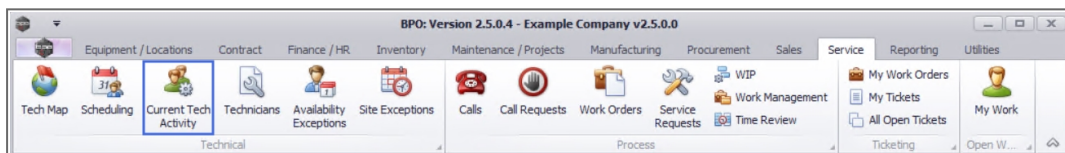


# SERVICE

## INTRODUCTION TO CURRENT TECH ACTIVITY

The **Current Technician Activity** function shows what a technician is currently working on.

**Ribbon Access:** *Service > Current Tech Activity*



1. The **Current Technician Activity** screen will be displayed.

## TECHNICIAN ACTIVITY

2. All the technicians linked to items that currently have open time logging events, will be listed. You can view:
  - the **SMS Sequence Number** for the technician,
  - whether the technician is **Available** or not,
  - which **Boot Stock Warehouse** each technician is linked to,
  - which **Work Order, Call, Serial Number** and / or **Asset Register Number** each technician is currently linked to, as well as
  - each technicians **Work Date** and **Start Time**.

Current Technician Activity - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Back Refresh Close Selected Item Save Layout Workspaces Last Location Report

Current Process Format View

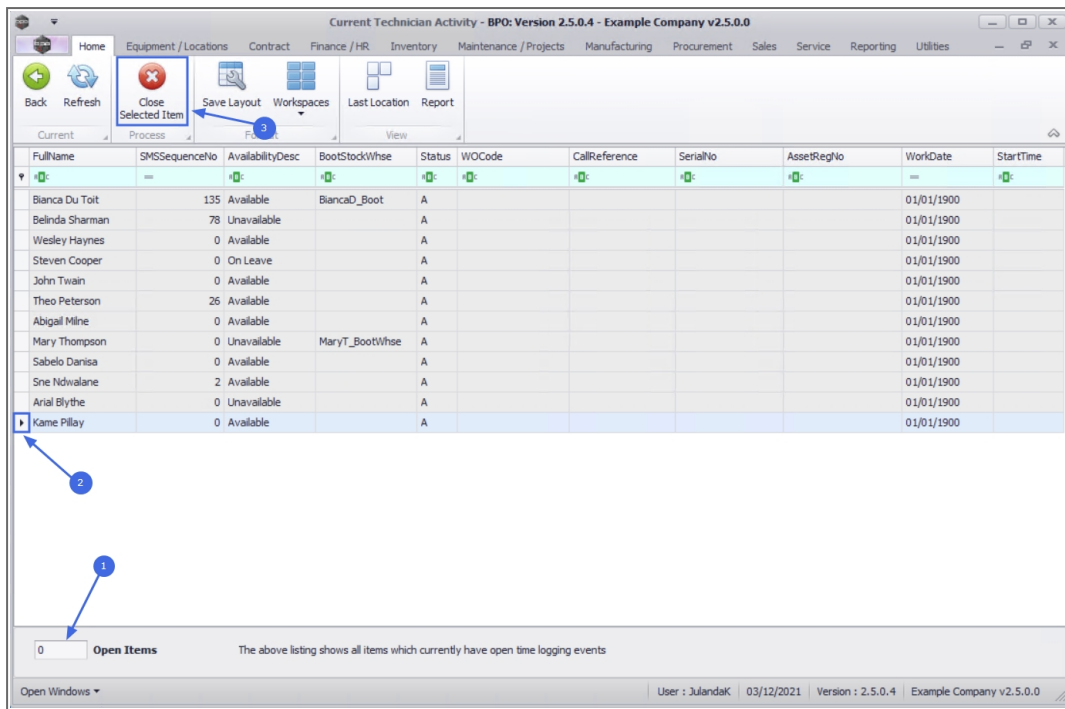
FullName	SMSSequenceNo	AvailabilityDesc	BootStockWhse	Status	WOCCode	CallReference	SerialNo	AssetRegNo	WorkDate	StartTime
Blanca Du Toit	135	Available	BlancaD_Boot	A					01/01/1900	
Belinda Sharman	78	Unavailable		A					01/01/1900	
Wesley Haynes	0	Available		A					01/01/1900	
Steven Cooper	0	On Leave		A					01/01/1900	
John Twain	0	Available		A					01/01/1900	
Theo Peterson	26	Available		A					01/01/1900	
Abigail Milne	0	Available		A					01/01/1900	
Mary Thompson	0	Unavailable	MaryT_BootWhse	A					01/01/1900	
Sabelo Danisa	0	Available		A					01/01/1900	
Sne Ndwalane	2	Available		A					01/01/1900	
Arial Blythe	0	Unavailable		A					01/01/1900	
Kame Pillay	0	Available		A					01/01/1900	

0 Open Items The above listing shows all items which currently have open time logging events

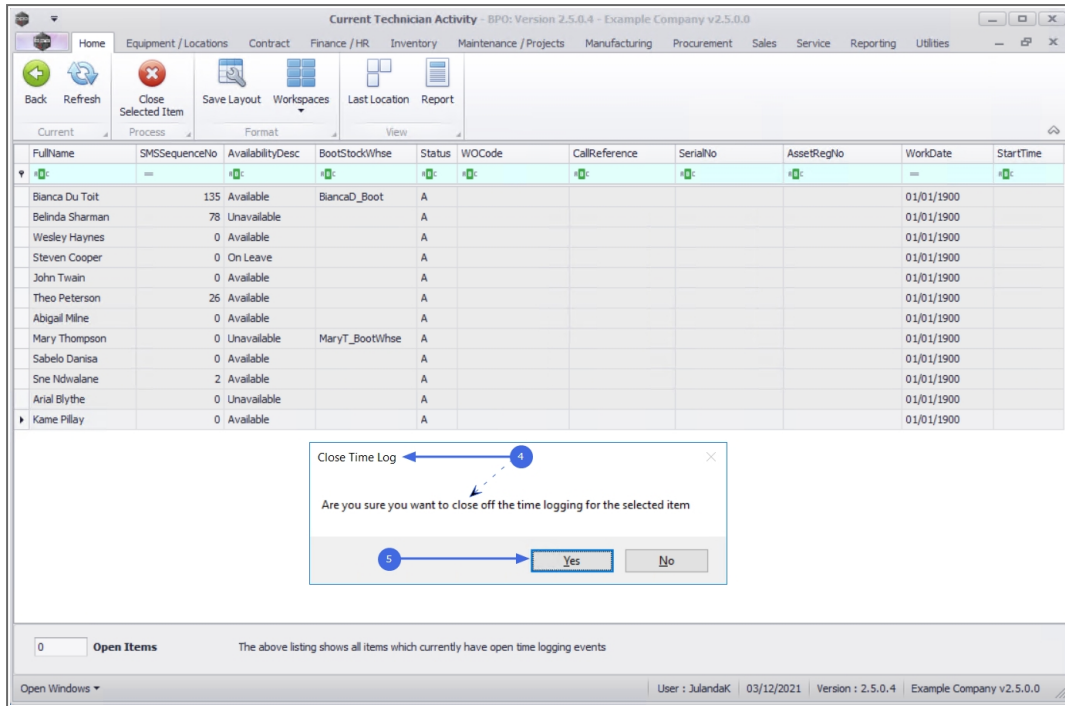
Open Windows User : JulandaK 03/12/2021 Version : 2.5.0.4 Example Company v2.5.0.0

## CLOSE SELECTED ITEM

1. The number of items that have open time logging events, will display in **Open Items**.
2. To close the time logging events for a technician, select the **name** of the technician.
3. Click on **Close Selected Item**.



4. When you receive the **Close Time Log** message to confirm;
  - **Are you sure you want to close off the time logging for the selected item.**
5. Click on **Yes**.



The screenshot shows the 'Current Technician Activity' window with the following data table:

Full Name	SMSSequenceNo	AvailabilityDesc	BootStockWhse	Status	WOCCode	CallReference	SerialNo	AssetRegNo	WorkDate	StartTime
Blanca Du Toit	135	Available	BlancaD_Boot	A					01/01/1900	
Belinda Sharman	78	Unavailable		A					01/01/1900	
Wesley Haynes	0	Available		A					01/01/1900	
Steven Cooper	0	On Leave		A					01/01/1900	
John Twain	0	Available		A					01/01/1900	
Theo Peterson	26	Available		A					01/01/1900	
Abigail Milne	0	Available		A					01/01/1900	
Mary Thompson	0	Unavailable	MaryT_BootWhse	A					01/01/1900	
Sabelo Danisa	0	Available		A					01/01/1900	
Sne Ndwalane	2	Available		A					01/01/1900	
Arial Blythe	0	Unavailable		A					01/01/1900	
Kame Pillay	0	Available		A					01/01/1900	

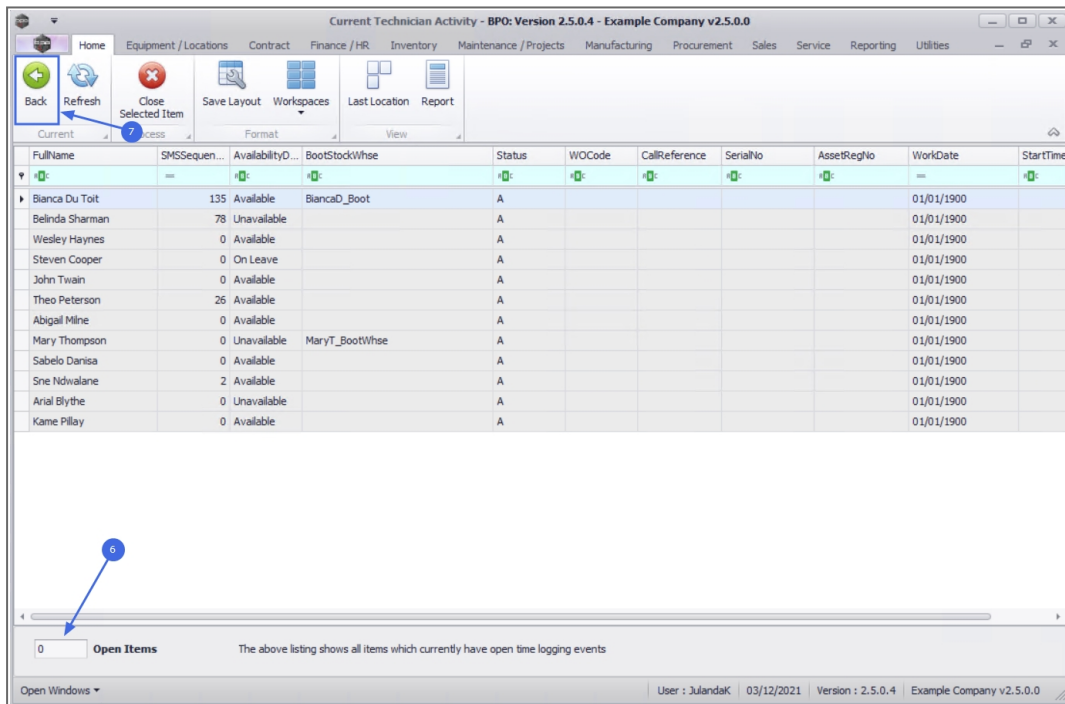
A 'Close Time Log' dialog box is displayed with the message: 'Are you sure you want to close off the time logging for the selected item'. The dialog has 'Yes' and 'No' buttons. Numbered callouts 4 and 5 point to the dialog box.

Below the table, the 'Open Items' section shows '0' items. The text below it reads: 'The above listing shows all items which currently have open time logging events'.

The bottom status bar shows: User : JulandaK | 03/12/2021 | Version : 2.5.0.4 | Example Company v2.5.0.0

6. The **Open Items** for the technician has been closed.

7. Click on **Back** to close the screen.



This screenshot shows the same 'Current Technician Activity' window as the previous one, but with the 'Back' button in the top-left toolbar highlighted with a blue box and a numbered callout 6. The data table and 'Open Items' section remain the same.



BPO.MNU.076

