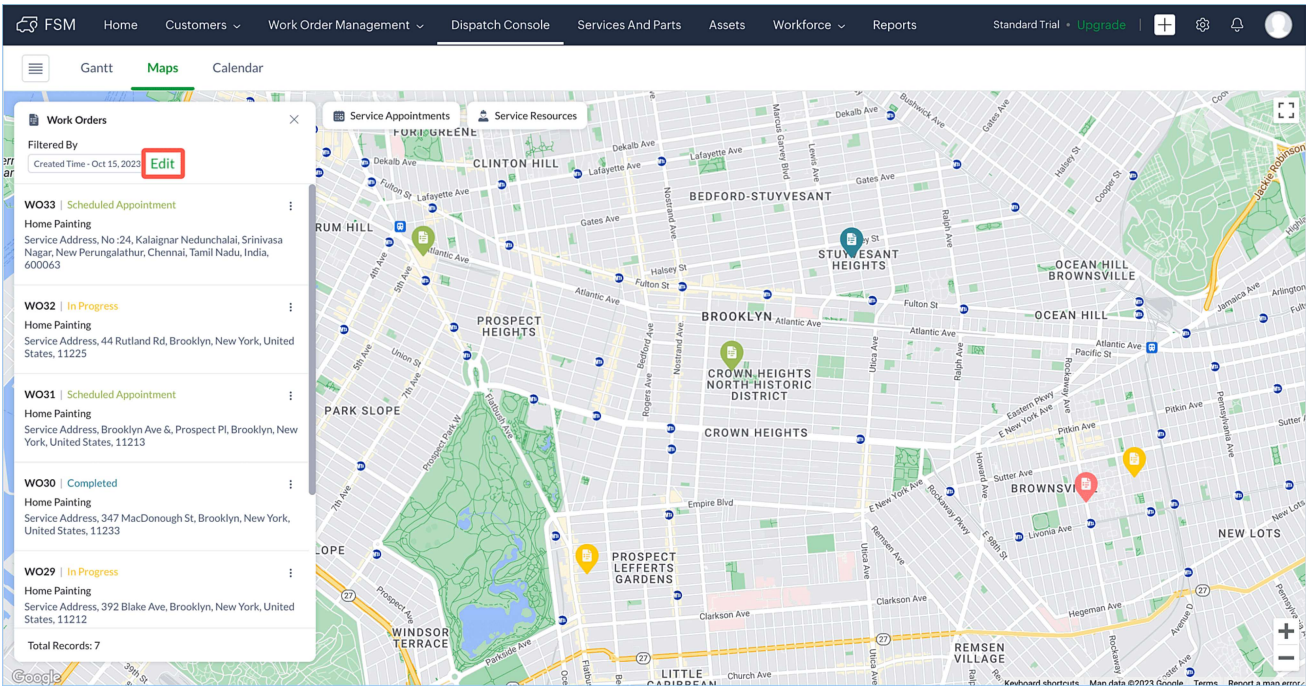
Work Orders

You can see the location (service address) of the work orders. By default, the work orders whose Preferred Date is today will be listed. You can change the filters to view the desired work orders and these preferences will be saved. To do so:

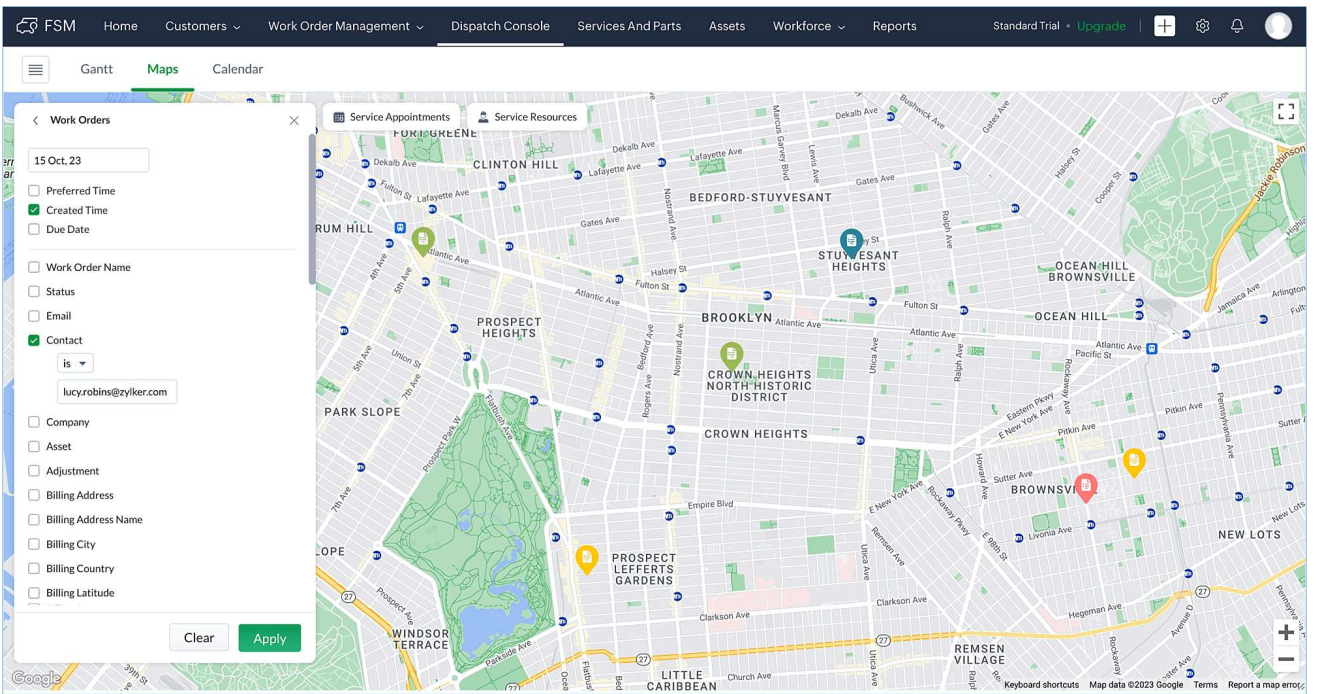
1. Click the **Work Orders** filter.



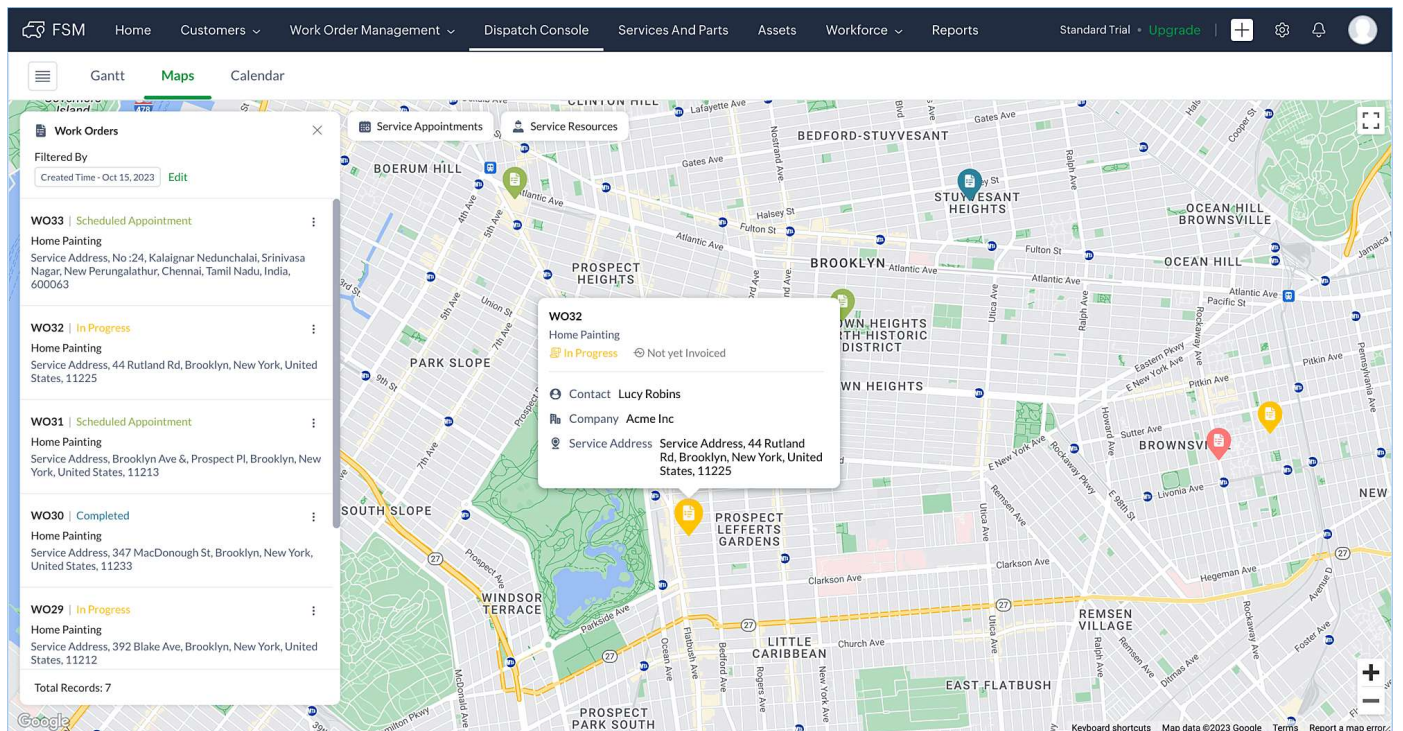
2. Click **Edit**.



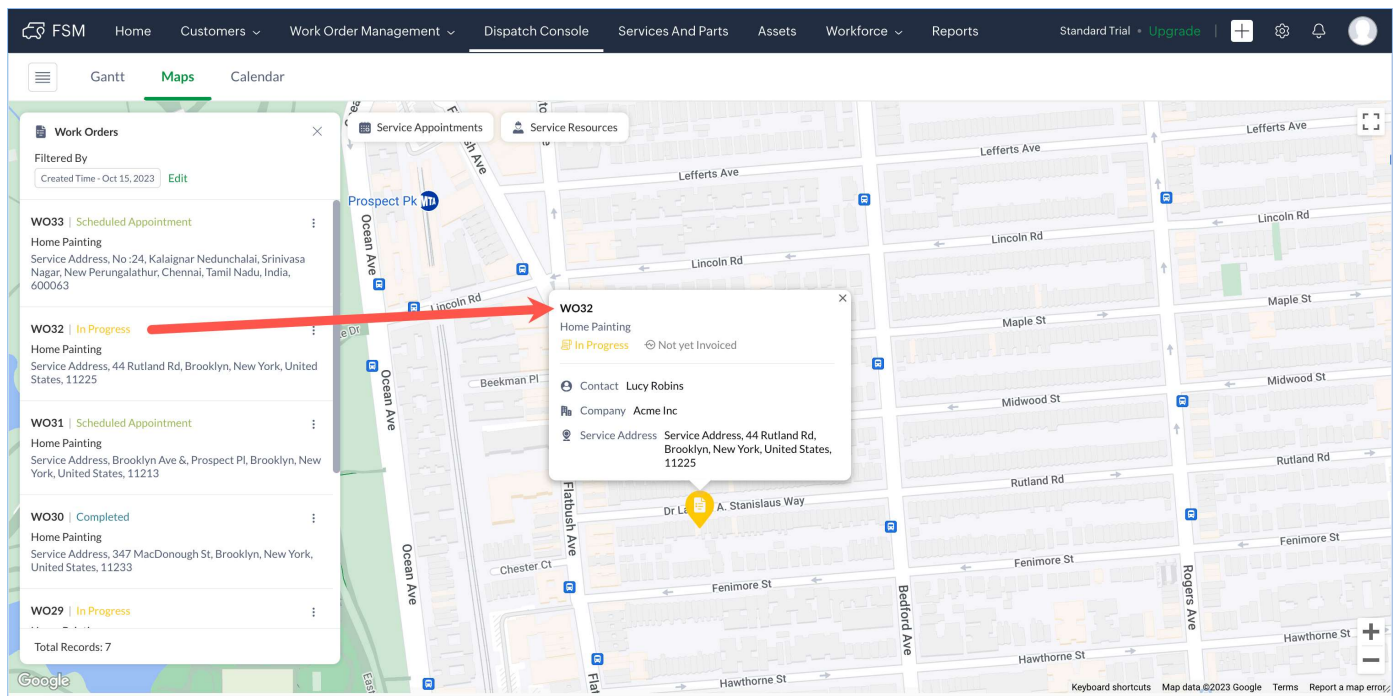
3. Change the filters as required and click **Apply**.



Hover over a work order to see its details. Click on it to open the *Work Order Details* overlay. You can also view the work order details by clicking on the **more options** [:] icon present for the work order and selecting **Show Info**.



Click on a work order to see it in an enlarged view of the map.

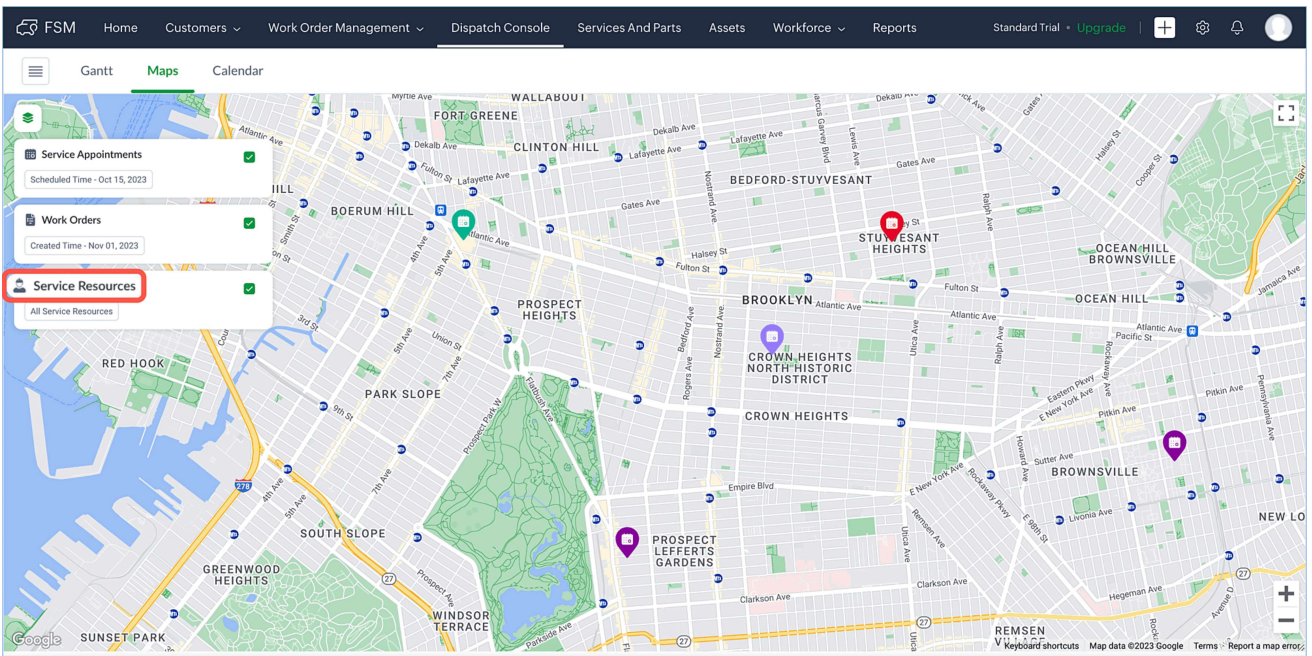


You can also schedule multiple service appointments from the work orders. Please refer to this page for details.

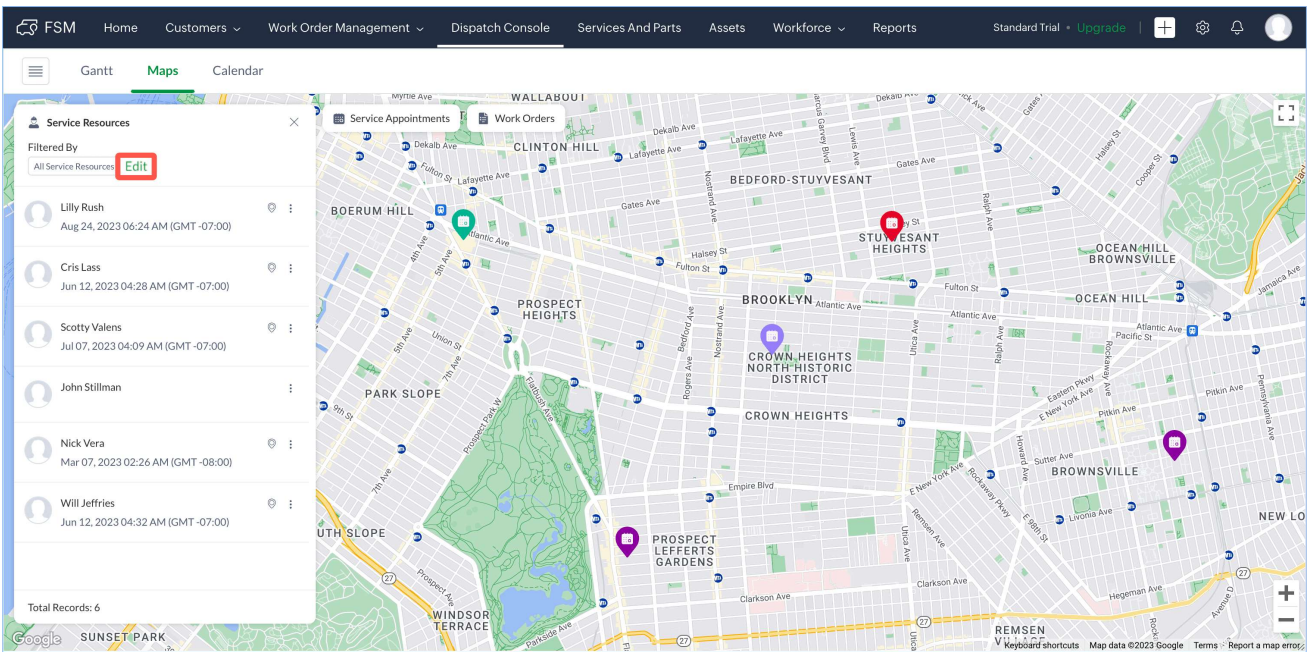
Service Resources

You can see the last known location of the service resources. By default, all the service resources will be listed. You can change the filters to view the desired service resources. To do so:

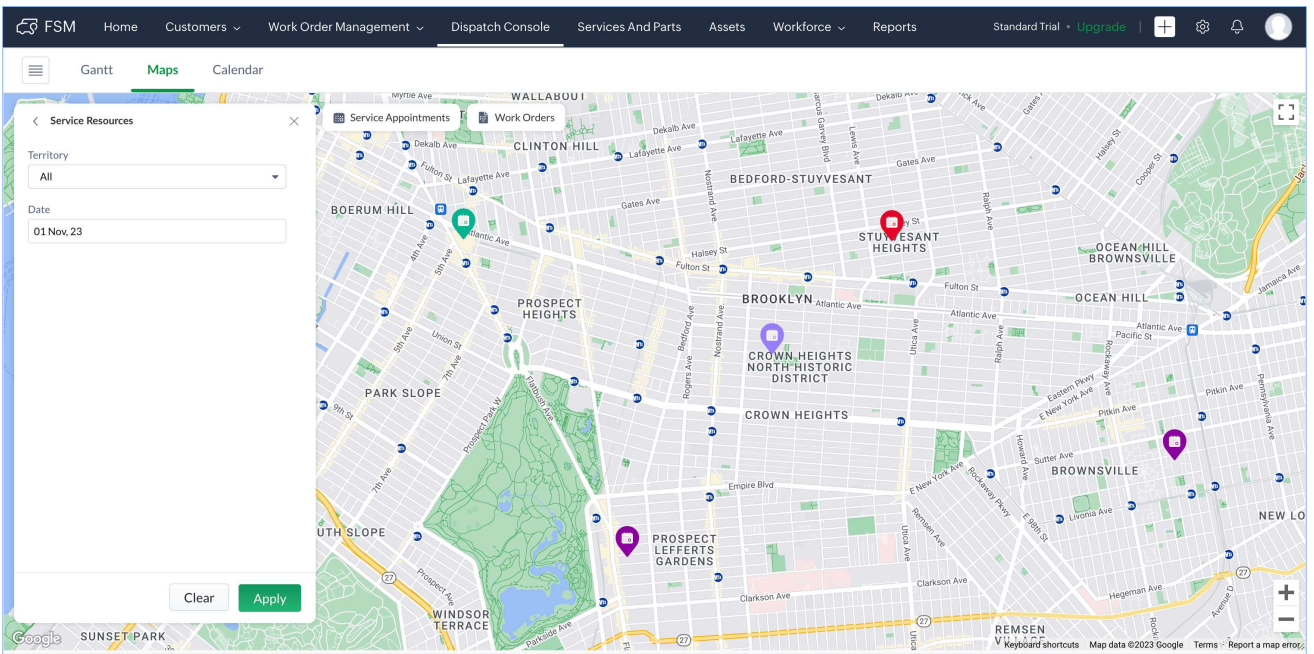
1. Click the **Service Resources** filter.



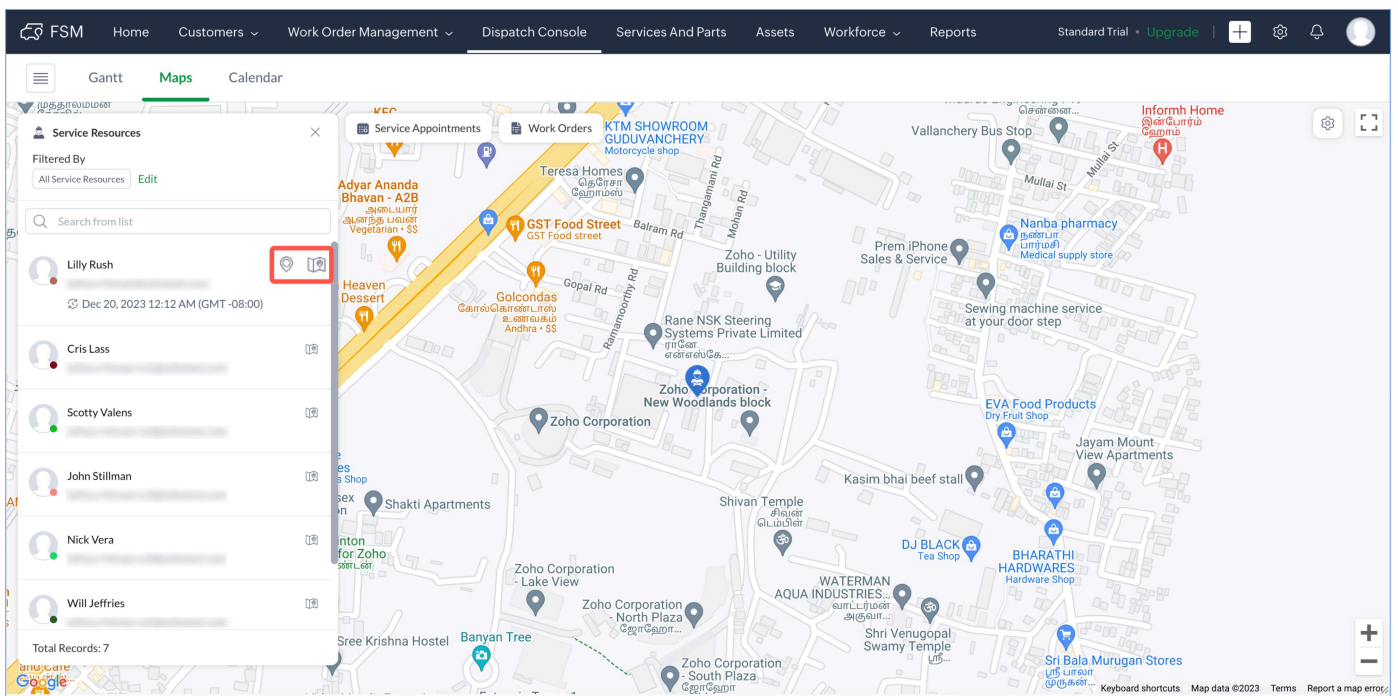
2. Click **Edit**.



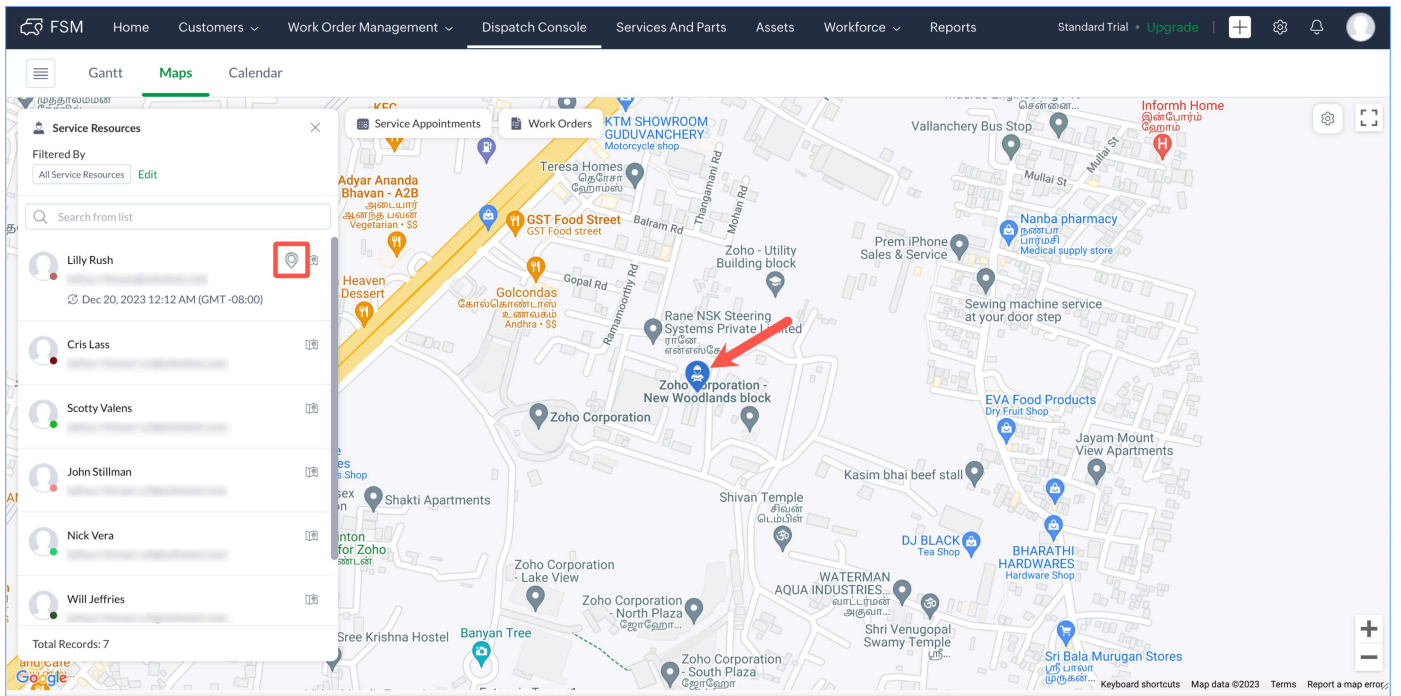
3. Change the filters as required and click **Apply**.



The following options are available for the service resources:

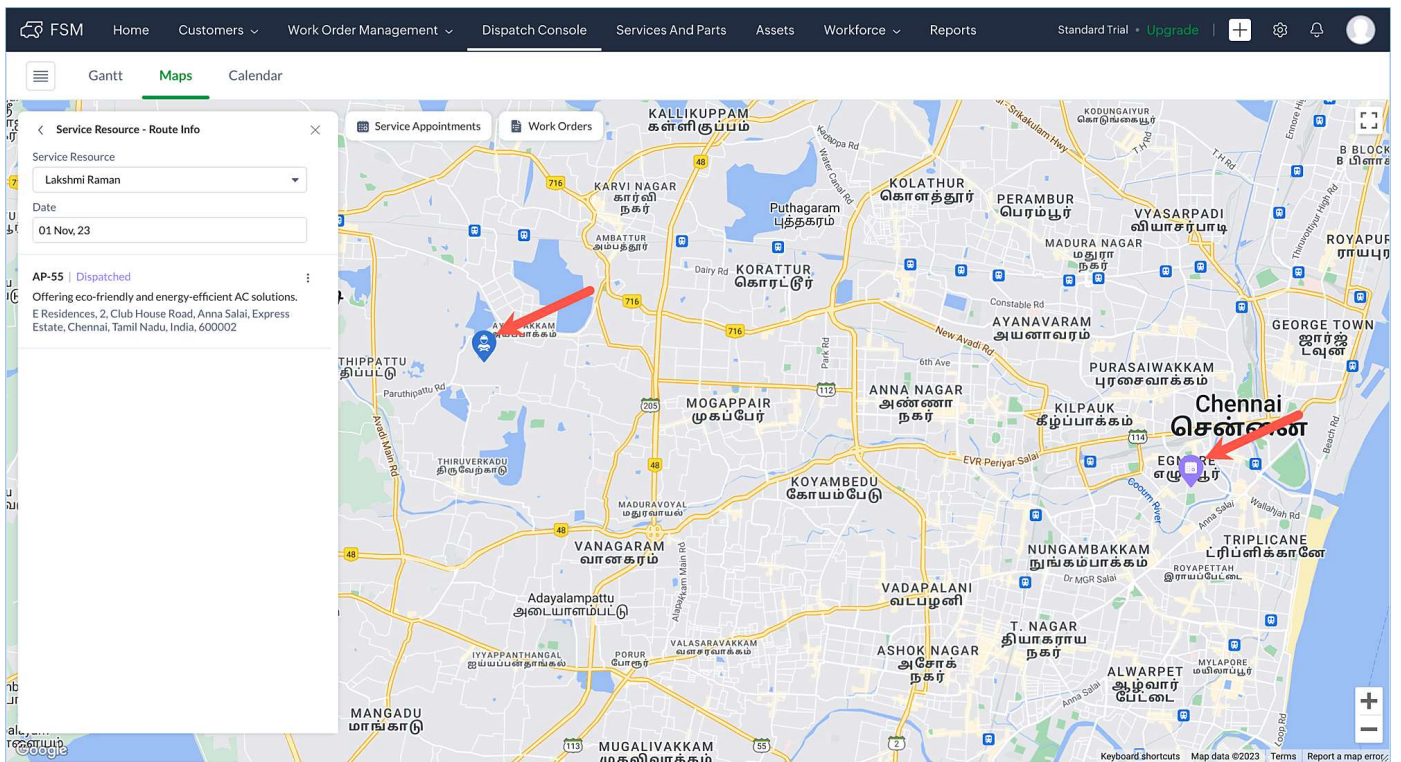


View in Map: Click on  to view the last known location of the service resource.

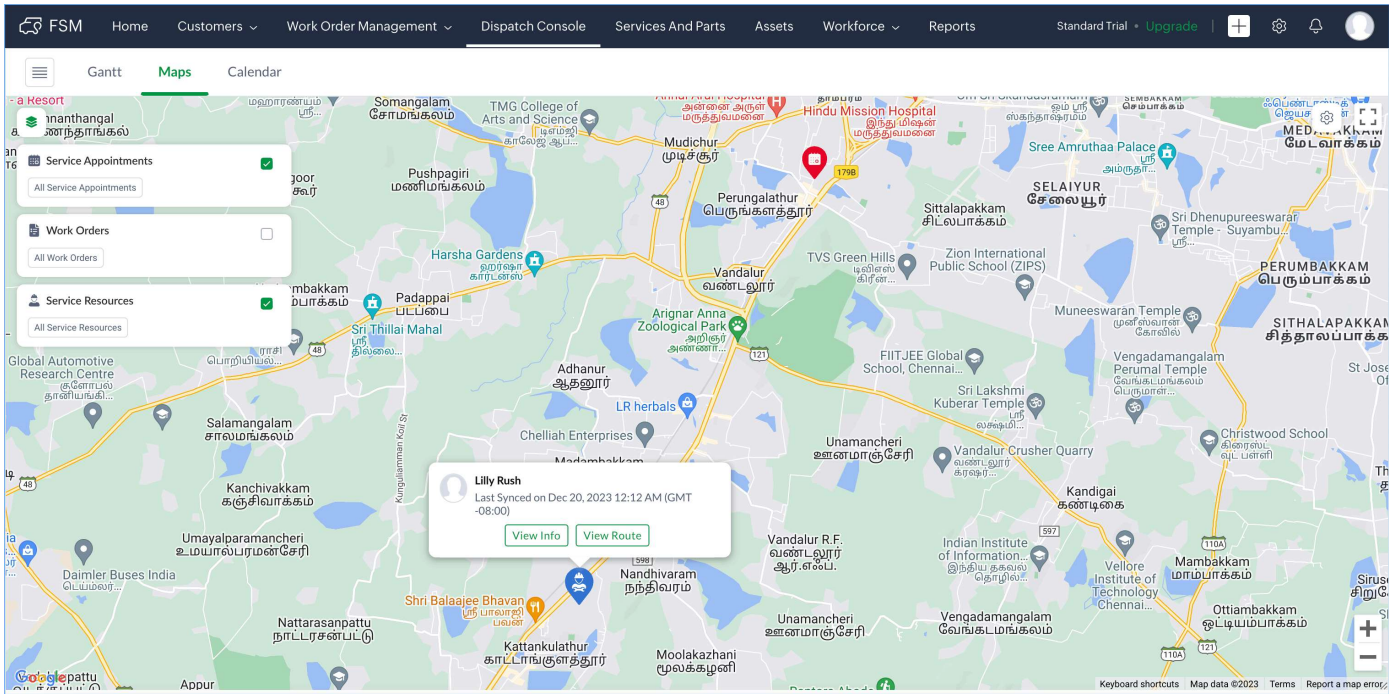


View Route: Click on the icon [📍] and choose the date for which you want to see the created appointments.

Using this option, you can see the location of the service resource and all the service appointments assigned to them on a particular date.



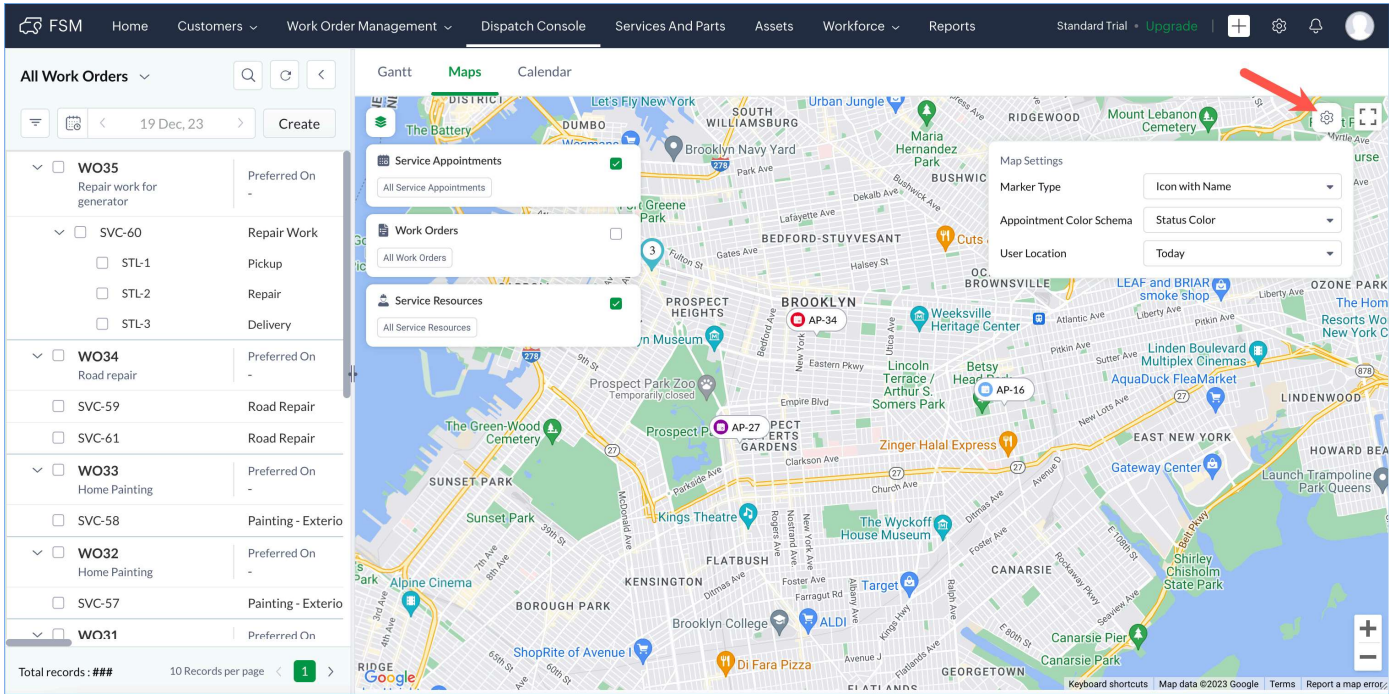
The **View Info** and **View Route** options will also be available on hovering over the service resource marker.



Map Settings

Click on the **Settings** [⚙️] icon to select your desired map settings. You have the following options available:

- Marker Type
- Appointment Color Schema
- User Location



Marker Type

You can choose how the marker should be displayed:

- **Icon Only:** Just the icon of the marker will be displayed



- **Icon with Name:** The icon will be displayed along with the record name



Appointment Color Schema

- **Status Color**

If you choose this option, the color of the appointment marker will be based on the [status](#) of the appointment - 

The service resource marker will be displayed in its default color -



- **Service Resource Color**

The color of the appointment marker will be based on the color of the service resource -



The service resource marker will be displayed in a color assigned to it. Each service

resource will be randomly assigned a color -



User Location

Use this to filter the field agent based on the when their last known location was updated. The timeframe you can select from are:

- Today
- Last 1 hour
- Last 3 hour
- Last 12 hour

<https://help.zoho.com/portal/en/kb/fsm/schedule-and-dispatch/articles/dispatch-console-map>