





Work Order Management

AsgardMobile Dispatcher

AsgardMobile includes the ability to dispatch work orders, for users with Assign privileges. Dispatcher mode makes these key functions available from a mobile device:

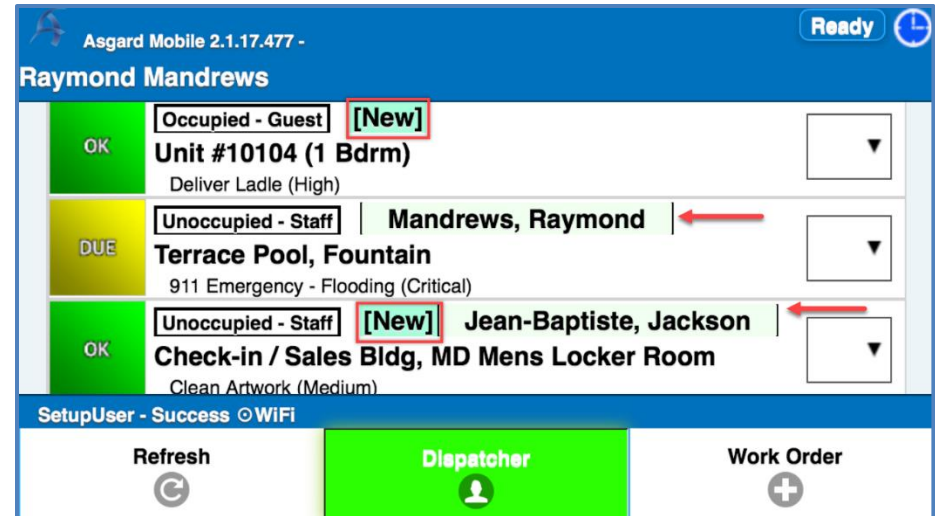
1. Monitoring currently active work orders for all users
2. Assigning, un-assigning, and re-assigning work orders
3. Suspending work orders

	<p>Scenario: <i>The Engineering Manager is working in the field, and needs to assign work orders while away from his desktop.</i></p>
<p>Step 1</p>	<p>To enter Dispatcher mode, tap the Dispatcher button at the bottom center of your home screen. The Dispatcher button will turn Green when activated.</p>  <p>The diagram illustrates the activation of the Dispatcher button. On the left, a horizontal bar contains three buttons: 'Refresh' (with a circular arrow icon), 'Dispatcher' (with a person icon, highlighted in blue), and 'Work Order' (with a plus icon). A red arrow points to the right, where the same bar is shown, but the 'Dispatcher' button is now highlighted in green, indicating it is active.</p>



Note: Dispatcher Mode is designed to be viewed with the mobile device held horizontally.

Unassigned work orders will be listed as “New.” Assigned work orders will display the name of the assignee on the work order. Work orders that have not yet been viewed will also have “New” listed before the name of the assignee.

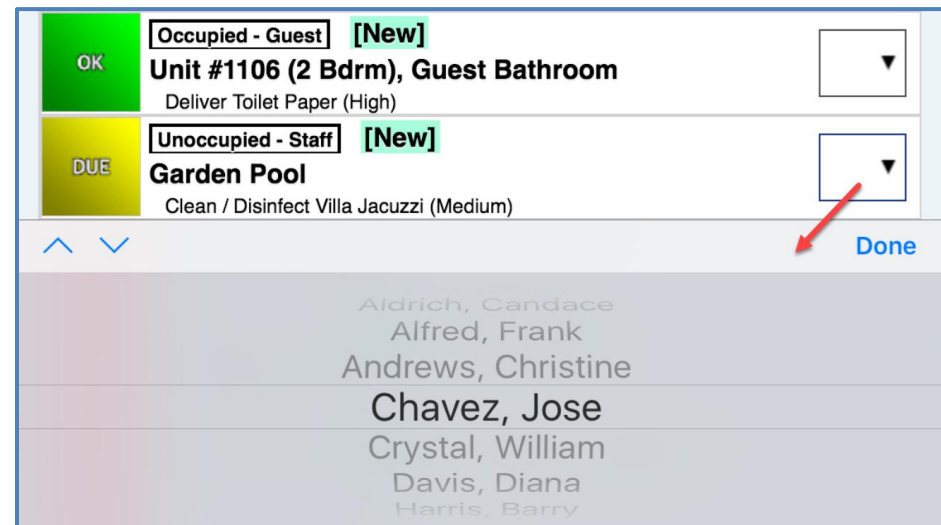


Step 2

To assign, un-assign or re-assign a work order, tap the white drop-down menu and choose from the list.

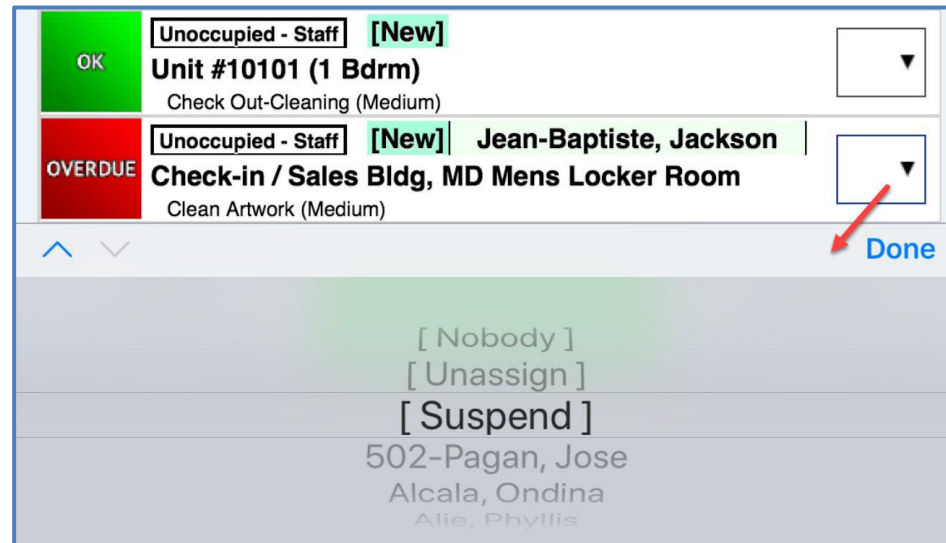
After a few seconds, the work order list will refresh.

Unassigned work orders are displayed at the top by default.



Step 3

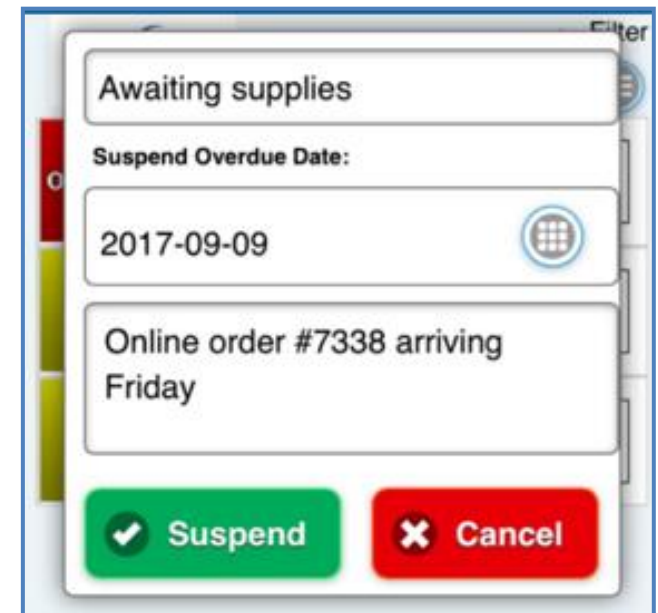
To Suspend a work order, go to the white drop-down menu and select Suspend.



When the suspend dialogue box appears you will be prompted to add a Suspend Reason and a Suspend Overdue Date.

A comment can be added, if necessary.

Tap Suspend to suspend the work order, or tap Cancel to exit.



Step 4

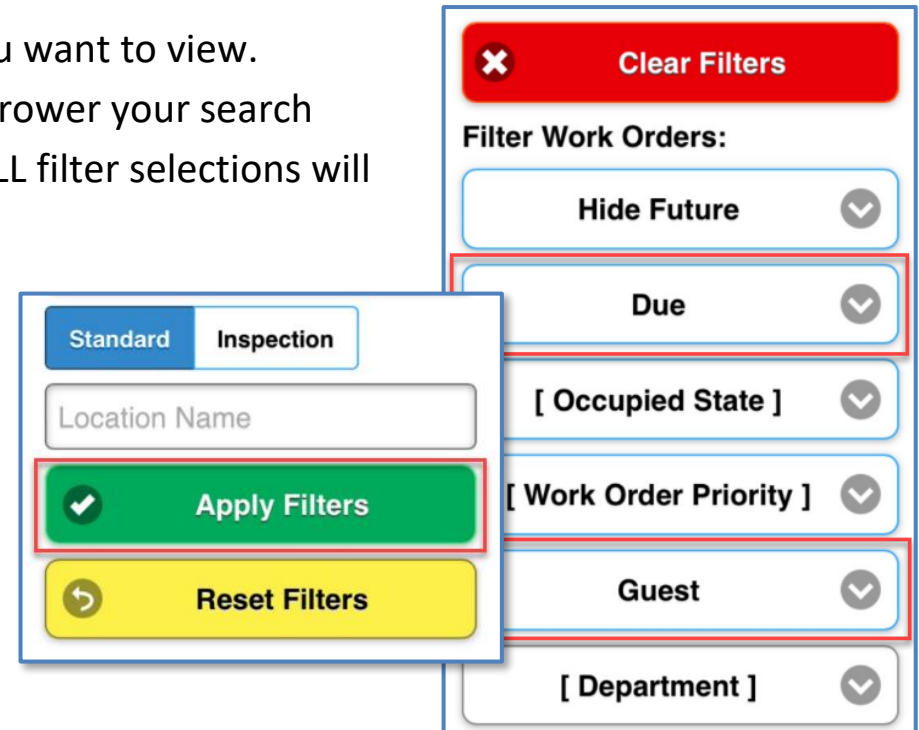
The Dispatcher Screen can display up to 100 work orders. Filters are available to help manage work orders. Swipe left on the Filter icon to bring up your search parameters.



Select the type of work order filters you want to view. The more selections you make, the narrower your search will be. Only work orders that match ALL filter selections will display.

When you have made your selections, tap Apply Filters.

To view all active work orders again, return to the Filter menu and tap Clear Filters.





If you have filters in place, and made changes to your search that you don't want to save, you can tap Reset Filters.

Any active filters will prevent you from seeing work orders that don't meet the search criteria.

Step 5

To return to the standard view of your assigned work orders, simply tap the Dispatcher button again. When it turns Blue, you are no longer in Dispatcher mode.

