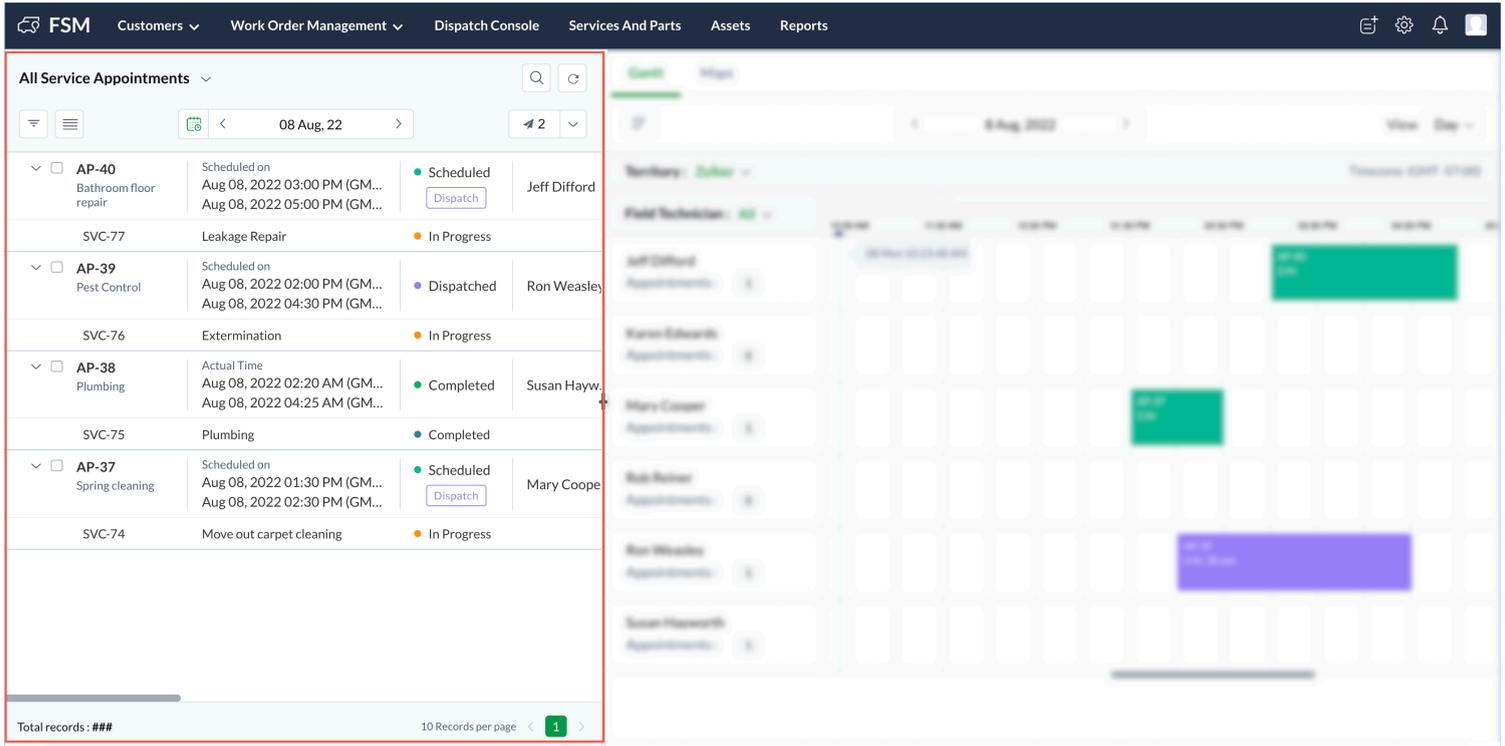




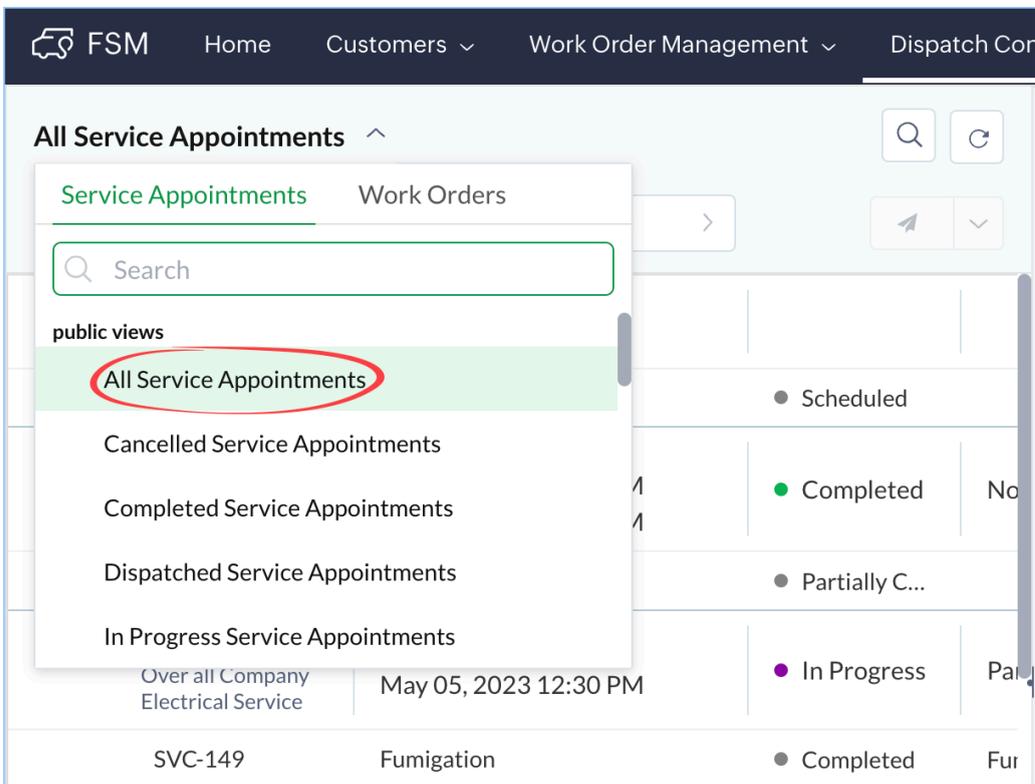
# Dispatch Console Left Panel

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.



## 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.



## Tabular View

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

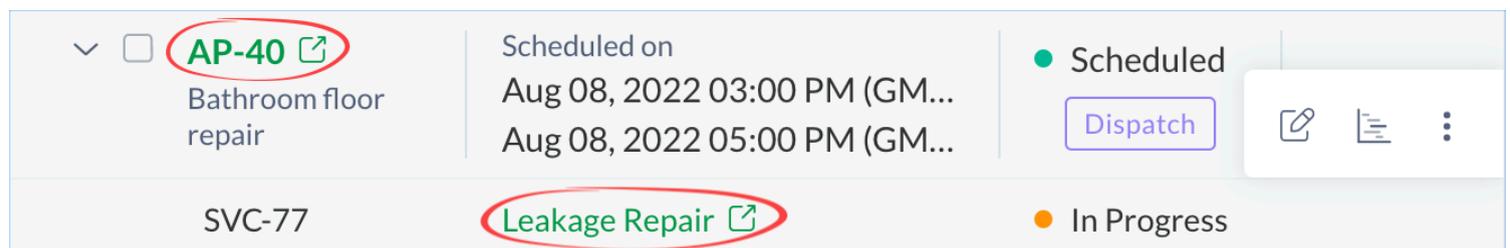
## Column Customization

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

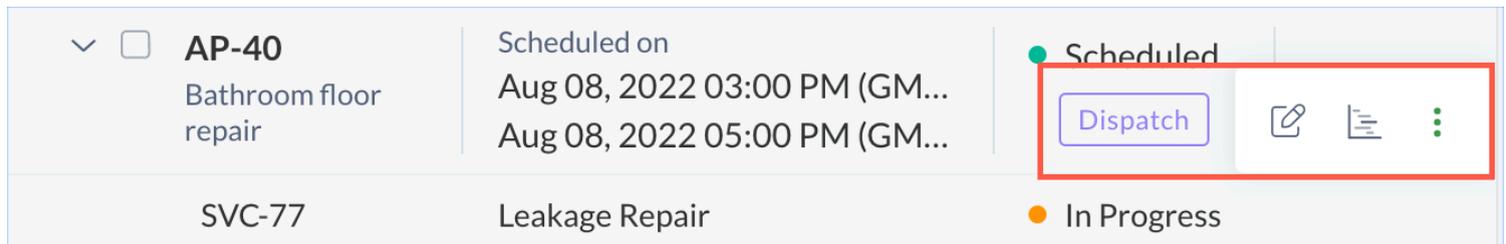
From each entry of the appointment, you can view its entire details. For each appointment, its related Services will be listed. Click [🔗](#) for the appointment or service to view its complete details.



## 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.

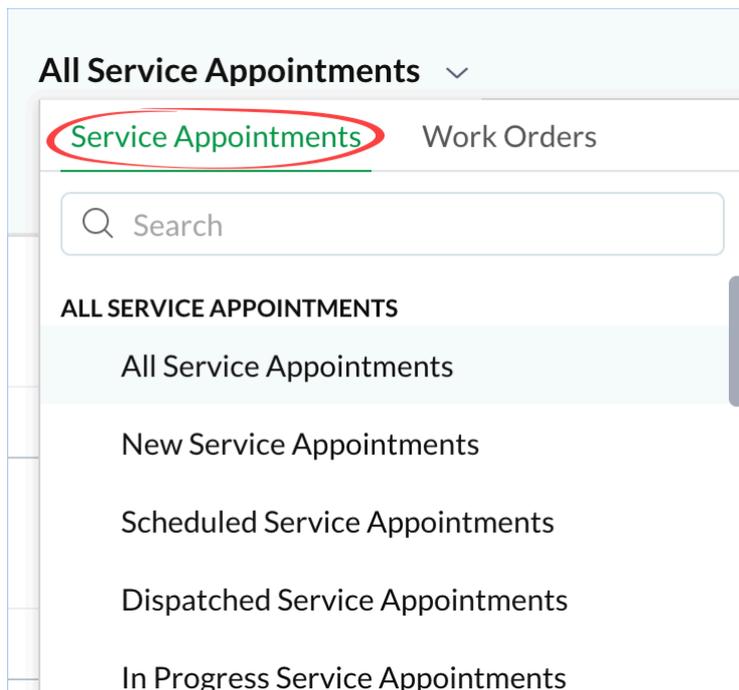


AP-40 Bathroom floor repair	Scheduled on Aug 08, 2022 03:00 PM (GM...) Aug 08, 2022 05:00 PM (GM...)	Scheduled <b>Dispatch</b> [edit] [gantt] [details]
SVC-77	Leakage Repair	In Progress

## 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.



All Service Appointments

**Service Appointments** Work Orders

Search

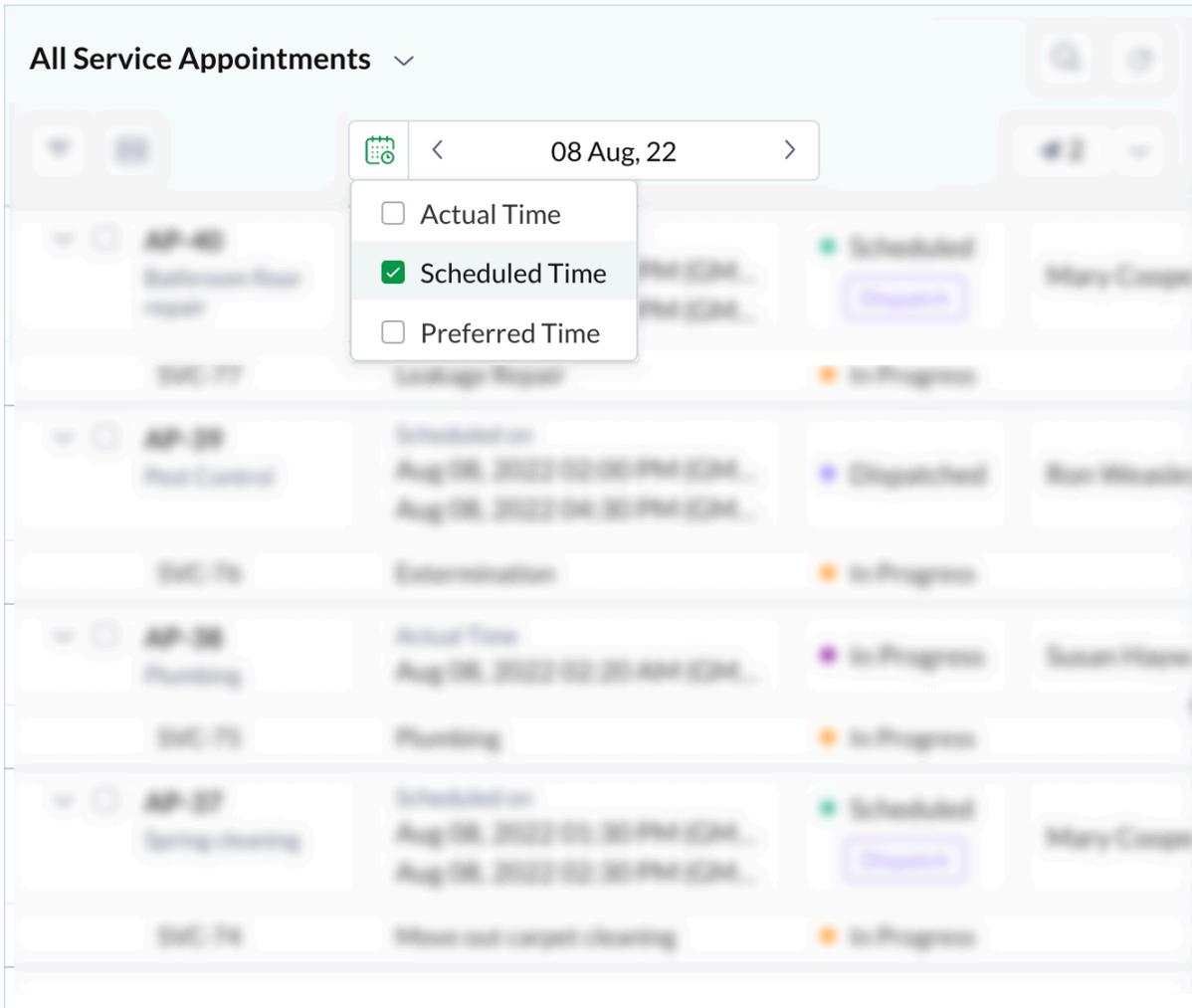
ALL SERVICE APPOINTMENTS

- All Service Appointments
- New Service Appointments
- Scheduled Service Appointments
- Dispatched Service Appointments
- In Progress Service Appointments

## 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.

All Service Appointment... Q ↻ <

☰ ☰ 📅 < 06 Sep, 2 > ↗ 6 ∨

**Filter By** ∨

Date

- Actual Time
- Scheduled Time
- Preferred Time

Appointment Name

∨

**Sort By** ∨

∨

Asc  Desc

## Search the Service Appointment List

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

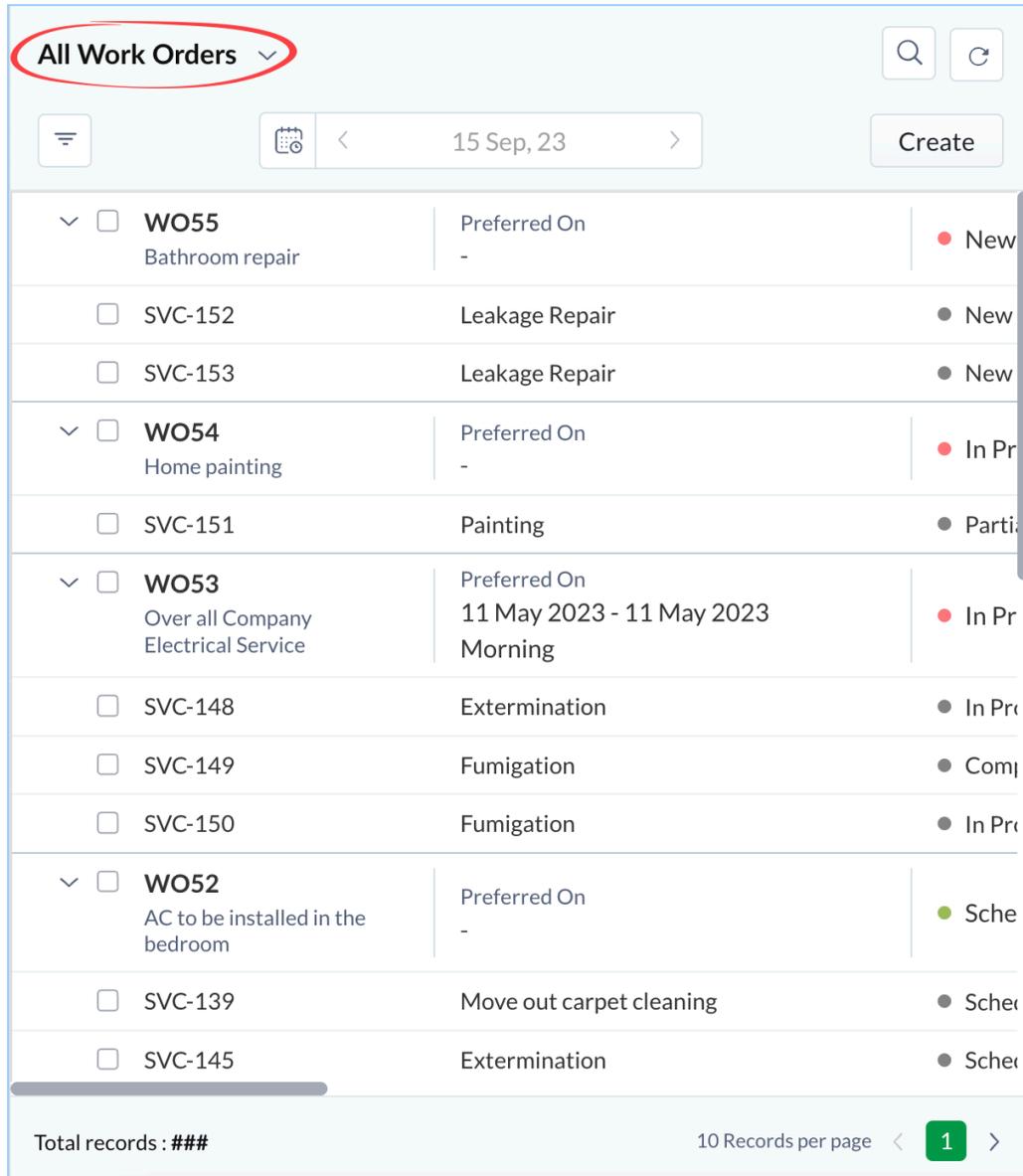
Q AP-4 × ↻

☰ ☰ 📅 < 08 Aug, 22 > ↗ 2 ∨

<input checked="" type="checkbox"/> <b>AP-40</b> Bathroom floor repair	Scheduled on Aug 08, 2022 03:00... Aug 08, 2022 05:00...	<span style="color: green;">●</span> Scheduled <input type="button" value="Dispatch"/>	Mary Cooper	Jef
SVC-77	Leakage Repair	<span style="color: orange;">●</span> In Progress		1x
<input checked="" type="checkbox"/> <b>AP-4</b> End of lease cleaning	Actual Time Apr 29, 2022 04:43 ... Apr 29, 2022 05:01 ...	<span style="color: green;">●</span> Completed	Mary Cooper	Ma
SVC-9		<span style="color: green;">●</span> Completed		1x

# Work Orders List

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



The screenshot displays the 'All Work Orders' dropdown menu circled in red. Below it, a list of work orders is shown in a tabular view. The table has columns for status, description, and date. The bottom of the list shows 'Total records: ###' and '10 Records per page' with a page number '1' highlighted in a green box.

Status	Description	Date
New	WO55 Bathroom repair	Preferred On -
New	SVC-152	Leakage Repair
New	SVC-153	Leakage Repair
In Progress	WO54 Home painting	Preferred On -
Partial	SVC-151	Painting
In Progress	WO53 Over all Company Electrical Service	Preferred On 11 May 2023 - 11 May 2023 Morning
In Progress	SVC-148	Extermination
Completed	SVC-149	Fumigation
In Progress	SVC-150	Fumigation
Scheduled	WO52 AC to be installed in the bedroom	Preferred On -
Scheduled	SVC-139	Move out carpet cleaning
Scheduled	SVC-145	Extermination

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

### Actions

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

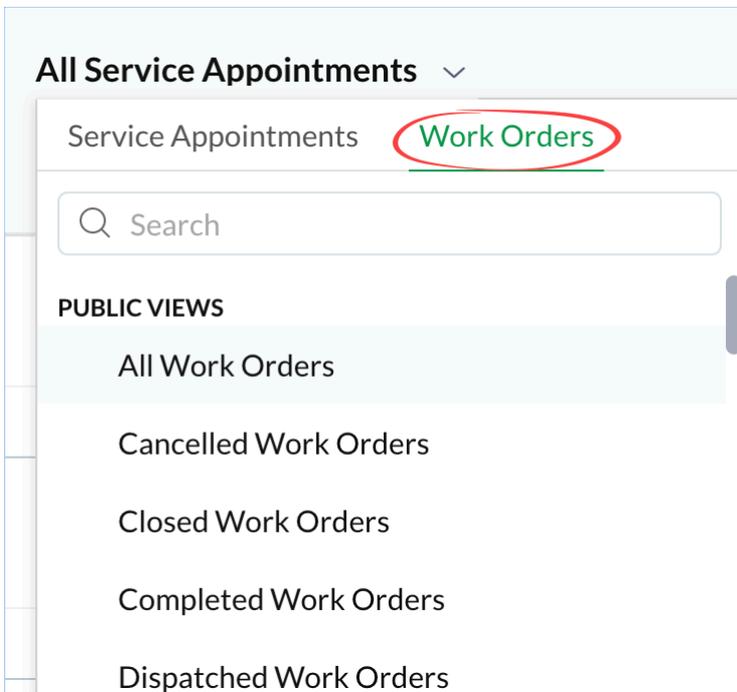
- Edit: Click on [  ] to edit the work order.
- Details: Click on [  ] to view the complete details of the work order, open the work order in a new tab, or, create an appointment.

<input type="checkbox"/> <b>WO32</b>	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:

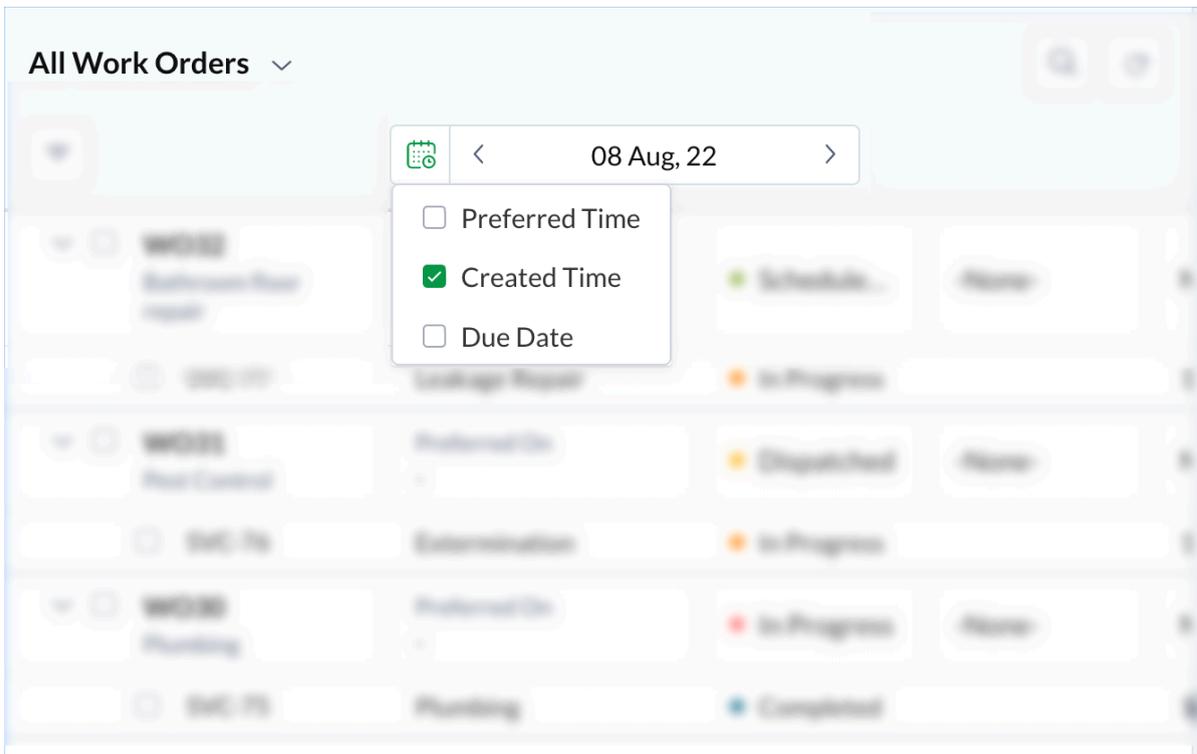
**Views Filter:** Filter the work orders based on predefined views. A View is a collection of records matching specific criteria.



### Date filter

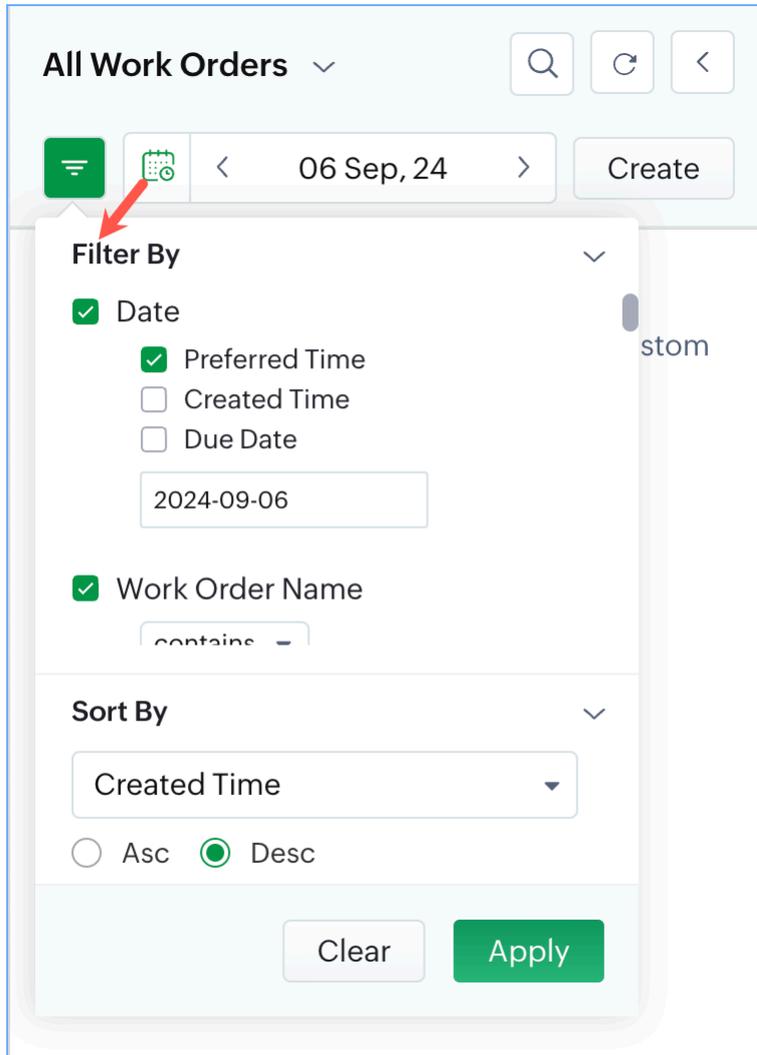
You can filter the work orders based on the following date fields:

- 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"/> <span style="float: right;">✕</span> <span style="float: right;">↻</span>					
<span>☰</span> <span style="margin-left: 100px;">📅 &lt; 08 Aug, 22 &gt;</span>					
<input checked="" type="checkbox"/> <b>WO32</b> Bathroom floor repair	Preferred On -	● Schedule...	-None-		M
<input type="checkbox"/> SVC-77	Leakage Repair	● In Progress			1
<input checked="" type="checkbox"/> <b>WO31</b> Pest Control	Preferred On -	● Dispatched	-None-		M
<input type="checkbox"/> SVC-76	Extermination	● In Progress			1
<input checked="" type="checkbox"/> <b>WO30</b> Plumbing	Preferred On -	● In Progress	-None-		M
<input type="checkbox"/> SVC-75	Plumbing	● In Progress			1

## Create Work Orders

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

<b>All Work Orders</b> <span style="float: right;">🔍</span> <span style="float: right;">↻</span>					
<span>☰</span> <span style="margin-left: 100px;">📅 &lt; 01 Sep, 22 &gt;</span> <span style="float: right; border: 1px solid #ccc; padding: 2px 10px;">Create</span>					
<input checked="" type="checkbox"/> <b>WO33</b> 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"/> <b>WO32</b> 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			