

SERVICE

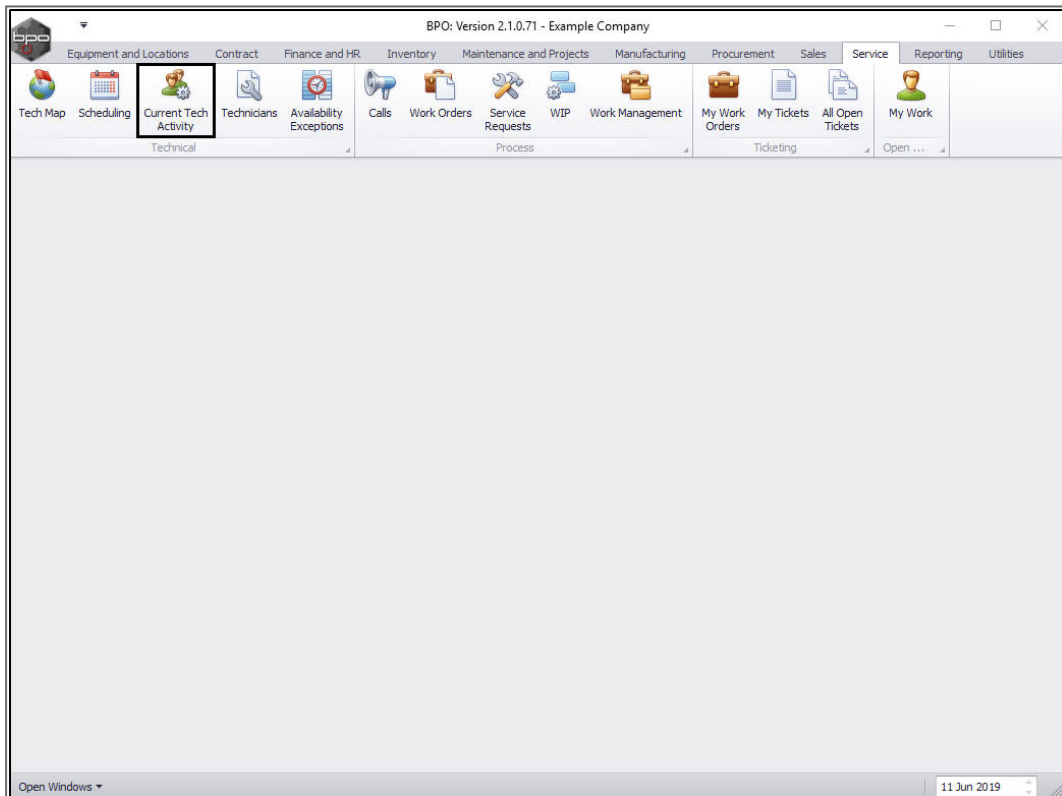
CALLS - VIEW TECHNICIANS LAST GPS LOCATION

You will need to install [Google Maps](#) 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 > Calls*



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

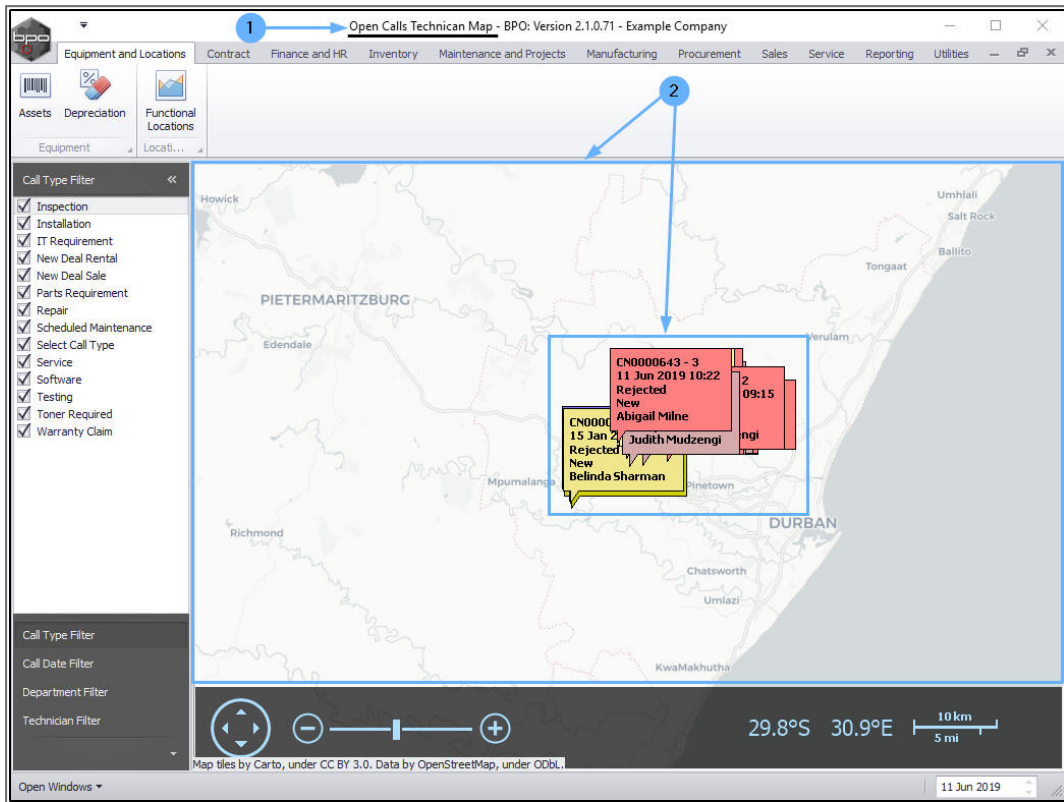
1. This screen will list all the technicians linked to items that currently have open time logging events.
2. In the data grid you can view:
 - i. Whether a technician is **Available** or not.
 - ii. Which **Boot Stock Warehouse** each one is linked to.
 - iii. Which **Work Order, Call, Serial Number** and/or **Asset Register Number** each one is currently linked to.
 - iv. Each technicians **Work Date** and **Start Time**.

For more information regarding the functionality of this screen refer to View Technician Activity.

3. Click on **Last Location**.

Full Name	SMSSequenceNo	AvailabilityCode	AvailabilityDesc	BootStockWfhse	Status	WOCODE	CallReference	SerialNo	AssetRegNo	WorkDate	StartTime
Blanca Du Toit	40	AV	Available	George Warehouse	A						
Belinda Sherman	15	TRA	Training		A						
Chris Haynes	0	UN	Unavailable	ChrisH Warehouse	A						
Susan Cooper	0	AV	Available		A						
Karlien Young	0	UN	Unavailable	ADD Warehouse	A						
Carolina Lourens	0	AV	Available	Cari Warehouse	A						
Judith Mudzengi	4	AV	Available	JohnS Boot	A						
Joel James	0	AV	Available	OTC Whse DBN	A						
Jade Rivers	0	UN	Unavailable		A						
Abigail Milne	2	AV	Available	DBN City Center	A	WO0001773	CN0000601	TIER123	AREG000011	10 Jun 2019	14:15:19

1. The Open Calls Technician Map screen will be displayed.
2. Google Earth will open, marking the current locations of your technicians.



Refer to [View Technician Map](#) for more information regarding the functionality of this screen.

MNU.122.031

