SedonaSchedule Overview and Topics

The Service Module was completely re-written several years ago; and runs as a separate application under the name of SedonaSchedule. For our staff to be able to support the older version of the Service application as well as the new SedonaSchedule, a User permission flag was created for companies to activate when ready to migrate to the new SedonaSchedule. Once permission is granted, when a User logs into SedonaOffice, the Main Menu Tree will only display the options of Service and Print Service Tickets under the Service menu tree option. Clicking on the Service menu option launches the new SedonaSchedule. If a User has been granted permission to SedonaSchedule, they may only work in the new Service Module; the legacy Service Module will no longer be accessible.

SedonaSchedule incorporates the Schedule Board, Technician Dispatching, Ticket Queues, Inspection Ticket Generation, Technician Dispatching, new Ticket creation, Job Appointment Scheduling/Dispatching into one application.

The Schedule Board has been designed to be able to view appointments for one day, a week or a month at a time. Multiple tickets may be assigned to the same Technician for the same time slot on the same day.

Another feature of SedonaSchedule is Miscellaneous Appointments; this feature allows you to block out time on the Schedule Board when Technicians are not available to be scheduled.

A option, the Unassigned Technician is also available. This will allow you to schedule an appointment to the "Unassigned Technician" then drag to the appropriate Technician at a later time.

This help topic is divided into two main sections:

- Designed Functionality - It is important to understand the layout, functionality and navigation within SedonaSchedule before processing any data. If you are new to SedonaOffice or have new employees that will be using SedonaSchedule, this is a must-read section.
- Setup & Configuration - there is some setup that is performed directly from SedonaSchedule. This section will cover the various areas of setup and configuration.
- Using SedonaSchedule - This section will cover processing all types of transactions in SedonaSchedule.