Manual Dispatch from a Ticket

This Dispatching method is used when arrival and departure times are not provided on a real-time basis.
To enter Dispatch Times, a Resolution Code and Notes for the Appointment, from the Schedule Board, open the Ticket and click the Appointments and Labor button from the ribbon. Double-click on the Appointment to be dispatched. The Ticket Dispatch form will be displayed.

- In the Dispatched Time field, enter the time (you do not need to enter the date, this will default in for you).
- In the Arrived Time field, enter the time (you do not need to enter the date, this will default in for you).
- In the Departed Time field, enter the time (you do not need to enter the date, this will default in for you).
- In the Resolution code field, make a selection from the drop-down list.
- In the Notes field, type in pertinent information provided by the Technician.
- Resolves Ticket/Needs Go-Back; you must check one of these boxes.

If this completes the work on the Ticket, check the Resolves Ticket option. If a return visit is required to complete the work, check the Needs Go-Back option.
When finished, click the Save button at the bottom of the Ticket Dispatch form.
If the Resolves Ticket checkbox was selected, on the Schedule Board, the background color of the appointment will change to Gray. If the Needs Go-Back checkbox was selected, the background color of the appointment will change to Orange.