

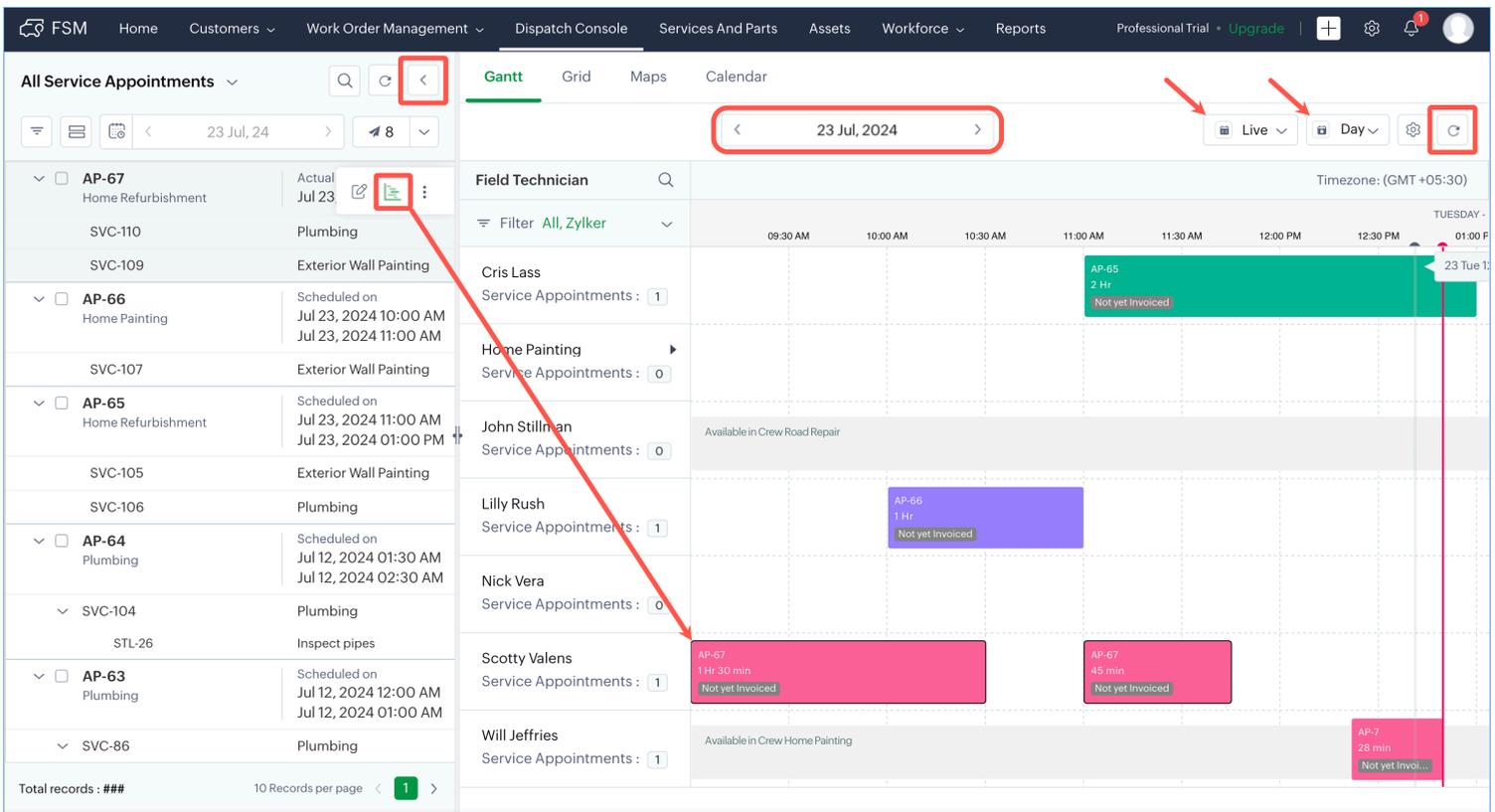


Dispatch Console Gantt

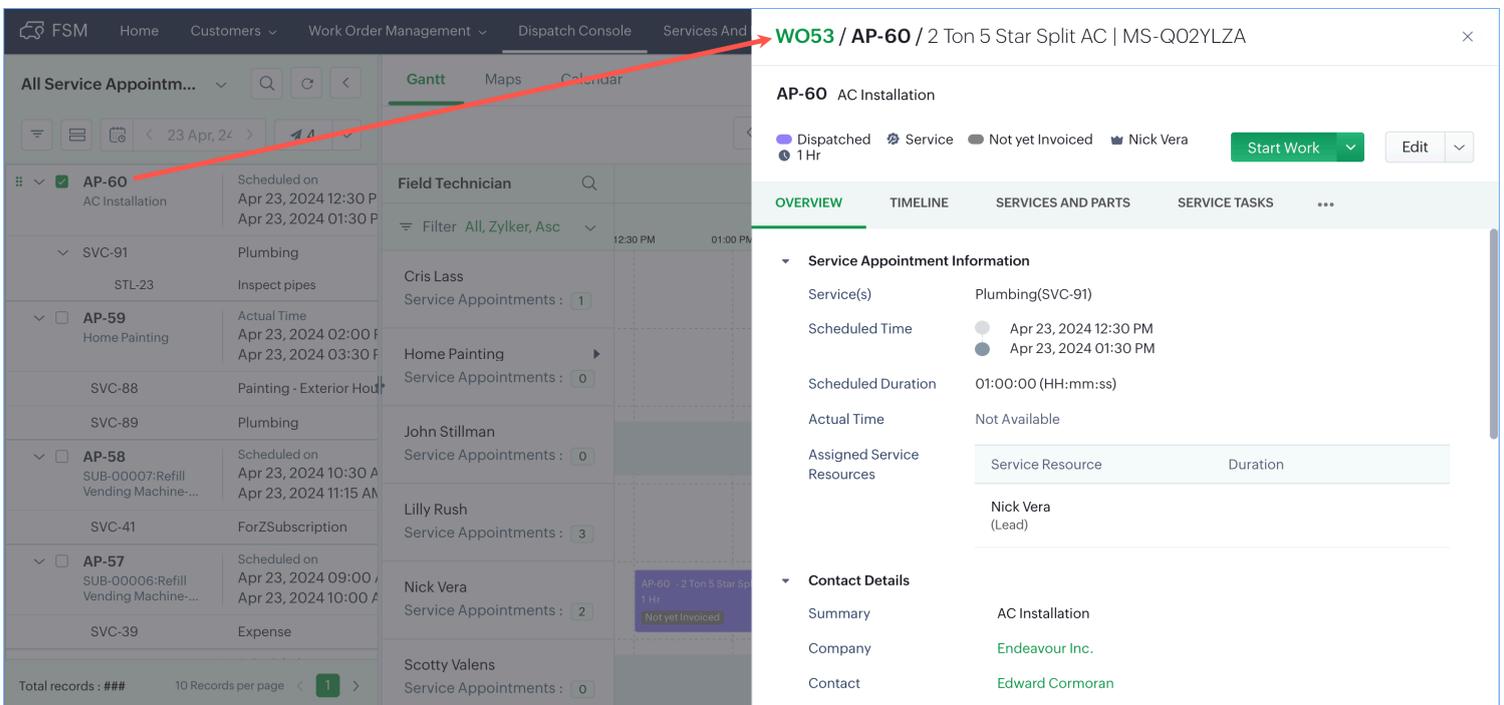
❗ **Permission Required:** [Dispatch Console](#)

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 [time sheets](#) 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. Service appointments will have an Actual 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  to refresh the data in the Gantt area.
- Click on  to collapse the left panel.
- You can customize the service appointment bar to include the [icon](#) that indicates the Type of a service appointment.



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  icon in the popup shown on clicking the service appointment bar in the Gantt.



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

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.

Absence in Dispatch Console

The period when a field agent or members of a crew are on [leave](#) will be indicated in the Gantt view (see screenshot below).

All Service Appointments

ID	Service	Status	Start Time	End Time	Action
AP-60	AC Installation	Scheduled	Apr 23, 2024 12:30 PM	Apr 23, 2024 01:30 PM	Dispatch...
SVC-91	Plumbing	Scheduled			Scheduled
STL-23	Inspect pipes	Scheduled			Scheduled
AP-59	Home Painting	Completed	Apr 23, 2024 02:00 PM	Apr 23, 2024 03:30 PM	Completed
SVC-88	Painting - Exterior House	Completed			Completed
SVC-89	Plumbing	Partially C...			Partially C...
AP-58	SUB-00007:Refill Vending Machine...	Scheduled	Apr 23, 2024 10:30 AM	Apr 23, 2024 11:15 AM	Dispatch...
SVC-41	ForZSubscription	Scheduled			Scheduled
AP-57	SUB-00006:Refill Vending Machine...	Scheduled	Apr 23, 2024 09:00 AM	Apr 23, 2024 10:00 AM	Dispatch...
SVC-39	Expense	Scheduled			Scheduled

Field Technician

Timezone: (GMT +05:30)

Filter: All, Zylker, Asc

Service Appointments: 0

John Stillman: Available in Crew Road Repair

Lilly Rush: Leave (indicated by red arrow)

Nick Vera: Service Appointments: 0

Scotty Valens: Service Appointments: 0

Will Jeffries: Available in Crew Home Painting

Total records: ### | 10 Records per page | 1

Holiday in Dispatch Console

The [holidays](#) added to the organization will be marked in the Gantt view (see screenshot below).

All Service Appointments

ID	Service	Status	Start Time	End Time	Action
AP-60	AC Installation	Scheduled	Apr 23, 2024 12:30 PM	Apr 23, 2024 01:30 PM	Dispatch...
SVC-91	Plumbing	Scheduled			Scheduled
STL-23	Inspect pipes	Scheduled			Scheduled
AP-59	Home Painting	Completed	Apr 23, 2024 02:00 PM	Apr 23, 2024 03:30 PM	Completed
SVC-88	Painting - Exterior House	Completed			Completed
SVC-89	Plumbing	Partially C...			Partially C...
AP-58	SUB-00007:Refill Vending Machine...	Scheduled	Apr 23, 2024 10:30 AM	Apr 23, 2024 11:15 AM	Dispatch...
SVC-41	ForZSubscription	Scheduled			Scheduled
AP-57	SUB-00006:Refill Vending Machine...	Scheduled	Apr 23, 2024 09:00 AM	Apr 23, 2024 10:00 AM	Dispatch...
SVC-39	Expense	Scheduled			Scheduled

Field Technician

Timezone: (GMT +05:30)

Filter: All, Zylker, Asc

Service Appointments: 0

Cris Lass: New Year's Day

Home Painting: New Year's Day

John Stillman: Available in Crew Road Repair

Lilly Rush: New Year's Day

Nick Vera: New Year's Day

Scotty Valens: New Year's Day

Total records: ### | 10 Records per page | 1

Availability in Crew

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

The screenshot shows the FSM interface in Gantt view for the date 24 Apr, 2024. On the left, a list of service appointments is displayed, including AP-60 (AC Installation), SVC-91 (Plumbing), AP-59 (Home Painting), SVC-88 (Painting - Exterior House), SVC-89 (Plumbing), AP-58 (Vending Machine Refill), SVC-41 (ForZSubscription), AP-57 (Vending Machine Refill), and SVC-39 (Expense). The main Gantt chart shows a timeline from 12:30 AM to 03:00 AM. A red arrow points to a grey bar for technician John Stillman, labeled 'Available in Crew Road Repair'. Other technicians listed include Home Painting, Lilly Rush (Leave), Nick Vera, Scotty Valens, and Will Jeffries.

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.

This screenshot shows the same FSM interface as above, but with a popup window open for service appointment AP-60. The popup has a 'Notes' tab selected, highlighted with a red box. The popup content includes:

- AP-60 AC Installation
- Dispatched (checked) and Not yet Invoiced (unchecked)
- Scheduled Time: Apr 23, 2024 12:30 PM to Apr 23, 2024 01:30 PM
- Contact: Edward Cormoran
- Company: Endeavour Inc.
- Territory: Zylker
- Service Address: 2 Ton 5 Star Split AC | MS-Q02YLZA, 2 E South St, Galesburg, Illinois, United States, 61401

 The background Gantt view shows a bar for Cris Lass with a note '23 Tue 12:43:29 PM'.

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

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 [Work Orders List](#).

Work orders can also be created from the [Work Orders](#) module.

All Work Orders ▼ 🔍 🔄

☰ 📅 < 01 Sep, 22 > Create

<input checked="" type="checkbox"/> WO33 Sundry repairs	Preferred On -	● Dispatched	-None-
<input type="checkbox"/> SVC-83	Extermination	● In Progress	
<input type="checkbox"/> SVC-84	Leakage Repair	● In Progress	
<input type="checkbox"/> SVC-85	Plumbing	● In Progress	
<input checked="" type="checkbox"/> WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	● Cancelled	-None-
<input type="checkbox"/> SVC-77	Leakage Repair	● Completed	
<input type="checkbox"/> SVC-78	Extermination	● Completed	

2. In the *Create Work Order* overlay, enter the necessary [details](#) 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.

FSM Customers ▼ Work Order Management ▼ Dispatch Console Services And Parts Assets Workforce ▼ Reports

All Work Orders ▼ 🔍 🔄

☰ 📅 < 07 Sep, 22 > Create

<input checked="" type="checkbox"/> WO36 Pest Control	Preferred On -	● Schedule...	-None-
<input type="checkbox"/> SVC-89	Extermination	● In Progress	
<input checked="" type="checkbox"/> WO35 Leakage Repair	Preferred On -	● New	
<input type="checkbox"/> SVC-87	Leakage Repair	● Open	
<input type="checkbox"/> SVC-88	Plumbing	● Open	
<input checked="" type="checkbox"/> WO34 Plumbing	Preferred On -	● Schedule...	-None-
<input type="checkbox"/> SVC-86	Plumbing	● In Progress	
<input checked="" type="checkbox"/> WO33 Sundry repairs	Preferred On -	● Dispatched	-None-
<input type="checkbox"/> SVC-83	Extermination	● In Progress	
<input type="checkbox"/> SVC-84	Leakage Repair	● In Progress	
<input type="checkbox"/> SVC-85	Plumbing	● In Progress	
<input checked="" type="checkbox"/> WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	● Cancelled	-None-
<input type="checkbox"/> SVC-77	Leakage Repair	● Completed	

Work Order Name: WO35

Gantt Maps

☰ 📅 < 6 Sep, 2022 > View Day ▼

Territory: Zylker ▼ Timezone: (GMT-07:00)

Field Technician: All ▼

Jeff Difford
Appointments: 0

Karen Edwards
Appointments: 0

Mary Cooper
Appointments: 0

Rob Reiner
Appointments: 0

Ron Weasley
Appointments: 0

Susan Hayworth
Appointments: 0

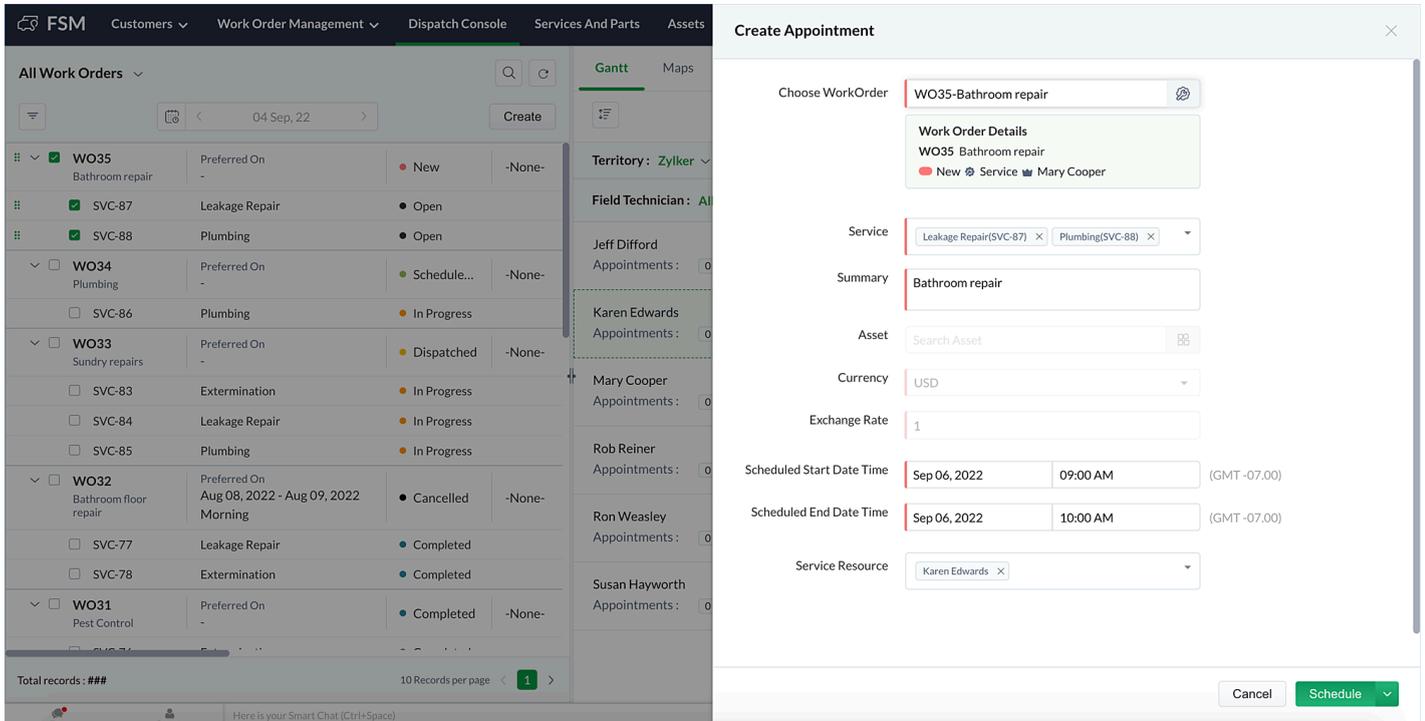
01:30 AM 02:30 AM 03:30 AM 04:30 AM 05:30 AM 06:30 AM

06 Tue 3:46:56 AM

Total records: ### 10 Records per page < 1 >

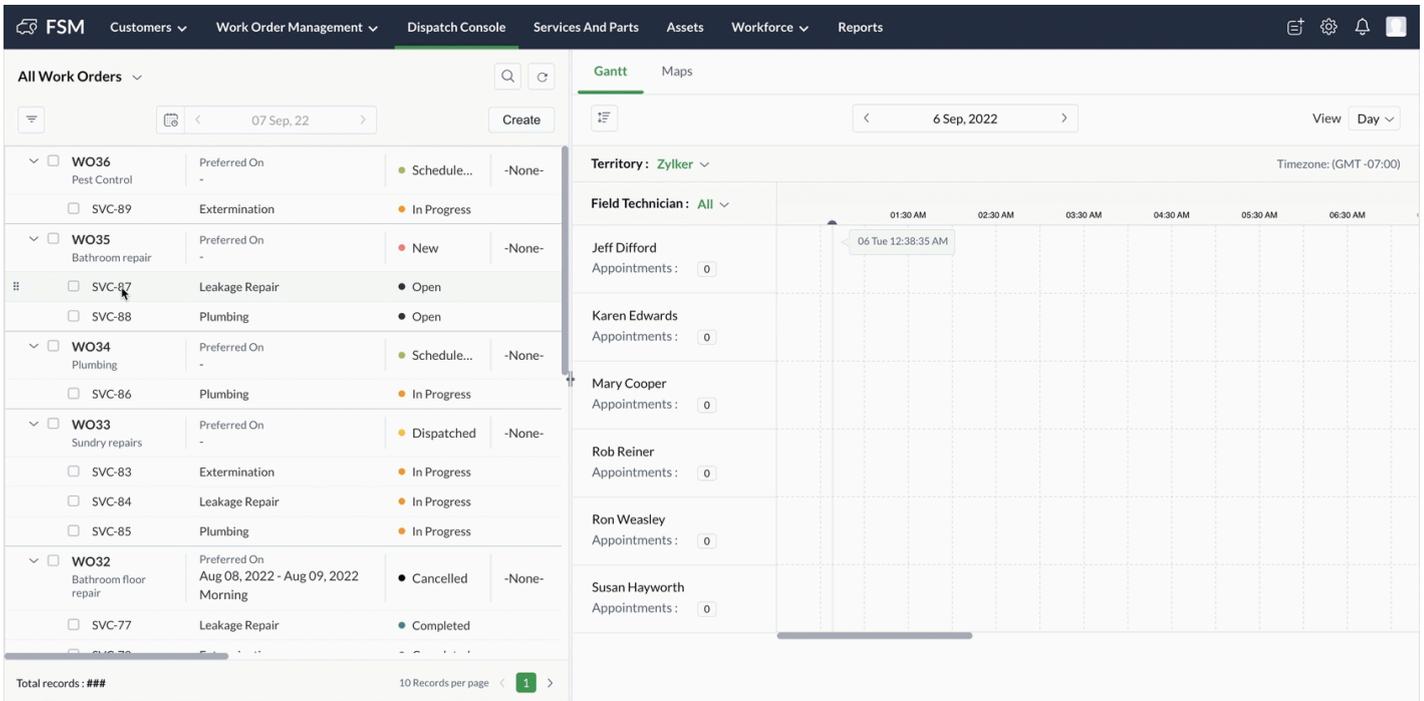
2. In the *Create Appointment* overlay, the following details will be populated, which you can change if required. Click **Schedule** or **Schedule and Dispatch** to continue.

- a. Service
- b. Summary
- c. Scheduled Start/End Date Time
- d. Service Resource



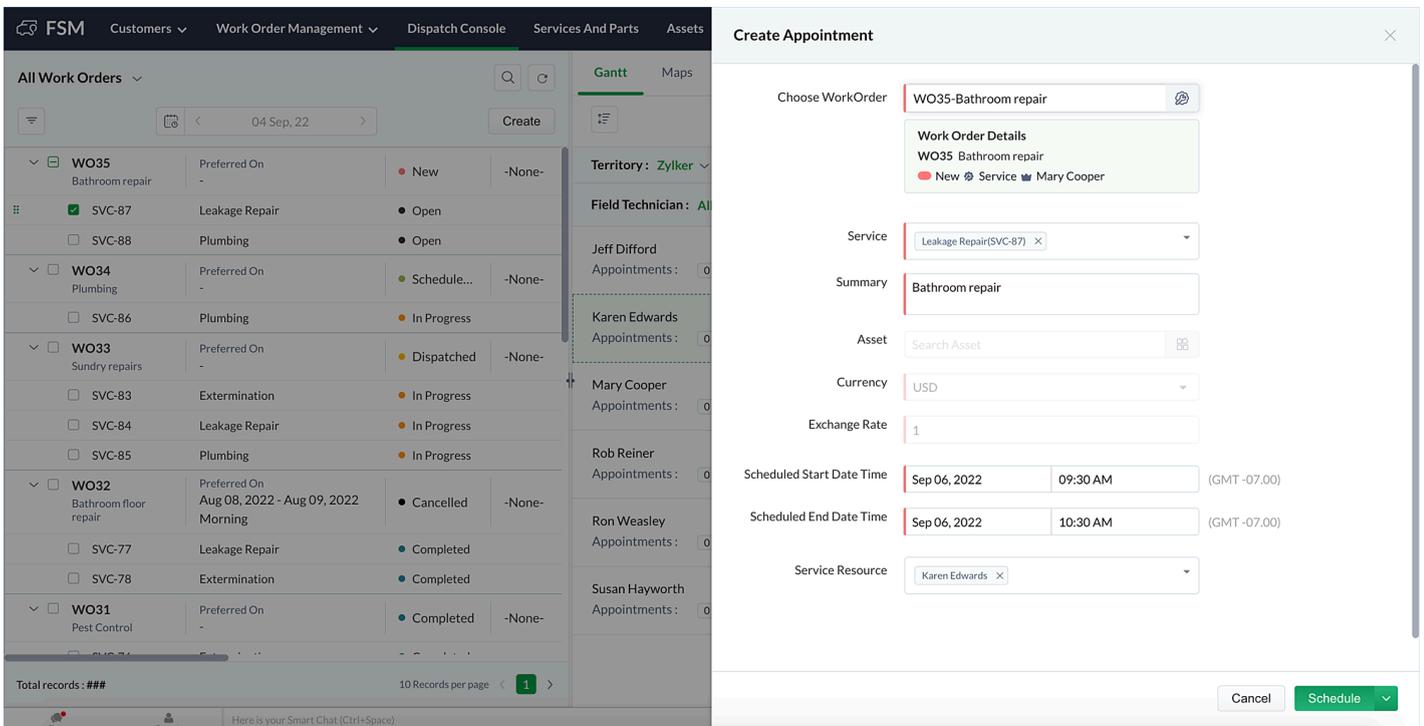
Drag and drop a service of the work order

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.



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



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

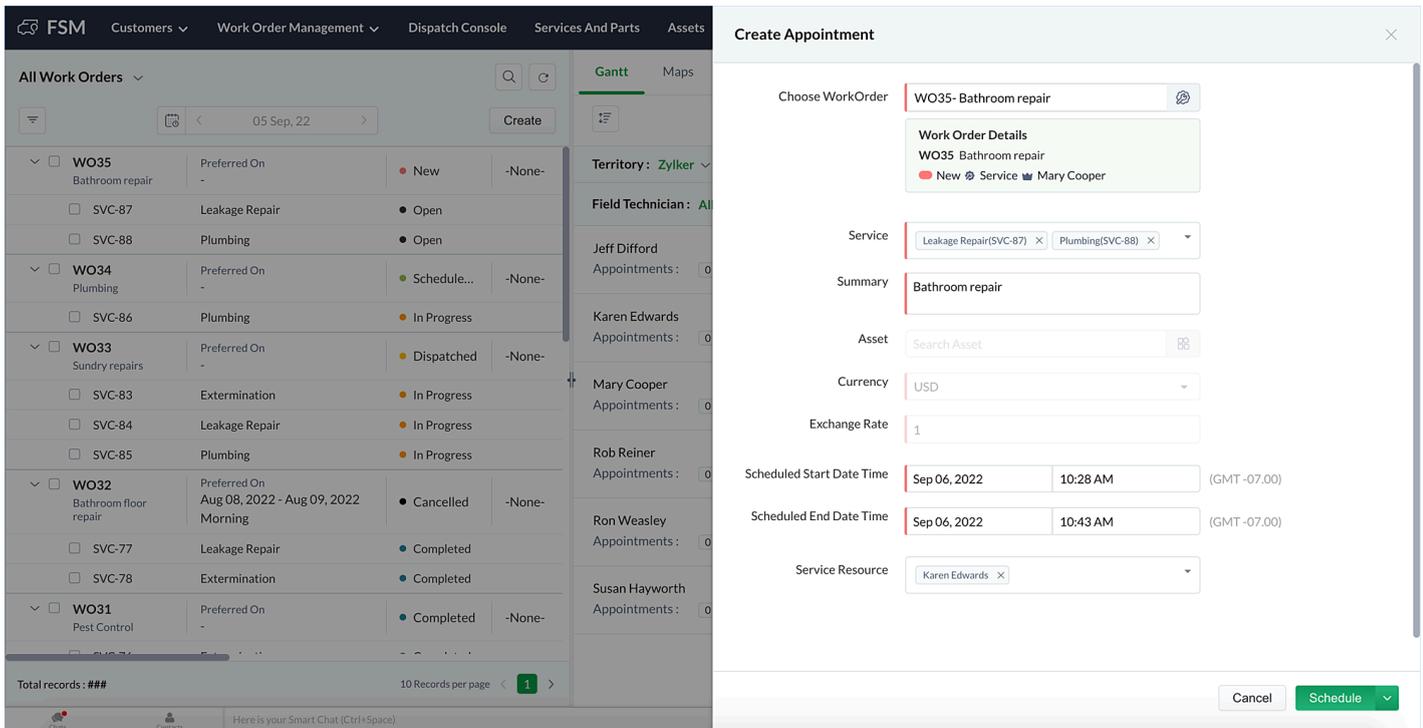
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	WO35 Bathroom repair	Preferred On -	● New	-None-
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SVC-87	Leakage Repair	● Open	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SVC-88	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.

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



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.

The screenshot shows the FSM Dispatch Console interface. On the left, the 'All Service Appointments' list displays various appointments with their status (Scheduled, In Progress, Dispatched, Completed) and assigned technicians. Appointment AP-46, 'Pest Control', is assigned to Mary Cooper and is currently scheduled for 02:30 AM on Sep 07, 2022. On the right, the 'Gantt' view shows a timeline for the day of Sep 07, 2022, with a 1-hour appointment block for AP-46 being resized from 02:30 AM to 03:30 AM. The 'Field Technician' list on the right shows Mary Cooper has 1 appointment, while others have 0.

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.

This screenshot is identical to the one above, showing the same FSM Dispatch Console interface. In this view, the 1-hour appointment block for AP-46 is being dragged from its original position at 02:30 AM to a new position at 03:25 AM on the Gantt chart. The 'Field Technician' list remains the same, with Mary Cooper having 1 appointment.

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

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.

Reassign an appointment

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

The screenshot shows the FSM Dispatch Console interface. On the left, there is a list of 'All Service Appointments' with columns for appointment ID, description, scheduled dates, status, and agent. On the right, the 'Gantt' chart displays a timeline for '7 Sep, 2022' with a grid from 01:30 AM to 07:30 AM. A green bar representing appointment AP-46 is shown between 03:30 AM and 04:30 AM, assigned to Mary Cooper. The interface includes navigation menus at the top and a search bar.

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.

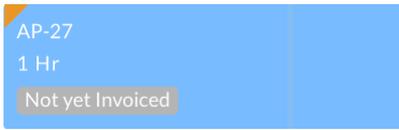
This screenshot shows the same FSM Dispatch Console interface as the first image, but with a 'Schedule Confirmation' dialog box open over the Gantt chart. The dialog box contains the following information:

- Appointment ID:** AP-45
- Service:** Plumbing
- Schedules start on:** 4 Sep, 2022 at 04:53 AM
- Schedules ends on:** 4 Sep, 2022 at 05:53 AM
- Assigned to:** Mary Cooper

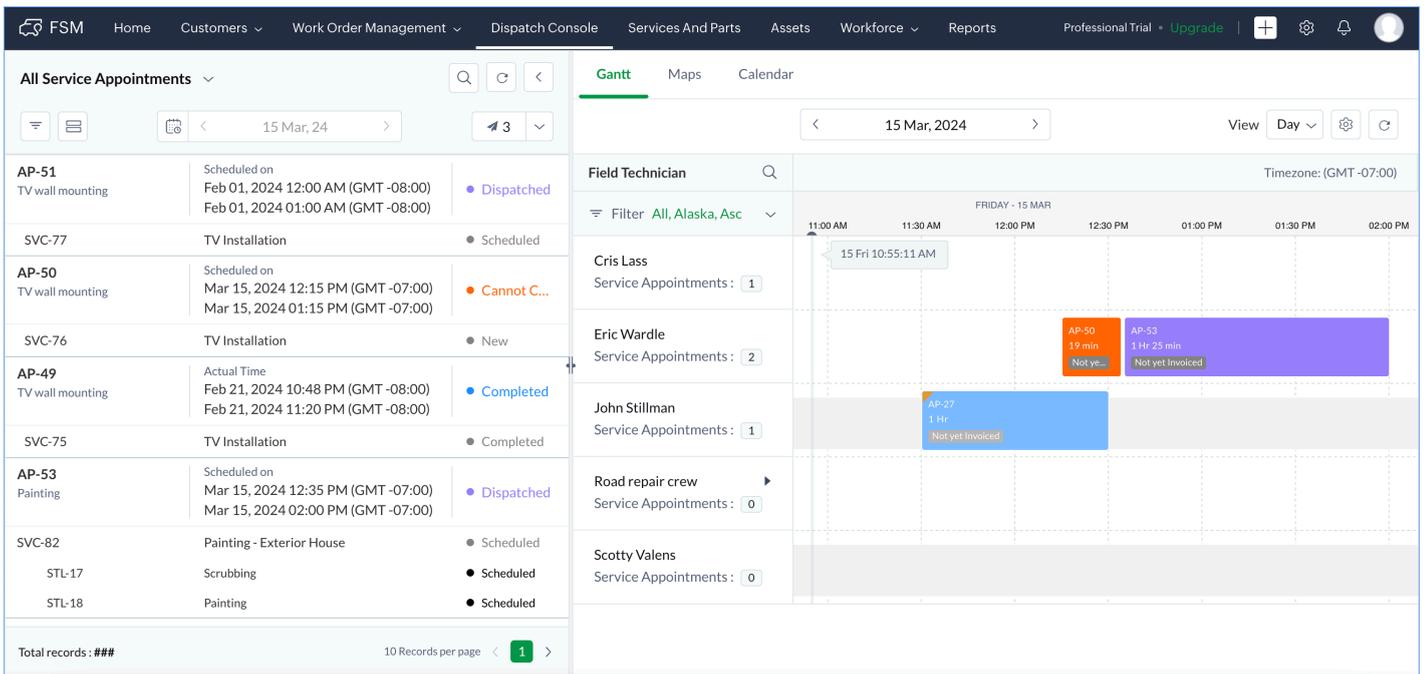
 The dialog has 'Cancel' and 'Save' buttons at the bottom. The background Gantt chart shows a green bar for AP-45 on 04 Sep, 2022, assigned to Mary Cooper.

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 [Service Resources List](#), then the service appointment bar will have an 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.



Dispatch Console Gantt Settings

There are certain settings that you can configure in the Gantt view of the dispatch console. Click on the **Settings** [] 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 [business hours](#).
- **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.