

Appointment Dispatching Overview and Topics

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Technician appointments may be dispatched from the Schedule Board or from the Appointments and Labor form of the Ticket. Each method will be described in this topic section. Follow the topic links at the bottom of this page for step-by-step instructions.

Dispatching Methods

There are two types of dispatching methods: Live Dispatching and Manual Dispatching.

Live Dispatching

If Technicians call in as they are arriving and departing from appointments, you may record the exact date/time when the Technician calls in; this is Live Dispatching. If your company Technicians are self-dispatching using the FSU (Field Service Unit) or SedonaX Mobile, this is considered Live Dispatching as well. If a Technician is out of the range of a cell tower and unable to dispatch in real time, there may be some manual dispatching required to enter dispatch times for the appointment.

Manual Dispatching

If arrival and departure times are not provided on a real-time basis, the dispatch date/times will be entered manually at a later time; this is Manual Dispatching.

When entering dispatch times there are three date/times that must be entered:

- Dispatch Time - the time the Technician is on the way to the appointment.
- Arrival Time - the time the Technician arrives on site.
- Departure Time - the time at which the appointment is completed.

Click on the links below for instructions on the Appointment Dispatching methods.

[Manual Dispatch from a Ticket](#)

[Live Dispatch from Ticket](#)

[Manual Dispatch from the Schedule Board](#)

[Live Dispatch from the Schedule Board](#)

[Clock Out for Lunch](#)