How to Mark an Appointment as "Firm"

A "Firm Appointment" is one that must be completed on the scheduled date and time and should not be changed.

Once an appointment has been marked as **"Firm"**, it may not be moved or modified within the Schedule Board unless the User removes the **"Firm"** flag.

A **"Firm"** appointment can be used for Service Tickets or Job appointments.

A "**Firm**" appointment is shown as Pink in the Scheduler.

When Marking an Appointment as "Firm," this will lock down the date/time and Technician for the appointment.

While that appointment is locked, several restrictions are put into place by the software:

- Users cannot drag-and-drop a "Firm" appointment to a different time slot or another Technician on the Schedule Board.
- Users cannot "drag-adjust" the length of an appointment on the Schedule Board.

Schedule Board

Mark Firm from the Schedule Board

The easiest way to mark an appointment as Firm, is by right-clicking on the appointment from the Schedule Board, then selecting the Firm Appointment option.

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Mark Firm from the Ticket or Job Dispatch Form

1. To mark an appointment as "Firm" from the Ticket or Job Dispatch form, click once on the Appointment within the Schedule Board.
2. Next click on the Edit button within the Ticket Detail Viewer.
3. The Ticket/Job Dispatch form will be displayed.
4. Check the box next to "Firm Appointment" and click Save.

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