



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:

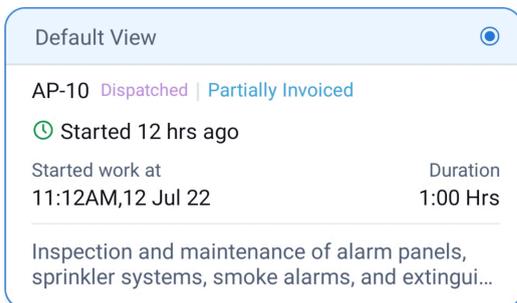
- Appointment/Work Order Name, Status, Billing Status
- Summary

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
Type I	Company Name
Type II	Contact Name
Type III	Company Name
Type IV	Company Name (if present) else Contact Name

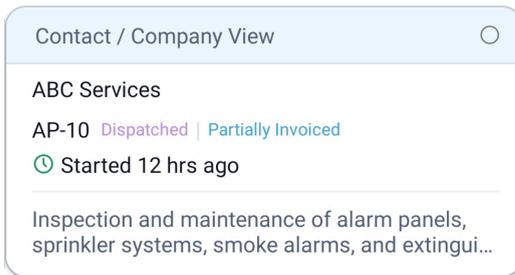
- Appointment/Work Order Name, Status, Billing Status
- Summary

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:

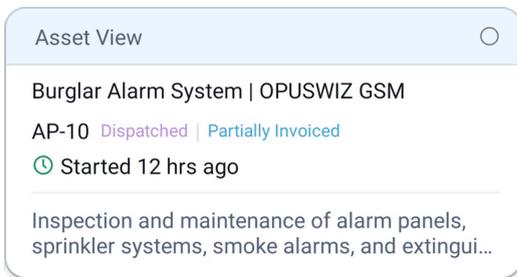
- Asset Name
- Appointment/Work Order Name, Status, Billing Status
- Summary

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:

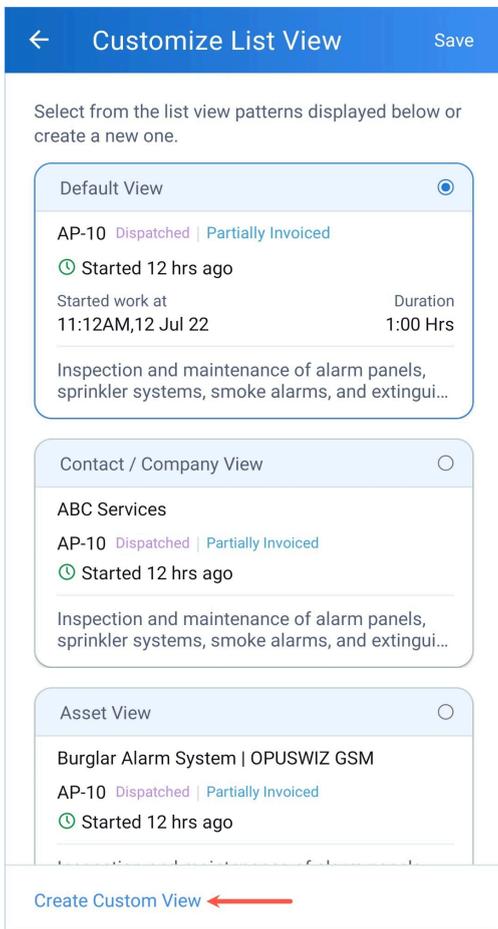
1. Tap the **Customize List View** [] icon on the *Service Appointment/Work Order List View* screen.

Service Appointm...	
All Service Appointments	
12:40PM - 12:41PM, May 31, 2024	0 Min(s)
Move-out repairs	
AP-85 Completed Not yet Invoiced	
Actual time 05:32PM - 05:58PM, May 29, 2024	Duration 25 Min(s)
Move out repairs	
AP-84 Completed Not yet Invoiced	
Actual time 01:31PM - 02:32PM, May 29, 2024	Duration 1+ Hr
Move out carpet cleaning	
AP-83 Completed Not yet Invoiced	
Actual time 12:54PM - 12:59PM, May 29, 2024	Duration 4 Min(s)
Move out carpet cleaning	
AP-82 Completed Not yet Invoiced	
Actual time 12:19PM - 12:19PM, May 29, 2024	Duration 0 Min(s)
Remodeling of the Crawford House	
AP-81 Dispatched Not yet Invoiced	
52+ Days Overdue	

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

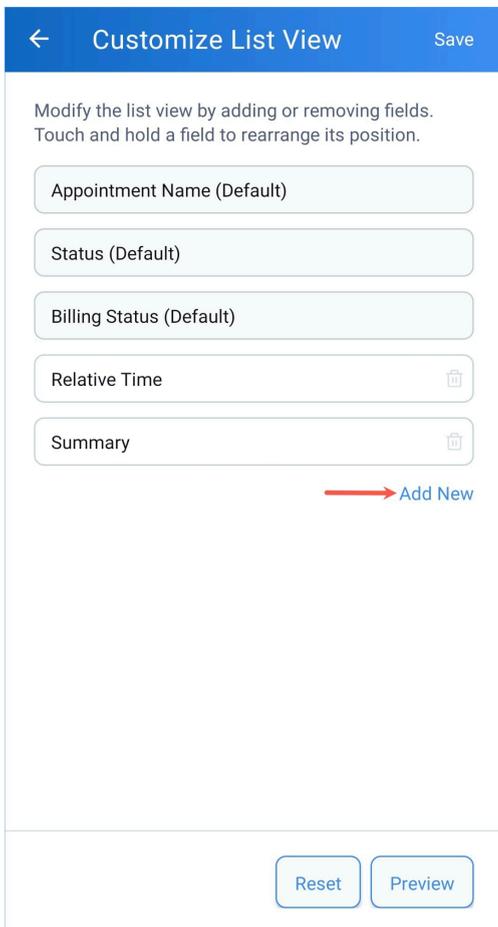
If you want to create a custom view, proceed to step 3.

3. Click **Create Custom View**.



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, at least one field (other than the fields marked Default) must be added.
- You can **Delete** [🗑️] a field.
- Long press a field to drag it to a new position.



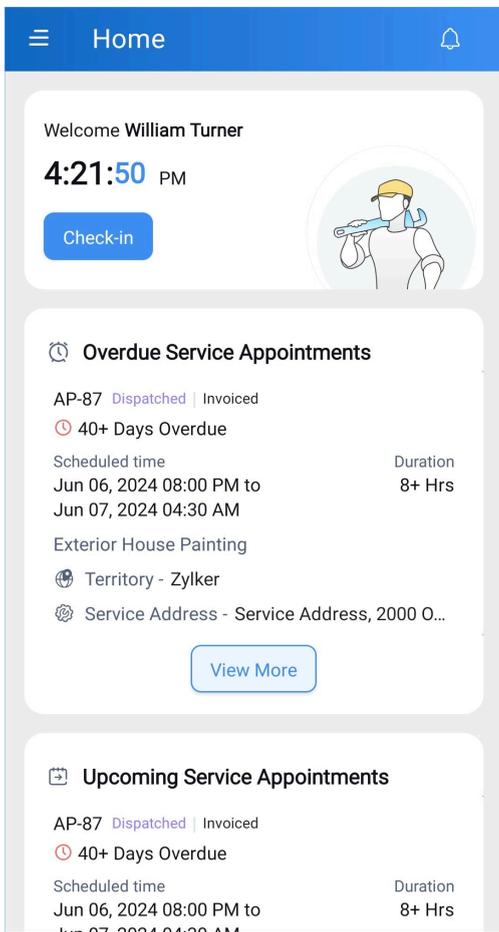
Click on **Preview** to see how the list item will look with this custom view. Click **Reset** to revert any changes. It will revert to the state that was last saved.

5. Click **Save**.

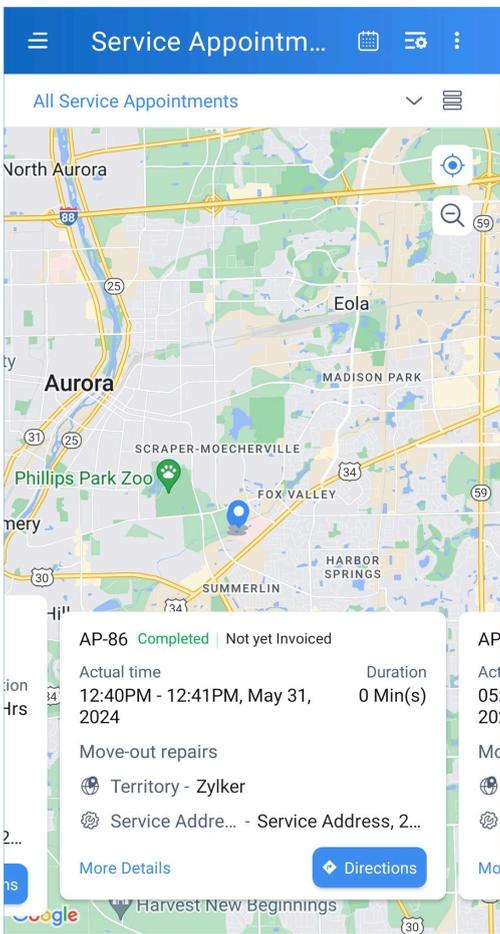
The newly created custom view will be selected for displaying the list items in the Service Appointment List View.

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

- In the *Home* screen



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



- The service appointments list inside a work order.

