SedonaSchedule - Terminology

To be able to understand the concepts and instructions provided for SedonaSchedule, It is important to understand the terminology used throughout the topical help pages.

When contacting the SedonaOffice Support Team, it is important to use the correct terminology for faster assistance from a support representative.

Ribbon – The Ribbon is located at the top of the SedonaSchedule application; contains options from which the User clicks to activate an option.

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Ribbon Group – Within the Ribbon are various groups of functions; these are referred to as Ribbon Groups.

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Menu Tabs – Menu Tabs appear throughout the SedonaSchedule application and contain additional options from which to select. The Menu Tabs appear above the Ribbon.

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Information Bubble – When hovering over an appointment on the Schedule Board, additional information is displayed within the Information Bubble.

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Display Group – A Display Group is a grouping of one or more Technicians. Within the Schedule Board, the User is able to choose to view a single Display Group or all Technicians within the Company. A Technician may be associated with one or multiple Display Groups. Your company creates the Display Groups to which your Users will have access. A Display Group could contain all or selected Technicians in a Service Company, a geographical area, a service Route or any logical grouping of Technicians to make scheduling easier.

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