

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

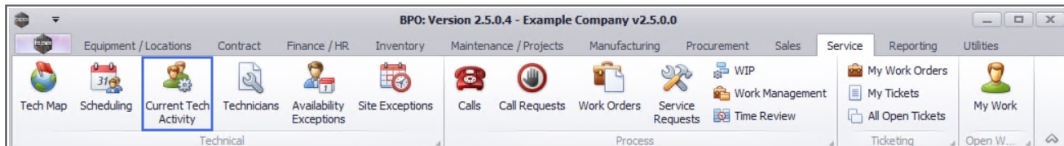
SERVICE

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**.

 For more information about the functionality of this screen refer to [Service - Introduction to Current Tech Activity](#)

Full Name	SMSSequen...	AvailabilityDesc	BootStockWhse	Status	WOCODE	CallReference	SerialNo	AssetRegNo	WorkDate	StartTime
Bianca Du Toit	135	Available	BiancaD_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	
Arian Blythe	0	Unavailable		A					01/01/1900	
Kame Pillay	0	Available		A					01/01/1900	

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](#)

The screenshot displays the 'Open Calls Technician Map' interface. The title bar reads 'Open Calls Technician Map - BPO: Version 2.5.0.4 - Example Company v2.5.0.0'. The top navigation bar includes tabs for Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. On the left, there are sections for 'Equipment / Locations' (Assets, Depreciation, Functional Locations) and a 'Call Type Filter' with a list of call types: Administration, Change Request, Implementation, Inspection, Installation, IT Requirement, New Deal Rental, New Deal Sale, Parts Requirement, Repair, Scheduled Maintenance, Select Call Type, Service, Software, Software Bug, Testing, and Toner Required. The main map area shows Pietermaritzburg and Durban with several call activity markers. A blue arrow points to a marker labeled '6'. A red box highlights a call activity for 'Ben Johnson' with ID 'CN000573 - 2' and date '07/11/2014 08:00'. Other call activities include 'Theo Pe' (CN0005285 - 2, 16/09/16), 'Carol' (CN000573 - 2, 07/11/2014 08:00), and 'Belinda Sharman' (CN000573 - 2, 07/11/2014 08:00). The map includes a scale bar (10 km / 10 mi) and coordinates (29.7°S, 30.2°E). The bottom status bar shows 'User: JulandaK | 06/12/2021 | Version: 2.5.0.4 | Example Company v2.5.0.0'.

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