

We are currently updating our site; thank you for your patience.

## SERVICE

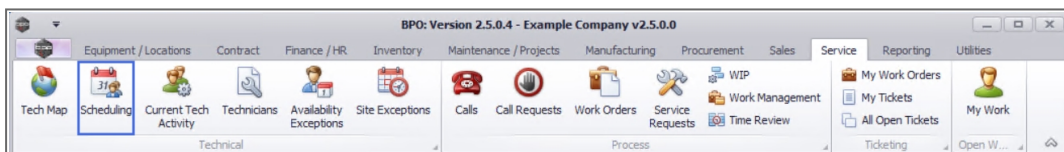
## SCHEDULING

A Work Scheduling screen has been added within the **BPO\_V2** application interface. It is designed for and can only be used by companies using [TechConnect](#) (the [Auto Accept Call Assignment](#) configuration flag must be set to 'No'), who needs to schedule Installations in advance.



**Note** that this function should **not** be used for every day service calls.

**Ribbon Access:** Service > Scheduling

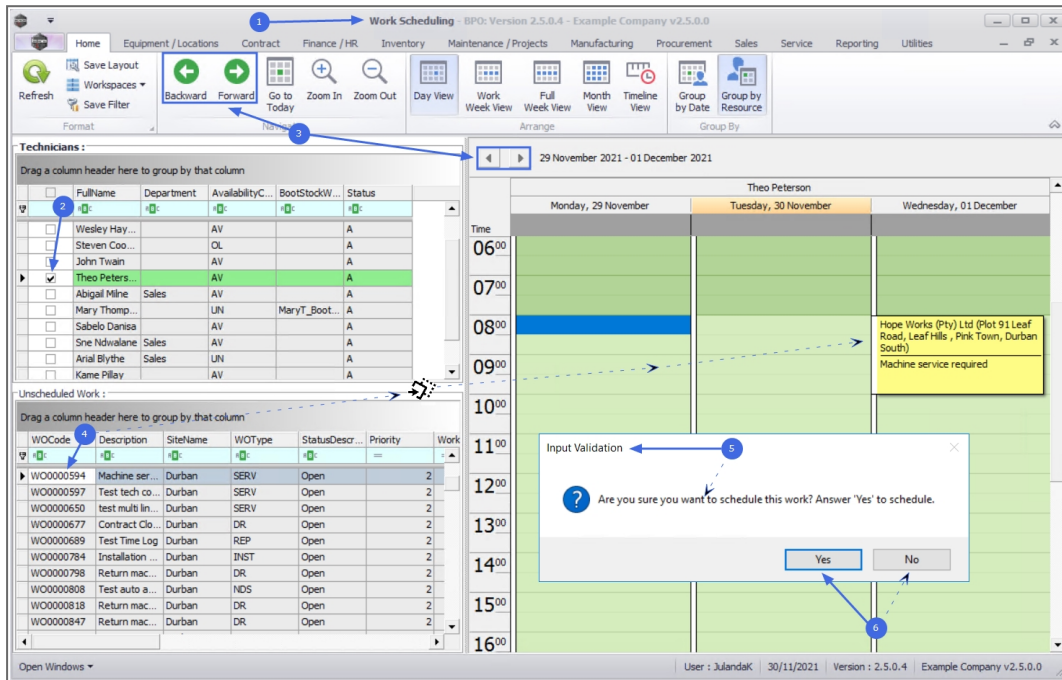


1. The **Work Scheduling** screen will be displayed.

## SCHEDULE UNASSIGNED WORK ORDERS

2. Select the **Technician** you wish to assign a Work Order to from the **Technicians** grid.
3. On the **Calendar** grid, navigate to the **date and time** you wish to schedule the work for.
4. Select the work order code you wish to **assign** from the **Unscheduled Work** grid and **drag** and **drop** the work order to the **Technicians** calendar.

5. When you receive the **Input Validation** message to confirm;
  - Are you sure you want to schedule this work? Answer 'Yes' to schedule.
6. Click on **Yes** to schedule the work, or
  - Click on **No**, to ignore the request.



## ASSIGNMENT TIME

The duration of the assignment, when first placed on the calendar, will default to what is configured for the [Work Order Schedule > Required Craft Estimated Hours](#).

1. If no Estimated Hours have been configured on the work order, the **default** length will be set to a **2** hour block.

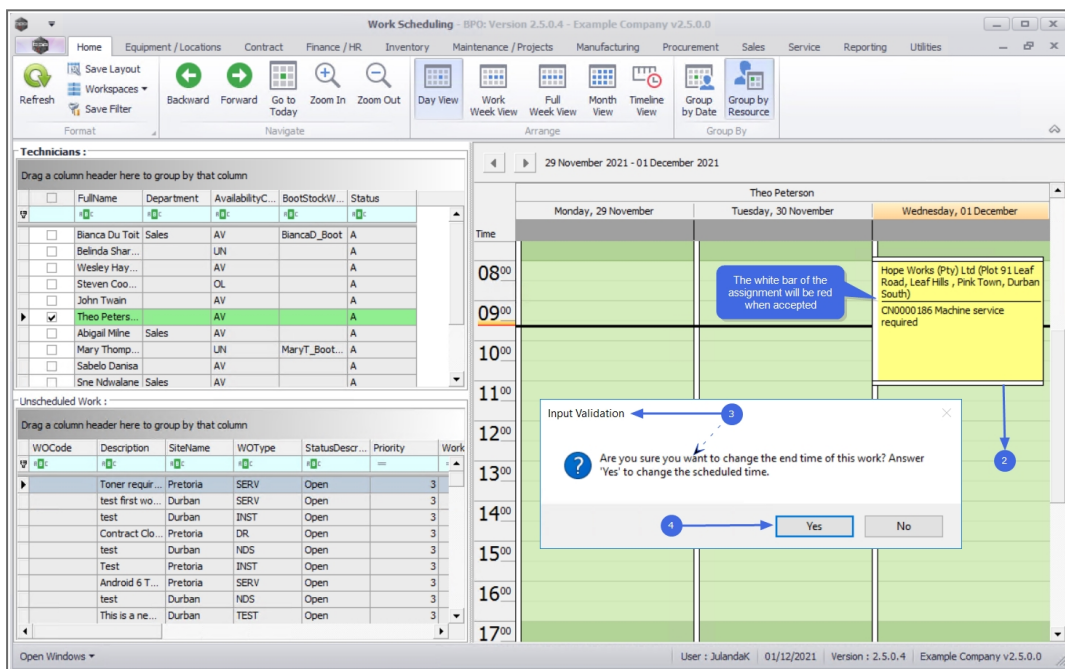
## Adjust Assignment Time

2. To change the duration of the assignment, drag the assignment to fit the time required.

3. When you receive the **Input Validation** message to confirm
  - Are you sure you want to change the end time of this work? Answer 'Yes' to change the scheduled time.
4. Click on **Yes** to change the end time, or
  - Click on **No** to ignore the request and leave the end time at the original setting.



Note that an assignment cannot be changed if it has already been accepted by the Technician. The white bar on the left of the assignment will change to red when accepted.



## RESCHEDULE ASSIGNMENT

1. To reschedule a work assignment, **drag and drop** the assignment to the required date and time slot on the technician's calendar.
2. When you receive the **Input Validation** message to confirm;
  - Are you sure you want to reschedule this work? Answer 'Yes' to reschedule.

- Click on **Yes**, if you are certain about your selection, or
  - Click on **No** to ignore the request and leave the work assignment as originally scheduled.

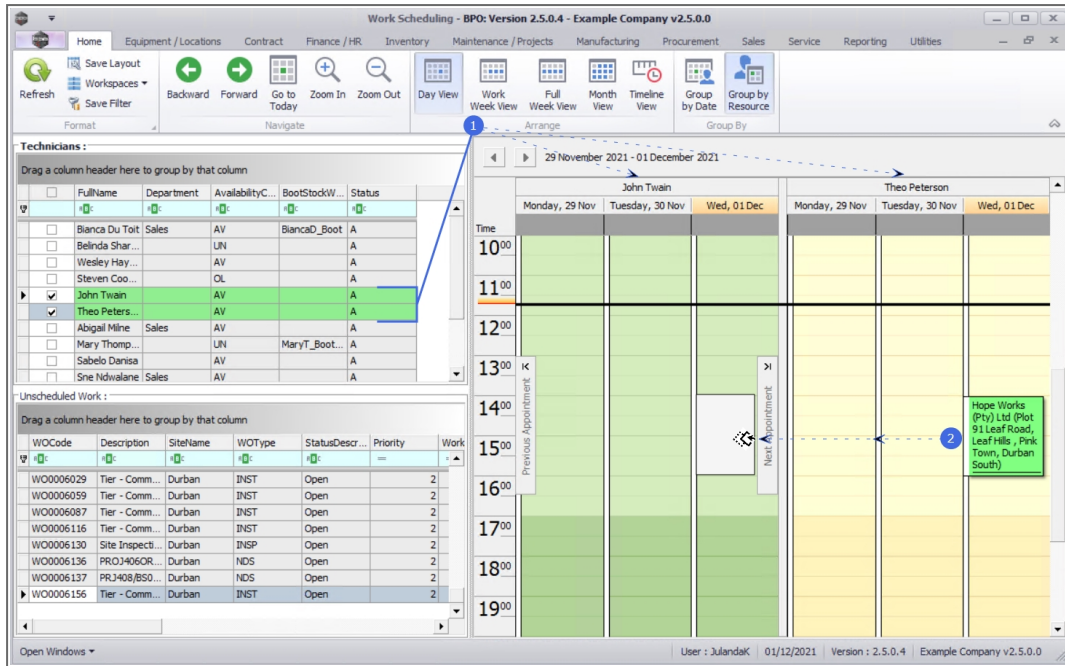


Note that an assignment cannot be changed if it has already been accepted by the Technician. The white bar on the left of the assignment will change to red when accepted.

The screenshot shows the 'Work Scheduling' application interface. On the left, there is a 'Technicians' grid with columns for Full Name, Department, Availability, BootStock, and Status. 'Theo Peters' is selected. Below it is an 'Unscheduled Work' grid with columns for WOCCode, Description, SiteName, WOType, StatusDesc, Priority, and Work. An assignment is being moved from the grid to a calendar view for 'Theo Peterson' covering dates from 29 November to 03 December. A yellow assignment card is visible for 'Hope Works (Pty) Ltd'. An 'Input Validation' dialog box is open, asking 'Are you sure you want to reschedule this work? Answer 'Yes' to reschedule.' with 'Yes' and 'No' buttons. A blue callout points to the white bar of the assignment, stating 'The white bar of the assignment will be red when accepted'. Numbered callouts 1, 2, and 3 indicate the drag-and-drop action, the dialog box, and the 'Yes' button respectively.

## ASSIGN TO ANOTHER TECHNICIAN

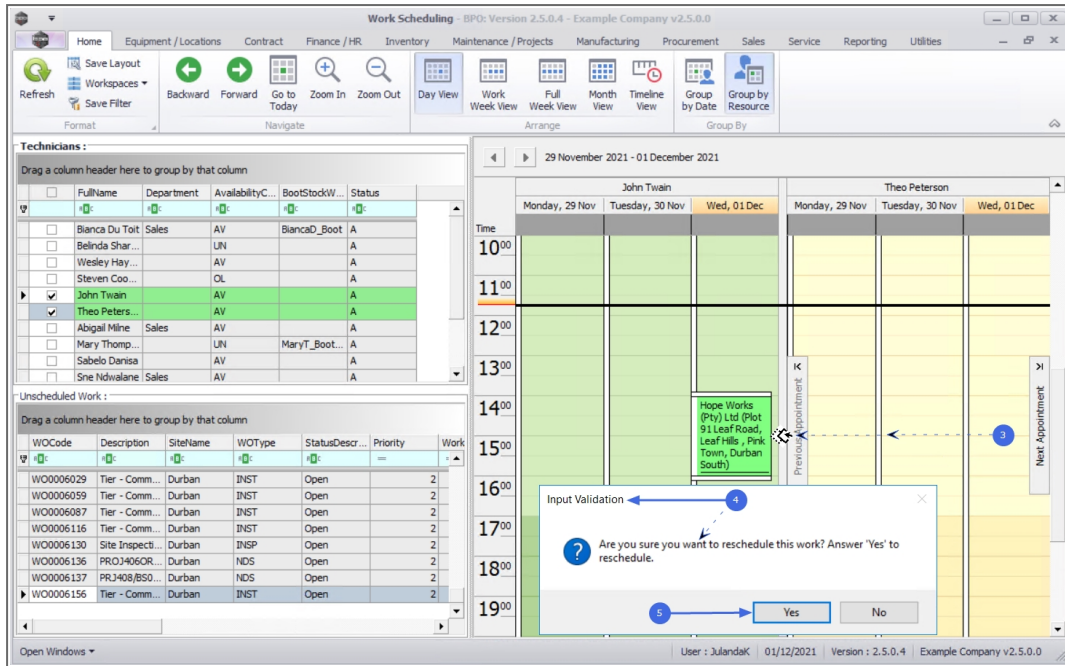
- To move an assignment to a different Technician, ensure that both **Technicians** have been selected in the **Technician grid** to view both calendars.
- Drag and drop** the assignment to the required date and time slot for the alternative technician.



3. As you drop the assignment on the new slot,
4. you will receive the **Input Validation** message box to confirm;
  - **Are you sure you want to reschedule this work? Answer 'Yes' to change the reschedule.**
5. Click on **Yes**.

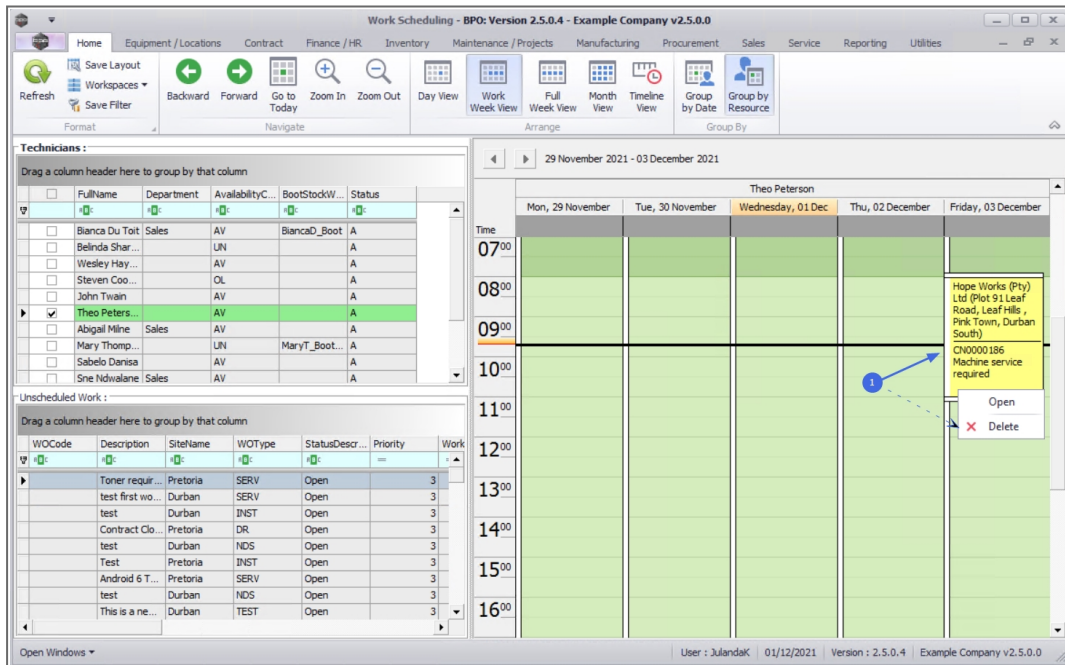


Note that an assignment cannot be changed if it has already been accepted by the Technician. The white bar on the left of the assignment will change to red when accepted.



## REMOVE/DELETE AN ASSIGNMENT

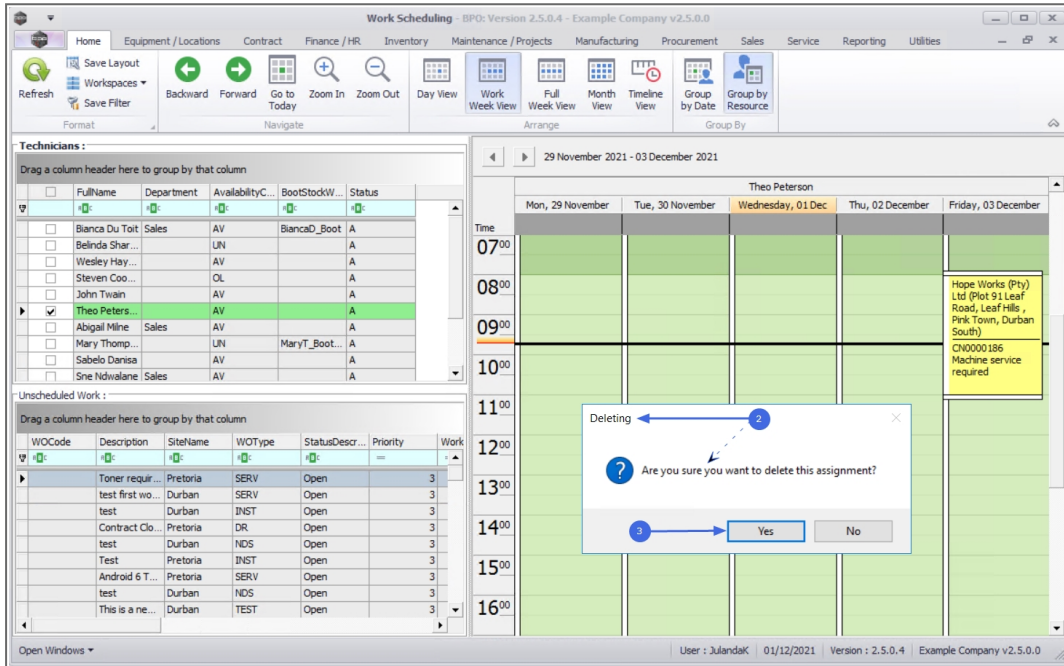
1. Right click on the assignment you wish to remove and then select Delete.



2. When you receive the **Deleting** message to confirm;
  - **Are you sure you want to delete this assignment?**
3. Click on **Yes** to remove the assignment.



Note that an assignment cannot be changed or deleted if it has already been accepted by the Technician. The white bar on the left of the assignment will change to red when accepted.



## ACCEPT AN ASSIGNMENT

1. When the Technician Accepts the call or project on TechConnect, the **white line** on the **left** of the assignment will turn **red** to indicate that **no changes** can be made to the assignment.

The Technician will need to continue work on the call or project, until he has End Work

When work has been completed - the assignment will be removed from the Calendar.

If for some reason, the assignment was accepted, but the Technician is unable to do the work, then he should [Reject the Call from TechConnect](#). The assignment can then be assigned to another Technician.



Note that if a Technician has already **Started Work** on TechConnect, then the call cannot be rejected. The Technician will need to **End Work** once done, or **End Work as Unresolved**.

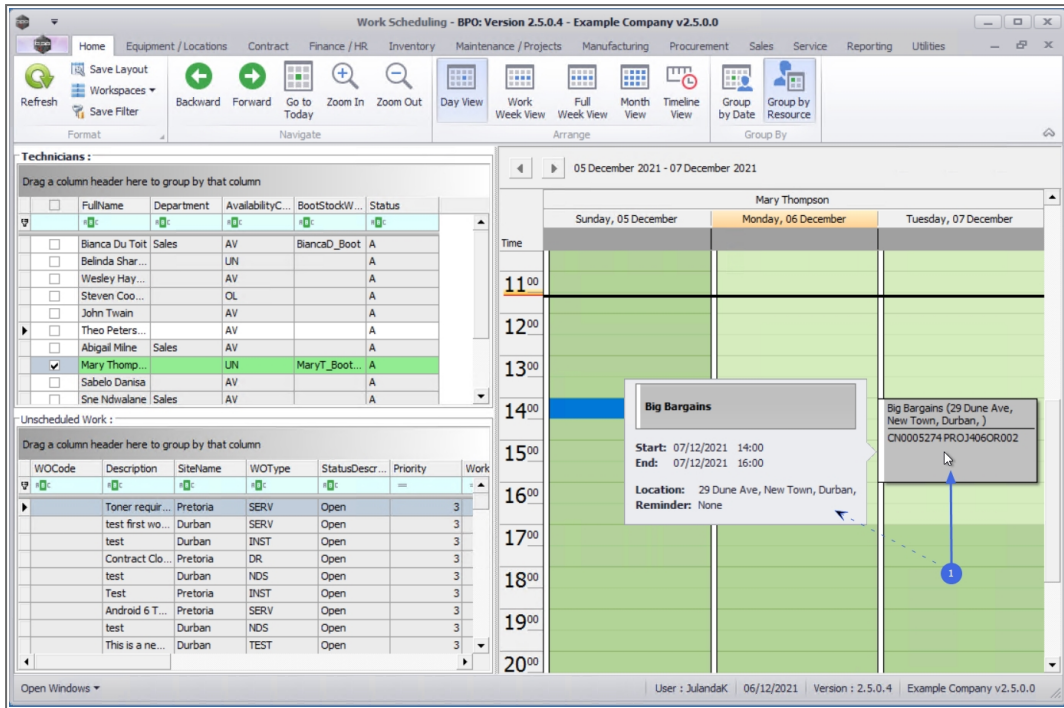
The screenshot shows the 'Work Scheduling - BPO: Version 2.5.0.4 - Example Company v2.5.0.0' interface. On the left, there are two tables: 'Technicians' and 'Unscheduled Work'. The 'Technicians' table lists various staff members, with 'Theo Peters...' selected. The 'Unscheduled Work' table lists tasks like 'Toner requir...', 'test frst wo...', etc. The main area is a calendar view for 'Theo Peterson' from Monday, 29 November to Friday, 03 December 2021. A call assignment is visible on Thursday, 02 December, from 08:00 to 09:00, with a tooltip showing 'Hope Works (Pty) Ltd (Plot 91 Leaf Road, Leaf Hills, Pink Town, Durban South)'. A blue circle with the number '1' points to this call assignment.

## VIEW CALL ASSIGNMENT

From the Work Scheduling screen;

1. **Hover** the mouse over the scheduled assignment to view the **Start** and **End times**, the **Location** and any **Reminders** for the assignment, or





2. To **view** or **edit** the assignment, **double click** on the scheduled assignment.
3. "The Call Assignment: Reference No: [call ref number] screen will be displayed." on page 4
4. When you are done working on the screen, click on **Save** to update the changes or
  - Click on **Back** to return to the Work Scheduling screen.

The screenshot displays the 'Work Scheduling' application interface. The main window is titled 'Work Scheduling - BPO: Version 2.5.0.4 - Example Company v2.5.0.0'. It features a top navigation bar with various functional areas like Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below this is a toolbar with icons for Refresh, Workspaces, Save Filter, Backward, Forward, Go to Today, Zoom In, Zoom Out, Day View, Work Week View, Full Week View, Month View, Timeline View, Group by Date, and Group by Resource.

The interface is divided into several sections:

- Technicians:** A table listing technicians with columns for Full Name, Department, Availability, and BootSt. Mary Thompson is selected.
- Unscheduled Work:** A table listing work orders with columns for WOCODE, Description, SiteName, and WOTYPE. A work order for 'Toner require...' is highlighted.
- Call Assignment Detail:** A pop-up window for 'Call Assignment: Reference No.: CN0005274'. It shows the assignment is for 'Mary Thompson' (Assigned To) and 'Julanda Kessler' (Assigned By). The assignment date is '06/12/2021' at '11:13:04'. It also lists 'Open Work Orders' including 'W00006136' and 'PROJ406OR002'.
- Calendar:** A calendar view for 'Tuesday, 07 December' showing a call assignment for 'Big Bargains (29 Dune Ave, New Town, Durban, ...)' with reference number 'CN0005274 PROJ406OR002'.

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