



Dispatch Console

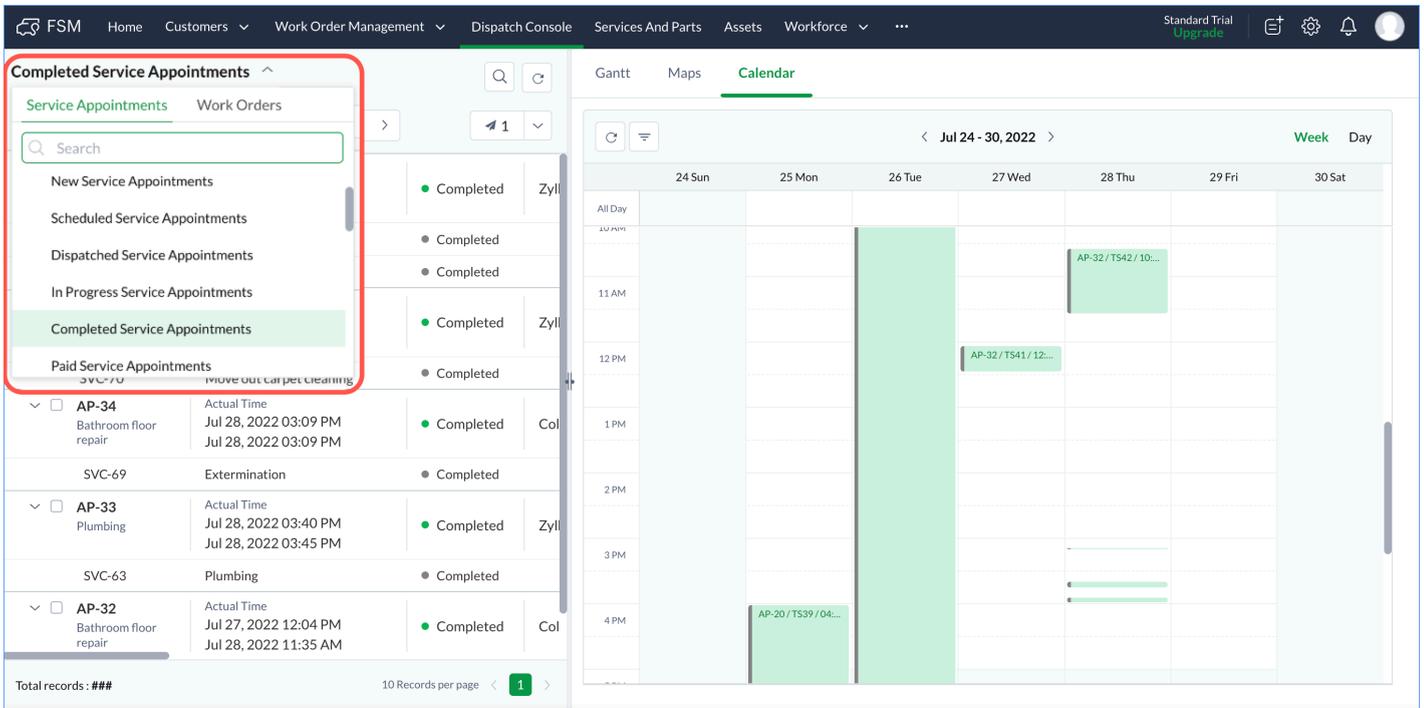
The **Dispatch Console** is the task board for scheduling and dispatching service appointments. It contains all the information that a Dispatcher would require for assigning a service appointment to a field agent or crew based on availability, proximity, and skill. The Dispatch Console has three major views:

- [Gantt](#): It provides a timeline view of the service appointments. Each service appointment is represented by a horizontal bar that spans the duration of the service appointment, making it easy to see when jobs start and end. Thus, it provides you with a real-time view of the progress of service appointments.
- [Grid](#): In this view, you can view all the service appointments assigned to a service resource on each day. This enables you to assess technician availability, allowing for informed job assignments that maximize efficiency. This view also enables you to make deductions such as the resource utilization for a day, territory-based work density, etc.
- [Maps](#): Each work order or appointment is represented by a marker on the map, making it easy to visualize where service calls are located. Technicians' locations are tracked in real-time using GPS, allowing dispatchers to see where each technician is at any given moment. This allows for real-time tracking and efficient resource allocation.
- [Calendar](#): Here, you can view all the appointments to which service resources have been assigned, Holidays in the organization, and the Time Off taken by the resources. You can view all the service appointments on a day, irrespective of the service resources or territories. You can also see the details using the Month, Week, Day, and List views.

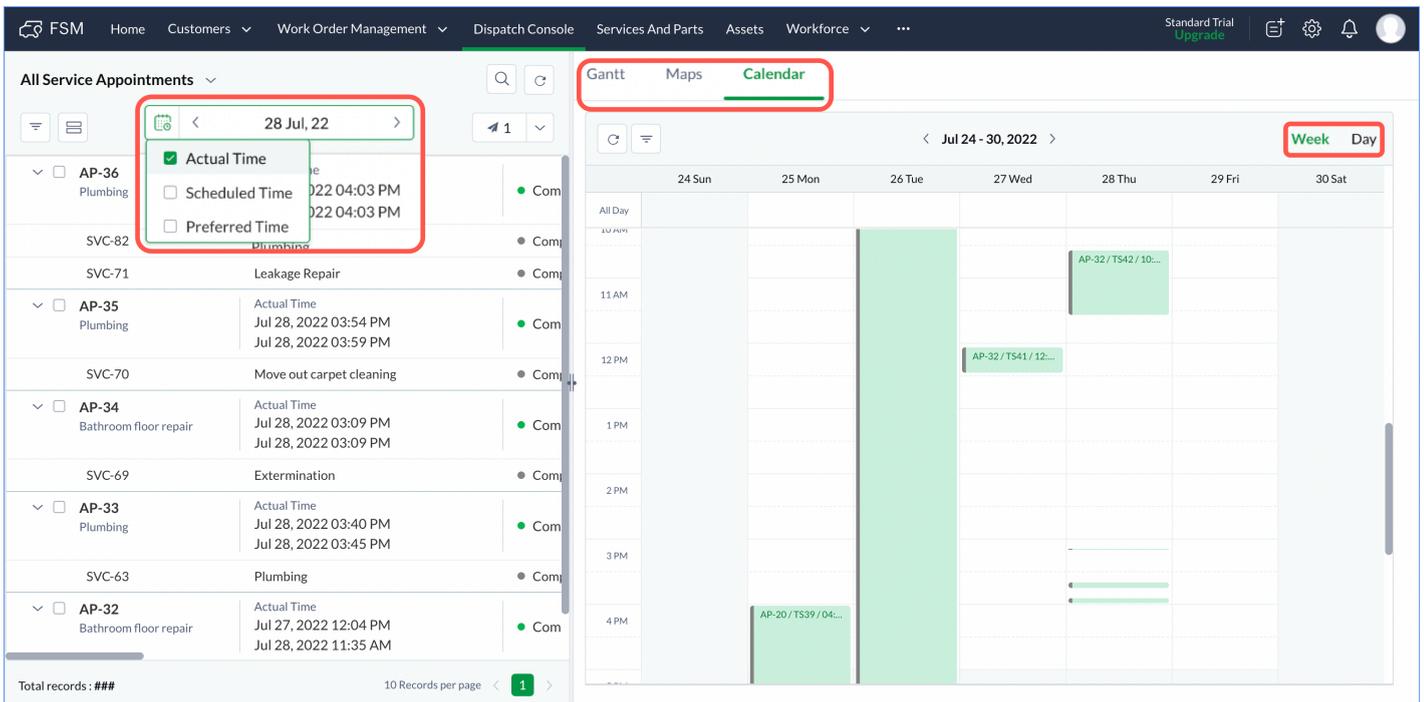
Viewing Preferences

In the following places in the Dispatch console, the viewing preferences chosen by the user will be retained even after they navigate from the dispatch console.

1. Custom Views under [Service Appointments List](#), and [Work Orders List](#) in the left panel



2. The value selected in the [Date Filter](#) in the left panel
3. The tabs Gantt, Maps, or Calendar
4. The Day or Week view selected under Gantt, or Calendar tabs.



5. The values selected in the Service Resources filter of the Gantt view. By default, the work orders list will be displayed on the left panel.

The screenshot shows the FSM Dispatch Console interface. On the left, a list of work orders is visible, including WO59, WO58, WO57, and WO56. The main area displays a calendar for the period of 25 Mar. 2024 to 31 Mar. 2024. A filter overlay is active, showing the 'Field Technician' role and the 'Colona' territory selected. The filter also includes a 'Filter All, Colona, Asc' option. The calendar view shows a grid with time slots from 05:30 PM to 06:00 PM. A purple bar highlights a specific time slot on Tuesday, 28 Mar.

6. The values selected in the Service Resources filter of the Calendar view.

The screenshot shows the FSM Dispatch Console interface. On the left, a list of work orders is visible, including WO36, WO35, WO34, WO33, WO25, and WO24. The main area displays a calendar for the month of March 2024. A filter overlay is active, showing the 'Service Resources' filter. The filter includes 'Marianne Shee...', 'Atticus Pund', and 'Martin Fernando' selected. The calendar view shows a grid with dates from 25 to 31. A purple bar highlights a specific time slot on Tuesday, 27 Mar, and another purple bar highlights a specific time slot on Friday, 29 Mar.