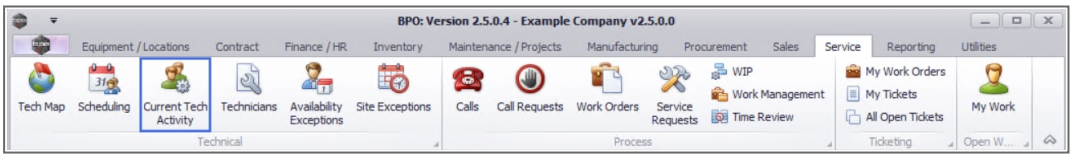
SERVICE

CURRENT TECH ACTIVITY - LAST LOCATION

Note the following requirements for this functionality;

- *Google Maps* needs to be installed for this functionality to work.
- Make sure your computer's ***regional settings*** are correct - number formats - decimal system is a [.] full stop and not a [,] comma.
- A ***Location folder*** must exist within the BPO_RSI folder - with the correct permissions.

Ribbon Access: *Service > Current Tech Activity*



1. ***Current Technician Activity*** screen will be displayed.
2. All the technicians linked to items that currently have open time logging events, will be listed.
3. In the data grid you can view:
    i. Whether a technician is ***Available*** or not.
    ii. Which ***Boot Stock Warehouse*** each technician is linked to.
    iii. Which ***Work Order***, ***Call***, ***Serial Number*** and / or ***Asset Register Number*** each technician is currently linked to, and
    iv. the technician ***Work Date*** and ***Start Time***.
4. Click on ***Last Location***.

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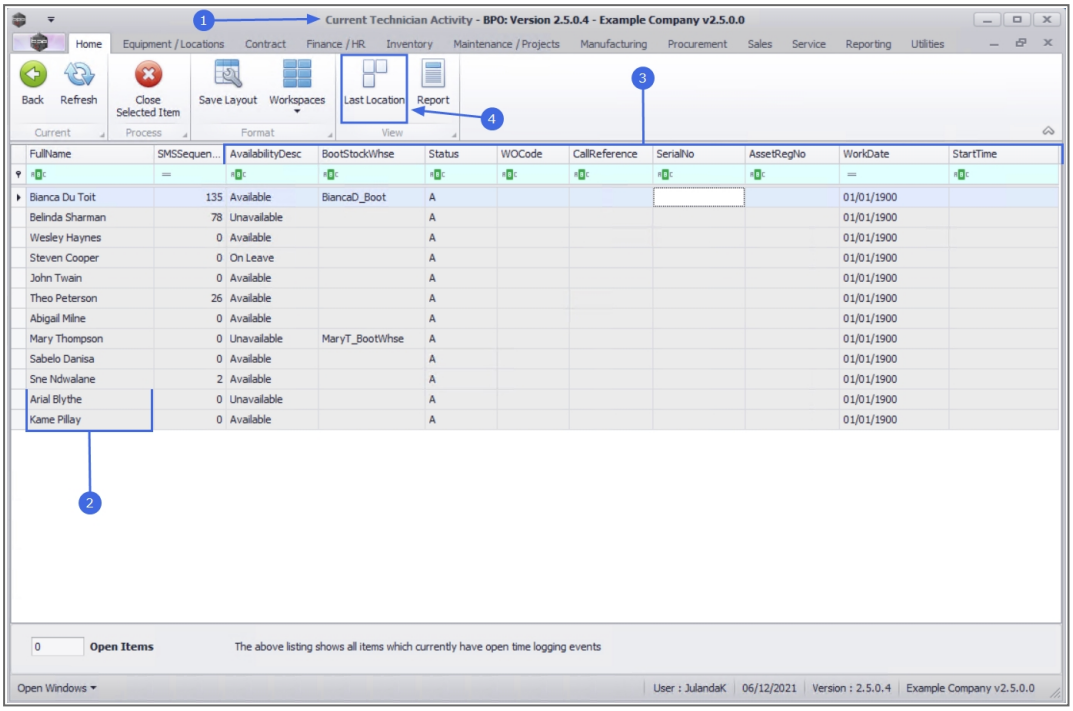
For more information about the functionality of this screen refer to Service - Introduction to Current Tech Activity



5. The ***Open Calls Technician Map*** screen will be displayed.
6. Google Maps will open, marking the ***current locations*** of your technicians.

For more information about the functionality of this screen refer to Service - Introduction to Current Tech Activity

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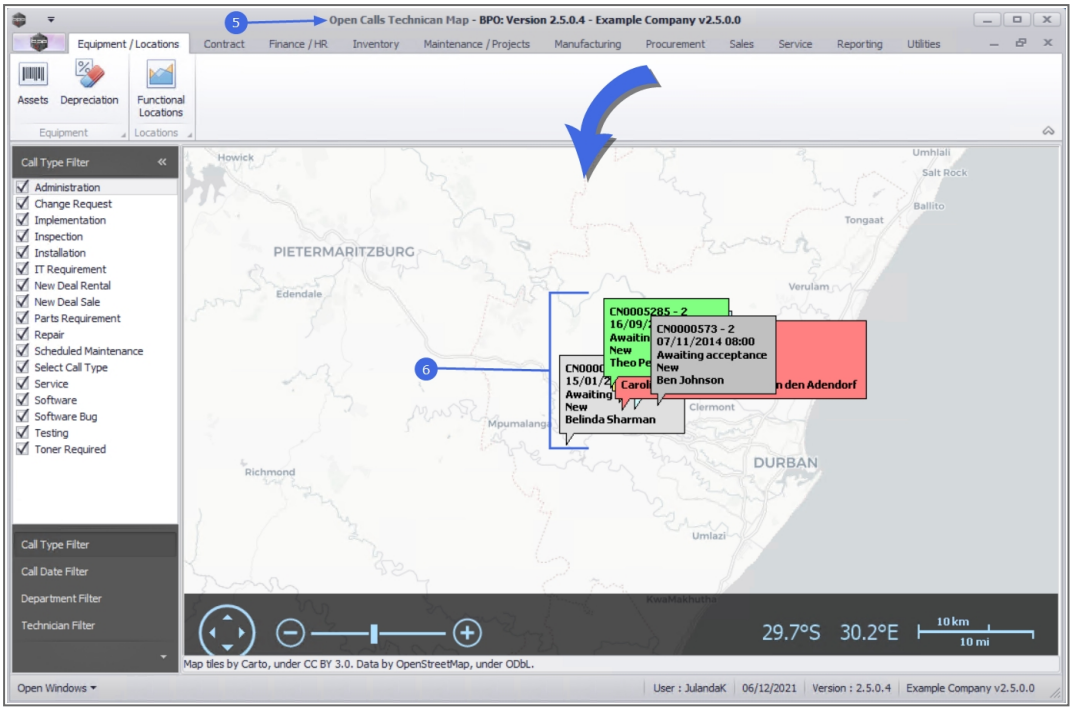

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