Live Dispatch from a Ticket

If you are already working in the Ticket to be Dispatched, and your Technicians call-in, email or text the office as they are arriving and departing from appointments throughout the day. An office staff member will mark the dispatch times as the information is received from the Technicians.

Dispatch the Technician to the Appointment

Once it is known the Technician is on the way to the appointment, within the Ticket, click on the Appointments and Labor button from the ribbon.

Double-click on the Ticket Appointment to open the Ticket Dispatch form. Click on the blue button to the right of the Dispatched Date/Time area. The exact date and time it is when clicking the blue button will populate the Dispatched fields. When viewing the Appointment on the Schedule Board, the background color of the Appointment will change to Blue.

Arrive the Technician to the Appointment

Once it is known the Technician has arrived at the appointment, within the Ticket, click on the Appointments and Labor button from the ribbon.

Double-click on the Ticket Appointment to open the Ticket Dispatch form. Click on the green button to the right of the Arrived Date/Time area. The exact date and time it is when clicking the green button will populate the arrived fields. When viewing the Appointment on the Schedule Board, the background color of the Appointment will change to Green.

Depart the Technician from the Appointment & Enter Resolution Code and Notes.

Once it is known the Technician has finished the appointment, within the Ticket, click on the Appointments and Labor button from the ribbon.

Double-click on the Ticket Appointment to open the Ticket Dispatch form. Click on the red button to the right of the Arrived Date/Time area. The exact date and time it is when clicking the red button will populate the arrived fields. You may also manually type in the Departed time if desired.

- 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.