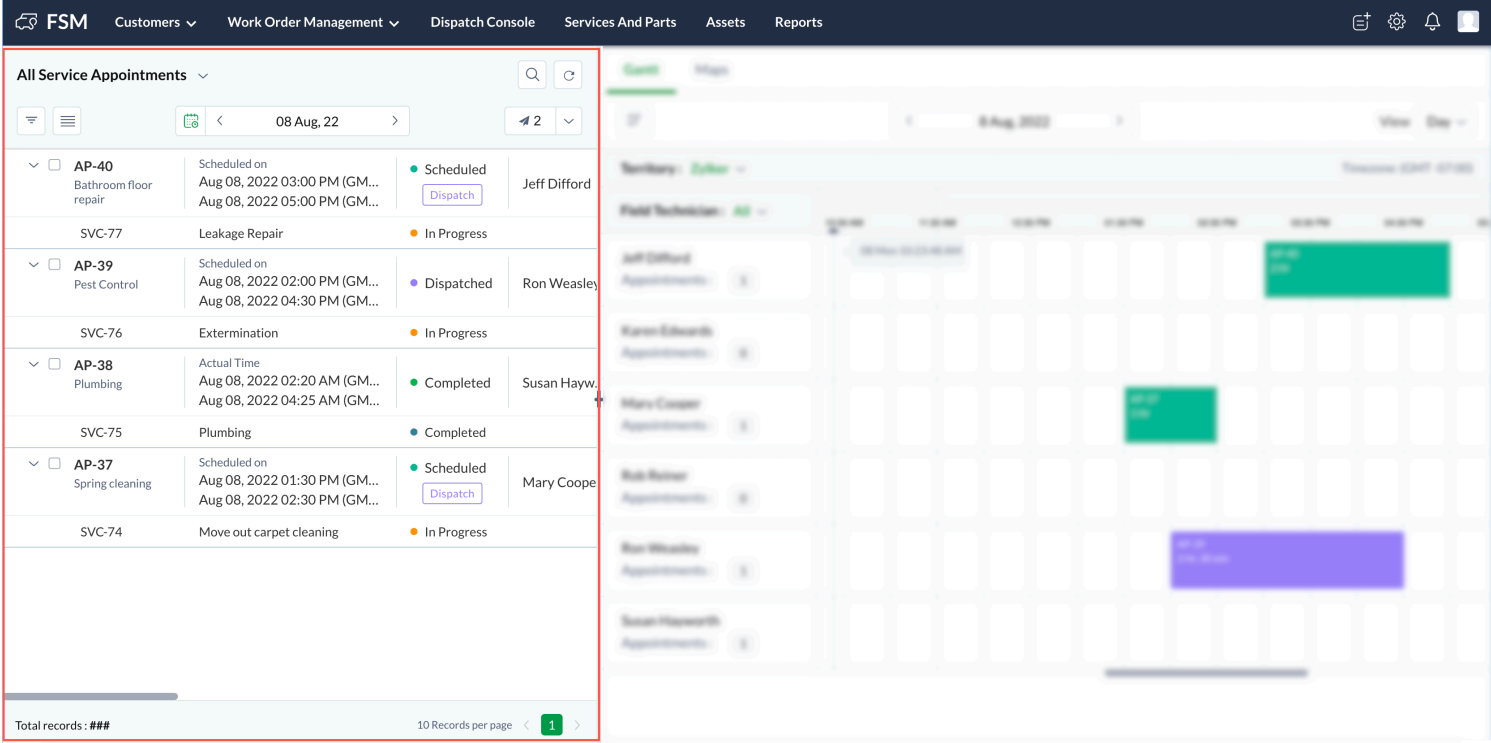


Dispatch Console Left Panel

The left panel of the Dispatch Console will list the service appointments and work orders whose details can be viewed in the Gantt or Map view.



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

All Service Appointments ▾

08 Aug, 22

<input type="checkbox"/> AP-40 Bathroom floor repair	Scheduled on Aug 08, 2022 03:00 PM (GM... Aug 08, 2022 05:00 PM (GM...	● Scheduled Dispatch	Jeff Difford
SVC-77	Leakage Repair	● In Progress	
<input type="checkbox"/> AP-39 Pest Control	Scheduled on Aug 08, 2022 02:00 PM (GM... Aug 08, 2022 04:30 PM (GM...	● Dispatched	Ron Weasley
SVC-76	Extermination	● In Progress	
<input type="checkbox"/> AP-38 Plumbing	Actual Time Aug 08, 2022 02:20 AM (GM... Aug 08, 2022 04:25 AM (GM...	● Completed	Susan Hayw...
SVC-75	Plumbing	● Completed	
<input type="checkbox"/> AP-37 Spring cleaning	Scheduled on Aug 08, 2022 01:30 PM (GM... Aug 08, 2022 02:30 PM (GM...	● Scheduled Dispatch	Mary Coope...
SVC-74	Move out carpet cleaning	● In Progress	

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

Service Appointments List

You can view the Service Appointments List by selecting the **Service Appointments** tab from the **All Work Orders** dropdown and clicking **All Service Appointments**. The list will display all the service appointments created.

FSM

Home

Customers

Work Order Management

Dispatch Console

All Service Appointments

Service Appointments

Work Orders

Search

public views

All Service Appointments

Cancelled Service Appointments

Completed Service Appointments

Dispatched Service Appointments

In Progress Service Appointments

Over all Company Electrical Service

May 05, 2023 12:30 PM

SVC-149

Fumigation

Completed

Fur

Tabular View

In the service appointments list, the details of each appointment are listed in a tabular view.

Column Customization

Based on the view that you have selected, certain details of the appointments will be shown by default. Other than these details, you can choose the columns you want to include in the tabular view. You can choose the columns using the [column selector](#) on the View page or by [editing](#) the view.

Note: In the customized section of the tabular view, the default details will not be repeated even if the columns corresponding to those details are chosen in the column selector. E.g. Summary, since already included in the default section will not be repeated even if the Summary column is chosen in the selector.




Appointment Details




From each entry of the appointment, you can view its entire details. For each appointment, its related Services will be listed. Click [🔗](#) for the appointment or service to view its complete details.

<div> <div>▼</div> <div> <div>AP-40</div> <div>Bathroom floor repair</div> </div> </div>	<div> <div>Scheduled on</div> <div>Aug 08, 2022 03:00 PM (GM...)</div> <div>Aug 08, 2022 05:00 PM (GM...)</div> </div>	<div> <div>Scheduled</div> <div>Dispatch</div> </div>	<div> <div>🔗</div> <div>📋</div> <div>⋮</div> </div>
<div> <div>SVC-77</div> <div>Leakage Repair</div> </div>	<div> <div>In Progress</div> </div>		

Actions

For each appointment, you can perform the following actions:

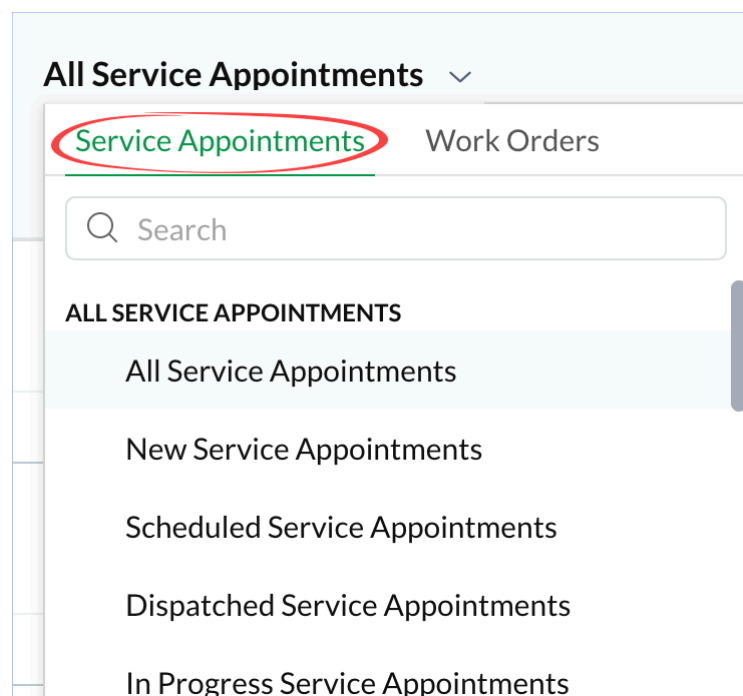
- You can **Schedule** or **Dispatch** the appointment from the left panel.
- **Edit**: Click on [] to edit the appointment.
- **View on Gantt**: Clicking on [] will highlight the service appointment in the Gantt view.
- **Details**: Click on [] to view the complete details of the appointment.

▼ <input type="checkbox"/> AP-40 Bathroom floor repair	Scheduled on Aug 08, 2022 03:00 PM (GM... Aug 08, 2022 05:00 PM (GM...	● Scheduled	<div>Dispatch   </div>		
SVC-77	Leakage Repair	● In Progress			

Filter the Service Appointment List

Filter the Service Appointments List using the following filters:

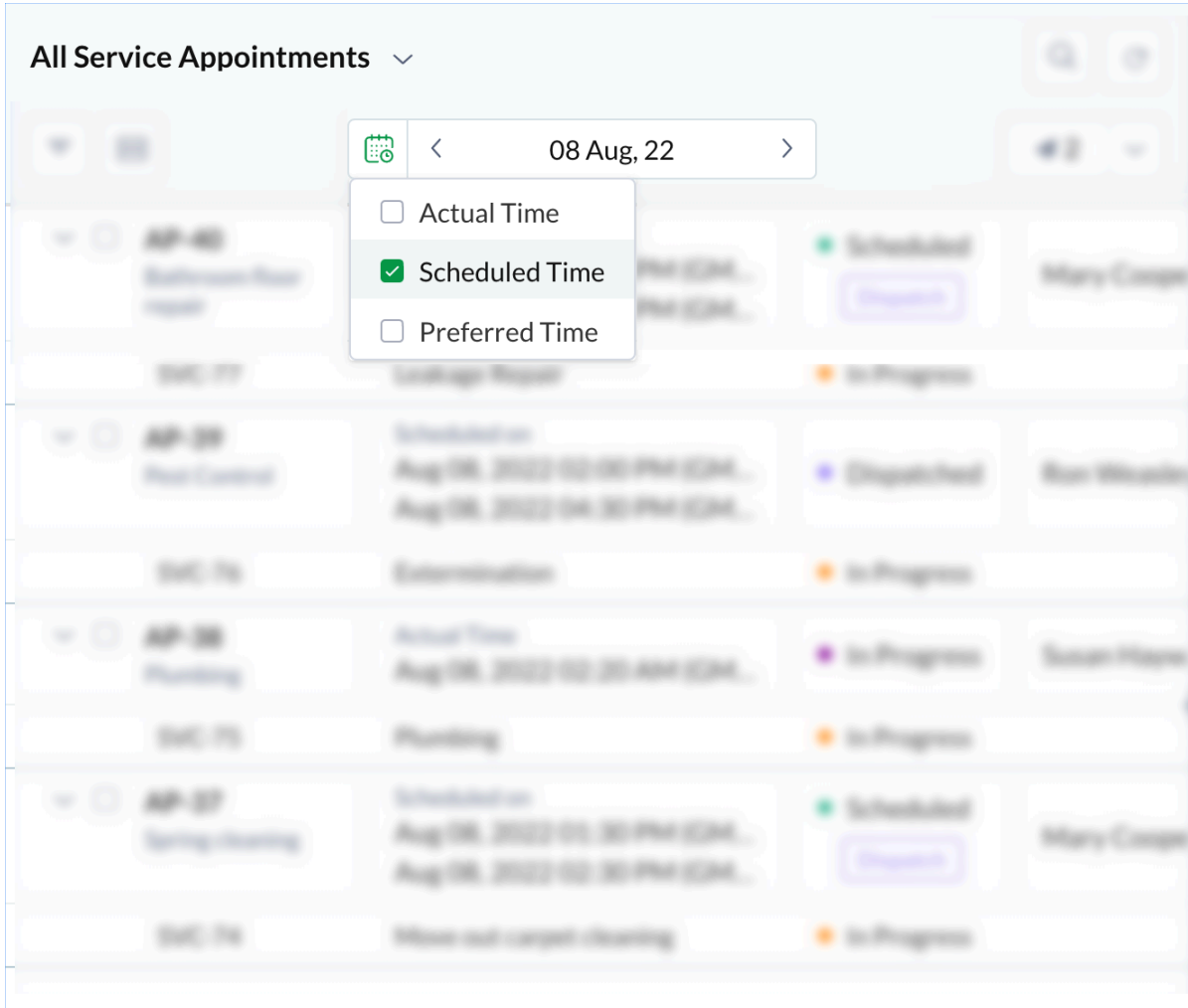
Views Filter: Filter the appointments based on [views](#). A View is a collection of records matching specific criteria.



Date filter

You can filter the appointments based on the following date fields:

- **Actual Time:** All appointments whose Actual Start/End date matches the selected date will be listed
- **Scheduled Time:** All appointments whose Scheduled Start/End date matches the selected date will be listed
- **Preferred Time:** All the appointments whose Preferred Date 1, or Preferred Date 2 matches the selected date will be listed



Advanced Filters

Use the advanced filters [≡] to filter the appointments based on multiple field values. The value selected in the Date filter (outside the advanced filters) will be populated in the Date filter inside the advanced filters. You can also sort the appointments based on a field.

Work Orders List

By default, the work orders list will be displayed on the left panel with all the work orders created.

All Work Orders ▾		🔍	↺
☰	📅 < 15 Sep, 23 >	Create	
▾ <input type="checkbox"/> WO55	Bathroom repair	Preferred On -	● New
<input type="checkbox"/> SVC-152	Leakage Repair		● New
<input type="checkbox"/> SVC-153	Leakage Repair		● New
▾ <input type="checkbox"/> WO54	Home painting	Preferred On -	● In Pr
<input type="checkbox"/> SVC-151	Painting		● Parti
▾ <input type="checkbox"/> WO53	Over all Company Electrical Service	Preferred On 11 May 2023 - 11 May 2023 Morning	● In Pr
<input type="checkbox"/> SVC-148	Extermination		● In Pr
<input type="checkbox"/> SVC-149	Fumigation		● Comj
<input type="checkbox"/> SVC-150	Fumigation		● In Pr
▾ <input type="checkbox"/> WO52	AC to be installed in the bedroom	Preferred On -	● Sche
<input type="checkbox"/> SVC-139	Move out carpet cleaning		● Scher
<input type="checkbox"/> SVC-145	Extermination		● Scher
Total records : ###		10 Records per page < 1 >	

Tabular View

In the work orders list, the details of each work order are listed in a tabular view.

Column customization


The following details of the work orders will be shown by default:



- Work Order Name
- Summary
- Preferred Date 1 or Preferred Date 2
- Status

Other than these details, you can choose the columns you want to include in the tabular view. You can choose the columns using the [column selector](#) on the *Work Orders List* page.

Note: In the customized section of the tabular view, the default details will not be repeated even if the columns corresponding to those details are chosen in the column selector. E.g. Summary, since already included in the default section will not be repeated even if the Summary column is chosen in the selector.



Work Order Details



From each entry of the work order, you can view its entire details. For each work order, its related Services will be listed. Click  for the work order or service to view its complete details.

▼ <input type="checkbox"/> WO32 	Preferred On Aug 08, 2022 - Aug ... Morning	● Schedule...	-None-	 
<input type="checkbox"/> SVC-77	Leakage Repair 	● In Progress		

Actions

For each work order, you can perform the following actions:

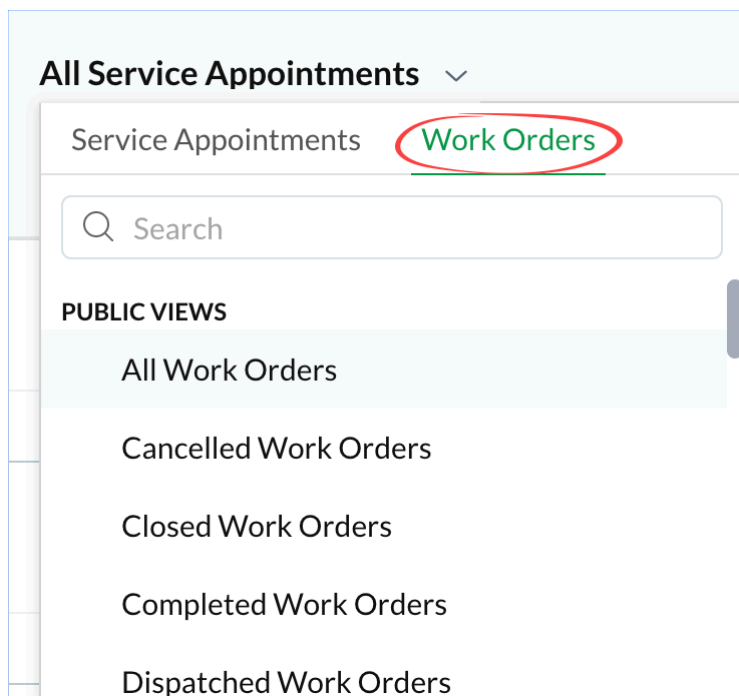
- Edit: Click on [] to edit the work order.
- Details: Click on [] to view the complete details of the work order, open the work order in a new tab, or, create an appointment.

▼ <input type="checkbox"/> WO32 Bathroom floor repair	Preferred On Aug 08, 2022 - Aug ... Morning	● Schedule...	-None-	 
<input type="checkbox"/> SVC-77	Leakage Repair	● In Progress		

Filter the Work Orders List

Filter the Work Orders List using the following filters:

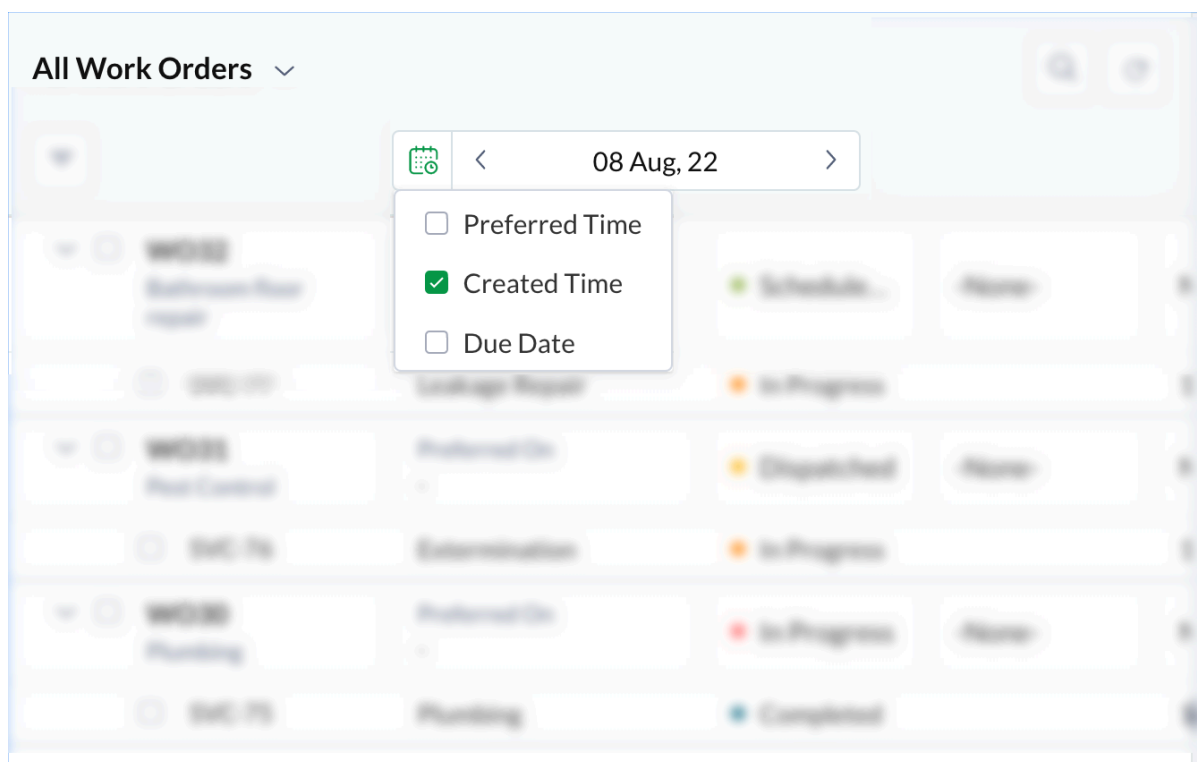
Views Filter: Filter the work orders based on predefined views. A View is a collection of records matching specific criteria.



Date filter

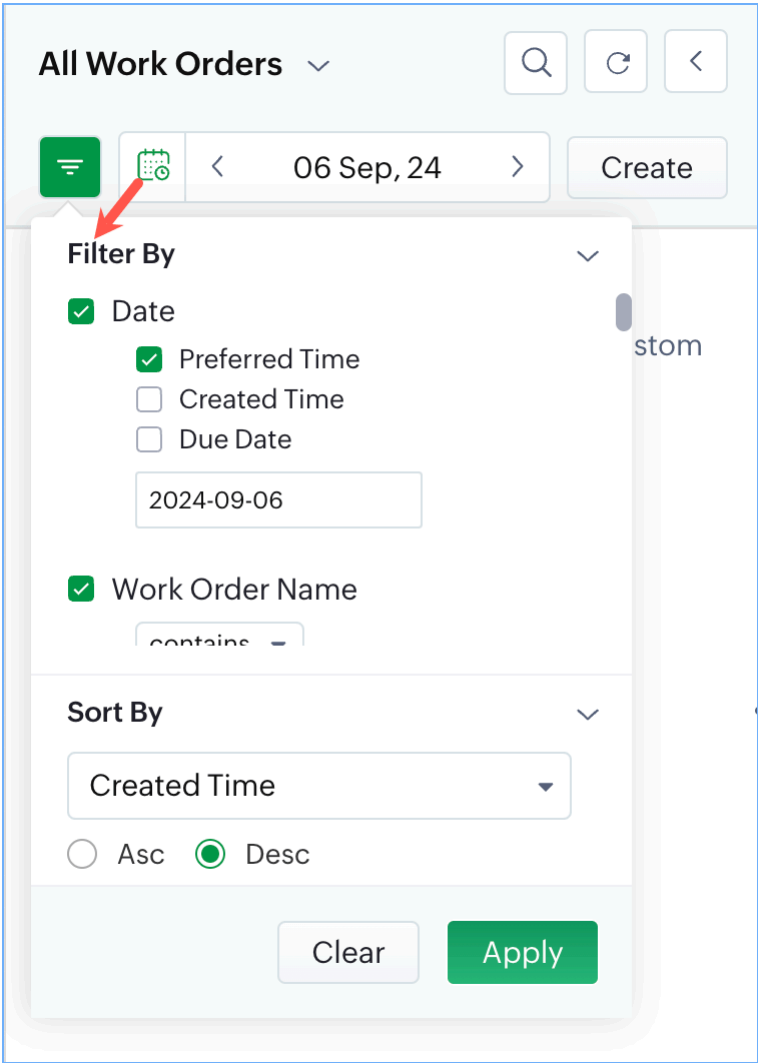
You can filter the work orders based on the following date fields:

- Preferred Time: All the work orders whose Preferred Date 1, or Preferred Date 2 matches the selected date will be listed
- Created Time: All work orders whose created time falls on the selected date will be listed
- Due Date: All work orders whose due date falls on the selected date will be listed



Advanced Filters

Use the advanced filters [≡] to filter the work orders based on multiple field values. The value selected in the Date filter (outside the advanced filters) will be populated in the Date filter inside the advanced filters. You can also sort the work order based on a field.



Search the Work Orders List

Search work orders based on their names by clicking the search [🔍] icon.

<input type="text" value="WO3"/> × ↻				
<div> <div>☰</div> <div> <div>📅</div> <div>< 08 Aug, 22 ></div> </div> </div>				
<div> <div>▼</div> <div><input type="checkbox"/></div> <div>WO32</div> <div>Bathroom floor repair</div> </div>	Preferred On -	● Schedule...	-None-	M
<div> <div><input type="checkbox"/></div> <div>SVC-77</div> </div>	Leakage Repair	● In Progress		1
<div> <div>▼</div> <div><input type="checkbox"/></div> <div>WO31</div> <div>Pest Control</div> </div>	Preferred On -	● Dispatched	-None-	M
<div> <div><input type="checkbox"/></div> <div>SVC-76</div> </div>	Extermination	● In Progress		1
<div> <div>▼</div> <div><input type="checkbox"/></div> <div>WO30</div> <div>Plumbing</div> </div>	Preferred On -	● In Progress	-None-	M
<div> <div><input type="checkbox"/></div> <div>SVC-75</div> </div>	Plumbing	● In Progress		1

Create Work Orders

You can [create](#) work orders from the left panel of the dispatch console.

<div> <div>All Work Orders ▼</div> <div> <div>☰</div> <div> <div>📅</div> <div>< 01 Sep, 22 ></div> </div> </div> <div> <div>🔍</div> <div>↻</div> <div>Create</div> </div> </div>				
<div> <div>▼</div> <div><input type="checkbox"/></div> <div>WO33</div> <div>Sundry repairs</div> </div>	Preferred On -	● Dispatched	-None-	
<div> <div><input type="checkbox"/></div> <div>SVC-83</div> </div>	Extermination	● In Progress		
<div> <div><input type="checkbox"/></div> <div>SVC-84</div> </div>	Leakage Repair	● In Progress		
<div> <div><input type="checkbox"/></div> <div>SVC-85</div> </div>	Plumbing	● In Progress		
<div> <div>▼</div> <div><input type="checkbox"/></div> <div>WO32</div> <div>Bathroom floor repair</div> </div>	Preferred On Aug 08, 2022 - Aug 09, 2022 Morning	● Cancelled	-None-	
<div> <div><input type="checkbox"/></div> <div>SVC-77</div> </div>	Leakage Repair	● Completed		
<div> <div><input type="checkbox"/></div> <div>SVC-78</div> </div>	Extermination	● Completed		