



The purpose of the Dispatch Module is to support the scheduling of service jobs. The principal components of the Dispatch module are

### Resource Calendar

The *Resource Calendar* defines the service employee work days for each day of the week along with holidays, and other days that the employee is off from work.

Once a typical employee work schedule is created, additional employee calendars can be copied from it and modified to meet the requirements of the company and employee.

### Dispatch Board

The *Dispatch Board* provides a schedule of the daily assigned service activities for each service person.

A calendar allows the user to select a single date which the color-coded board uses to display the working hours of selected employees and the service tickets that have been individually assigned.

The screenshot displays the Dispatch Board interface. On the left, a calendar for November 2018 is shown with the 22nd highlighted. Below the calendar is a 'Service Ticket' summary with fields for Ticket # (10), Address (ALERE Inc, From TIW Technology, Inc, 769 Youngs Hill Rd, Easton, PA), Job # (1), Step # (10), Unit ID (BALDWIN452), Service Type (HYDROTEST), Class (TECH1), and Duration (1.0). A central 'Info' window provides details for Ticket # 9, Line # 2, Step # 10, Employee Lee (ID TIW03, Class TECH1), Start Time 11/22/2018 09:00, Duration 1.0, and Company Big Wheel Bikes (5959 Railroad Rd, Germansville, PA 18053). On the right, a grid shows assigned activities for employees Lee, Tracy, and Morgan. The grid has columns for each employee and rows for time slots. Two activities are visible, both assigned to Tracy: '#9 - BWB01/ST1|Germa' at 09:00 and '#9 - BWB01/ST1|Germa' at 10:00. The grid cells are color-coded: green for active work and yellow for off-duty or unavailable.

Dispatch Board

Each scheduled service ticket block is placed at the appropriate time in the column corresponding to each assigned individual.

Drag and drop unscheduled tickets from the *Service Ticket* area on the screen onto the *Dispatch Board*. Tickets can be removed from the board by dragging and dropping them back on the *Service Ticket* area.

The service ticket blocks on the board display general information including the ticket number, company ID, and location.

Clicking on a service ticket block displays an *Info* screen with more detailed information where you can drill down to the actual service ticket or remove the ticket and return it to being unscheduled.

The service ticket blocks can be dragged and dropped from one time and individual to another.

Service tickets are permitted to be assigned to hours that are designated as unavailable for a particular individual. However, a warning message will be displayed whenever this occurs.

### Schedule View

The *Schedule View* presents an overview of the service schedule.

A *Starting Date* is used to define the first day of the fourteen (14) day period that is available for display. Use *Week+* and *Week-* buttons to move the schedule forward or backward in one week increments.

The screenshot shows the 'Service View' application window. At the top, there is a green header with a logo and the title 'Service View'. Below the header, there are three input fields: 'Start Date' with the value '11/22/2018', 'Resource Class' (empty), and 'Service Territory' (empty). The main area is a grid for 'Thursday, November 22, 2018'. The grid has columns for hours 6, 7, 8, 9, 10, 11, 12, 13, and 14. The rows are labeled with ticket IDs: TIW01C, TIW02, TIW03, TIW04, TIW05, TIW06, and TIW07. Ticket TIW03 has a blue block from 9 AM to 10 AM labeled '9 BWB01/ST1 Germansville, PA'. Ticket TIW04 has a blue block from 9 AM to 10 AM labeled '9 BWB01/ST1 Germansville, PA'. Ticket TIW05 has a red block from 10 AM to 11 AM labeled '10 BWB01/ST1 Easton, PA'. The grid has a scrollbar on the right and a navigation bar at the bottom with icons for Exit, Save F9, Del, ZoomIn, ZoomOut, Add F7, Load, People, Week -, Week +, and Refresh.

*Service View*

The *Resource Class ID* filter allows the personnel list to be filtered by resources classes that have been defined. A *People* button will allow individuals to be added or subtracted from the list.

*Service Territory* can be employed to show only those personnel and service jobs in a particular territory.

A vertical list of service personnel is displayed while the service tickets, to which they are assigned, are overlaid on the view graphic. As much of the service ticket information is displayed as possible.

The view graphic can be scrolled to the left and right up to the limits of the date range, which is 14 days beyond the start date.

The ZOOM IN and ZOOM OUT buttons allow the view to be expanded or contracted.

A service ticket may be dragged and dropped to a different date and time or a different individual. If the drop location is occupied by another service ticket, an error message is displayed. If the drop location is unavailable for the specified individual, a warning message is displayed and the user can choose to drop the ticket or cancel the drop.

Clicking on a service ticket block displays an *Info* screen with more detailed information where you can drill down to the actual service ticket or remove the ticket and return it to being unscheduled.