



Dispatch Console Grid

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

In the Grid view of the Dispatch Console, you will be able to see the service appointments assigned to the service resources for each day. To see the Grid view, navigate to the **Dispatch Console** module and click the **Grid** tab.

- Use the filters in the [Service Resources List](#) to view the entries for the desired service resources.
- 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 to choose a **Day**, a **Week**, or **4 days** for which you want to see the service appointments.
- Hover over a service appointment entry to see the details in a popup. Use Esc to close the popup. In the popup, if you hover over some of the details like email, territory, etc, you will find the option to copy [📄] it. Hover over a service appointment entry and click on [🔗] to see all the details of the appointment. The type of the service appointment will also be indicated by an icon at the top right side of the service appointment entry.
- For each day, the maximum number of assigned appointments that will be displayed will be based on the value that you choose for the **Default Appointments count** from the **Settings** [⚙️] in the top right corner. Click on More... to view the additional entries.
- Use ↻ to refresh the data in the Grid area.
- If a service appointment spans more than a day, the continuity is indicated by a dotted arrow. Continuity across weeks is indicated through the icons ⏪ and ⏩.

The screenshot displays the 'All Service Appointments' section in the FSM software. The left sidebar lists appointments such as AP-135 (CCTV Installation), AP-134 (CCTV camera in car parking), AP-133 (AC Repair), AP-132 (Home remodelling), AP-131 (AC Installation), AP-130 (AC Repair), AP-129 (Home remodelling), and AP-128 (AC Repair). The main grid view shows appointments for the week of 26 Aug 2024 to 1 Sep 2024, filtered by 'Zylinder'. The grid view includes a search bar, a filter dropdown, and buttons for 'Live', 'Week', and 'Settings'. The appointments are color-coded by status: red for 'Canno...', yellow for 'Sched...', blue for 'In Pro...', and purple for 'Dispat...'. A search filter 'Filter Zylinder, ...' is highlighted with a red box. Three red arrows point to the 'Live', 'Week', and 'Settings' buttons in the top right corner of the grid view.

If a service appointment does not belong to the territory chosen in the [Service Resources List](#), then the service appointment entry will have grey background with an orange tip on the top left corner.

The screenshot displays the 'All Work Orders' section in the FSM software. The left sidebar lists work orders such as WO43 (Chrome plating landing gear...), WO42 (Chrome plating for landing gear...), WO38 (TV Installation), WO37 (Home painting), WO36 (Exterior Home Painting), WO35 (TV wall mounting), and WO34 (TV Installation). The main grid view shows work orders for the week of 26 Apr 2023 to 29 Apr 2023, filtered by 'New O...'. The grid view includes a search bar, a filter dropdown, and buttons for 'Live' and '4 days'. The work orders are color-coded by status: grey for 'Completed' and orange for 'Not yet Invoiced'. A search filter 'Filter New O...' is highlighted with a red box.

Create Appointments from Grid

You can create appointments from the Grid view. To do so:

1. Click on a cell in the Grid that corresponds to the day for 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.
 - a. Service
 - b. Summary
 - c. Scheduled Start/End Date Time
 - d. Service Resource (Agent or Crew)
4. Click **Schedule** or **Schedule and Dispatch** to continue.